



2022

City of Crestview
Human Resources Manual

LISTING OF CITY OFFICIALS

Elected Officials:

Mayor:

J B Whitten

Council Members:

Shannon Hayes, Mayor Pro Tem

Joe Blocker

Andrew Rencich

Douglas Capps

Cynthia Brown

City Clerk:

Maryanne Schrader

City Attorney:

Johnathan Holloway

City Manager:

Tim Bolduc

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INTRODUCTION

Welcome to the City of Crestview. We are glad you are a part of our team; we believe employees are our most valuable asset. Our success is significantly contributed to our ability to recruit, hire and maintain a highly qualified and productive workforce that truly enjoys working for the City.

The City of Crestview's goal is to provide exceptional municipal services by employing and retaining individuals who display pride in their work and meet the standards of performance set by their department. This Human Resources Manual will help us achieve this goal. The City of Crestview, henceforth known as the City, advocates the concept that maximum efficiency and effectiveness can be attained through a management system devoted to sound and fair principals.

As a condition of employment, the City expects all employees to comply with the rules and regulations set forth in this manual, the City Charter and Code, Florida Statutes, federal regulations and safety standards while performing their duties as an employee of the City of Crestview. As such, all employees should read the City of Crestview Human Resources Manual as a part of their new hire orientation with the City and provide certification to the Human Resources Department that this has been accomplished.

Additionally, City firefighters are covered by a union contract that supersedes this policy manual unless otherwise noted in the contract. Firefighters and sworn police officers are subject to additional departmental policies regarding conduct, investigations, and work schedules.

AT- WILL EMPLOYMENT

Please keep in mind as you read to refer to this handbook that its contents are not intended to and do not create a contract between the City and any employee. This includes Department Heads, who work at the discretion of the City Manager. Nothing in this handbook binds the City or any employee to any specific procedure, policy, benefit, working condition or period of employment. Nor is the manual designed to be all inclusive. These policies may be changed at any time. Employment with the City is at-will, meaning that the employment relationship can be terminated at any time by either party.

Any salary figures provided to an employee in annual or monthly terms are stated for the sake of convenience or to facilitate comparisons and are not intended and do not create an employment contract for any specific period of time.

AMERICANS WITH DISABILITY ACT

To ensure equal employment opportunities to qualified individuals with a disability, the City will make reasonable accommodations for the known disability of an otherwise qualified individual, unless undue hardship on the operation of the City would result

Employees who may require a reasonable accommodation should contact the Human Resources Department.

EQUAL OPPORTUNITY AND TREATMENT

The City is committed to providing equal opportunity and treatment for all individuals. This policy is a vital component of all our policies, procedures, and practices.

There shall be no discrimination against any person in recruitment, examination, hiring or appointment, training, promotion, retention, or any other personnel action because of disability, political affiliation, race, color, sex, age, religion, pregnancy, national origin, genetic information, marital status, or other non-merit factors.

All employees are required to comply with this policy. Supervisors and Department Heads are expected to cooperate fully; all personnel actions, including but not limited to transfers, hiring and rehiring, benefits, compensation, education, recreational and social programs, sponsored trainings, promotions, and layoffs, will be monitored by the Human Resources Department for compliance.

CHAPTER ONE HIRING, SELECTION, SEPARATION

A. POLICY

The City is committed to providing equal opportunity and treatment for all individuals. Individuals shall be recruited from a geographic area as wide as necessary to assure the objectives of the City are reached; however, in cases where City residents and non-residents are equally qualified for a vacancy, the resident shall receive first consideration. Military veterans shall be given preference in accordance with current federal and state laws. There shall be no discrimination against any person in recruitment, examination, hiring or appointment, training, promotion, retention, or any other personnel action because of disability, political affiliation, race, color, sex, age, religion, pregnancy, national origin, genetic information, marital status, or other non-merit factors.

The City does not discriminate on the basis of gender, pregnancy, childbirth, or other pregnancy related conditions. Pregnancy will be treated like all other temporary disabilities and reasonable accommodations will be made. Women affected by a pregnancy related condition will be treated as other applicants and employees based on their ability to complete the essential duties of the job. This provision also applies to women who have previously been pregnant or intend on becoming pregnant. Additionally, the City will not discriminate against any woman who is breastfeeding or lactating.

B. APPLICATIONS

The City utilizes an online application process and all applicants must utilize the City's website. In order to be considered for employment, the City's application form must be complete. Resumes and other documents will not be accepted in lieu of the application form.

The City's hiring process is centralized, with all applications being received by the Human Resources Department. Departments should refer applicants to the Human Resources Department, as any applications received by other departments will not be considered.

When a job vacancy occurs or is projected to occur within the City, the department heads shall immediately submit a requisition for replacement. Human Resources will ensure the funding for the position has been authorized for the current fiscal year and review any employees eligible for recall. Then the Human Resources Department will review and post a job announcement for a minimum of five (5) days. The Human Resources Department will then collect and process applications received and provide this information to the assigned hiring manager.

HIRING, SELECTION, AND SEPARATION CONTINUED

C. SELECTION

The supervisor shall rank the applications based on qualifications for the job and ascertain which applicant will be considered for interview. Interviews will be conducted by a group of employees familiar with the duties of the position, such as Human Resources, Department Head, direct supervisor, or senior employees in the department. The remaining applications shall be annotated and returned to the Human Resources office for retention. Each application should be annotated with date of review and numerical rank based on qualifications in order to indicate that the application was considered but not selected for interview. The supervisor may choose to provide any additional information on the form essential to the consideration process.

Once the hiring manager makes a decision to hire, all applications used within the interview process shall be annotated with essential data and returned to the Human Resources Department. Human Resources will then provide the candidate with an offer letter and schedule the required pre-employment screenings.

D. VETERANS PREFERENCE POLICY

During the application process eligible veterans will receive preference. The purpose of preferential credits for military service is to assist qualified applicants in transitioning from the military to civilian careers. The program also provides assistance via preferential credits to the spouses of former service members with service-connected disabilities and to the surviving spouse of a person who died while in the service.

There are three distinct military preferential credit programs all of which require the applicant to first meet the minimum qualifications for the job and then be successful in the evaluation process. Preference eligibility refers to sole survivor status (0 points), non-disabled eligible veteran (5 points), and eligible disabled veteran (10 points). The credits are only applied to the successful candidate's final score. Human Resources will calculate the applicant's eligible credits and provide the score to the supervisor to add the evaluation score.

E. PRE-EMPLOYMENT

Upon selection of a candidate for hire employees a contingent job offer will be made. After the offer is accepted pre-employment screenings will be conducted. Presumptive new hires will have their references, employment history, and background screened based upon the requirements of the position. All safety sensitive positions must complete a drug screening with negative results. Additionally, firefighters and sworn police officers will complete a physical exam, fitness test, and EKG test due to the nature of the job; firefighters must also attest that they have not been a user of tobacco or tobacco products for at least one-year preceding application for certification as a firefighter. Police candidates must also complete a written exam.

F. APPLICATION RETENTION

The Human Resources Department shall log, categorize, and file applications for employment. Application will be retained in accordance with Florida public records law. Applications for past openings will not be considered for new openings; applicants must reapply for each new posting.

HIRING, SELECTION, AND SEPARATION CONTINUED

G. INTERNAL APPLICANTS

Employees who have successfully completed their probationary period may apply for positions available within the City. If the employee meets the requirements for the position, as advertised, the employee will be granted an interview. Employees should submit an internal application to the Human Resources department.

H. REHIRES

- a. A former employee in layoff status will be considered for all open positions for which they can perform the essential duties and meet the basic requirements of the job.
- b. Retirees are only eligible for rehire into part time positions.

NOTE: All former employees seeking rehire will have to pass all appropriate pre-employment screenings to be considered for employment. Additionally, they, like all new hires, will be required to provide proof of all required certifications, licenses, and education.

I. NEW HIRE ONBOARDING

All new employees will complete new hire orientation, also known as in processing, with Human Resources. Departments will conduct their own additional orientation as relevant to their procedures. During orientation Human Resources will review the employee's job description, brief on the city organizational structure, identify elected officials and department heads, advise of physical locations of various city departments, and evaluation procedures, gather any required documents, discuss payroll requirements and any other essential items necessary to affect a smooth transition into City work. The individual department will issue appropriate work gear and equipment, provide a work schedule and discuss job specific safety procedures.

New employees will be required to complete an onboarding period of no less than two months before they are eligible for employee benefits. The City reserves the right to a one-time extension of no more than two months. However, all City employees are employed at will and this relationship may be terminated by either party at any time.

An onboarding period of 12 months will apply to firefighters, sworn police officers, and all exempt level new hires. This will be for the purposes of performance evaluation and not effect benefit eligibility.

Full-time employees who satisfactorily complete the requirements of the initial sixty day probationary period shall be granted fringe benefits e.g. paid leave, retroactive to the original employment date. If the employee is unable to meet the departmental standards during the probationary period, he or she will be discharged from the City service.

HIRING, SELECTION, AND SEPARATION CONTINUED

J. SEPARATION OF EMPLOYMENT

General employees are requested to give two weeks' notice, in writing, to the City when separating employment. This does not include leave time or holidays. Additional notice is appreciated when possible. Department Heads and employees in positions that require degrees, certifications, or other specialized training are requested to give 30 days' notice. Employees who do not follow the guidelines for separation notice may not be eligible for rehire. The City reserves the right to not honor a resignation notice period and end the employment relationship immediately.

All employees separating from the City will process out with the Human Resources Department, at times, an additional out-processing with the individual's department may be required. Individual departments shall insure that all tools, uniforms, vehicles, equipment, keys, etc., issued to the employee are turned in before departure. Items that cannot be accounted for shall be listed on the Personnel Action Request. An employee's final check will be provided on the next scheduled payday.

Any City property not returned at the time of separation may lead to payroll deduction from the employee's final check. Employees will be charged no more than the cost to the City for the item. Department Heads are responsible for providing Human Resources with a current listing of all City property assigned to an employee.

K. PERSONNEL FILE

a. Storage

All personnel files are maintained solely by the Human Resources Department. Records are confidential, information is only accessed on a need-to-know basis. All transactions including processing in and out of City employment, use of leave, evaluations, trainings, classification changes, and pay changes will be documented in the employee's file.

b. Review

City employees may view and request a copy of personnel records. Employees may make an appointment with Human Resources and their file will be provided at the time of the appointment.

Personnel files will be disposed of according to all applicable laws.

CHAPTER 2 CONDUCT

A. POLICY

This Code of Conduct provides guidelines for City employees in order to ensure compliance with legal and ethical standards in work related matters. The code sets forth standards of acceptable behavior for employees in the performance of their duties and in certain situations outside of the performance of their assigned duties. Police and firefighters are held to an additional code of conduct pursuant to Florida Statute Chapter 11.

The City expects employees to act with integrity and professionalism when carrying out their job duties. The code lists examples of unacceptable performance or conduct. However, this list is not exhausted or comprehensive. The actions listed and other violations of the Code of Conduct will result in disciplinary action up to termination.

- a. Stealing or misappropriation, damage or destruction of City property
- b. Assault, battery, fighting, provoking, or any behaviors that endanger another
- c. Dishonesty, falsifying records, or providing false information
- d. Unauthorized disclosure of confidential information
- e. Failure to report for a shift, leaving work early without authorization
- f. Excessive tardiness
- g. Failure to comply with the drug and alcohol policy
- h. Failure to comply with employment policies including safety policies
- i. Poor work habits, excessive breaks, loitering, work avoidance
- j. Do not litter or contribute to unsanitary conditions on City property
- k. Do not make false or malicious statements about the City, its' employees, citizens or vendors
- l. Be courteous and polite to co-workers, citizens, and vendors
- m. Keep your work area clean and safe at all times
- n. Gambling of any kind is prohibited on City property, unless previously authorized
- o. Report any errors made by yourself or others that could affect City operations
- p. Do not post, remove, or alter written or printed materials from City property without authorization
- q. Failure to follow directions

B. PERSONAL CONDUCT

The City respects the privacy interests of employees and recognizes the right to conduct their personal lives free from interference. However, employees should keep in mind that their behavior, even while off duty, is a representation of the City to the public. Additionally, certain types of off duty behavior may reflect poorly on an employee's character and judgment, impacting his or her standing as an employee. Therefore, employees who engage in unprofessional disreputable behavior or criminal or other serious misconduct may be subject to disciplinary action up to termination. Employees are required to report any arrest to their supervisor immediately.

C. CONFLICT OF INTEREST

To avoid misunderstandings and conflicts of interest that could arise, City employees shall adhere to the following rules:

- a. Employees shall not accept any gifts, favors or services valued more than \$25 from any person or agency that might reasonably tend to improperly influence them in the discharge of their official duties.
- b. Employees shall not use or attempt to use their position to secure special privileges or exemptions for themselves or others except as may be provided by policy or law.
- c. Employees shall not disclose confidential information gained by reason of their official position, nor shall they otherwise use such information for their personal gain or benefit.
- d. An employee of the City who is an officer, director, agent, member of, or owns controlling interest in any corporation, firm, partnership, or other business entity, which is subject to the regulation of, or which has substantial business commitments with the City, shall file a sworn statement to that effect with the Human Resources Department.
- e. Employees shall not transact any business in their official capacity with any business entity of which they own a substantial interest.
- f. Employees shall not have personal investments in any enterprise that will create a substantial conflict between their private interest and the public interest.
- g. Certain designated employees shall be required annually to register with the State of Florida e.g., elected officials serving in a full-time employment status, department heads, etc.
- h. Conducting or attempting to conduct private business of any kind during work hours or on City property without prior permission.
- i. Supervisors should not accept gifts or favors from their employees.

D. POLITICAL ACTIVITY

Employees shall not use official authority or influence in any way for or against candidates for elective office (municipal, county, state or federal) during working hours or in any manner that may interfere with the performance of their duties.

Employees shall not solicit orally or by letter or be in any other manner concerned in obtaining any assessments, contributions or services for any political party from any employee during his or her working hours or service to the City.

Nothing contained herein shall be construed to restrict the right of any employee to hold membership in, and support a political party, to vote as he/she chooses, to express opinions on all political subjects and candidates, to maintain political neutrality, to attend political meetings after working hours, or to campaign actively during off-duty hours in all areas of political activity.

Any employee who desires to campaign and seek election to a political office may do so providing the campaigning does not interfere with their normal duty or job performance. Such employees may resign or take leave of absence.

E. EMPLOYMENT OF RELATIVES

The City does not automatically prohibit members of the same family from working for the City. Each situation involving employment of a relative must be reviewed on its own individual merits. As a general guideline, however, employees should know that the City will not allow the employment of relatives in any situation where a conflict of interest exists or where there is a substantial likelihood that a conflict of interest will arise, such as a relative working under the direct supervision of another, one relative being responsible for the job performance evaluation of another, one relative being directly involved in job actions with regard to another. It is the obligation of all affected employees to immediately advise the Human Resources Department if a change in his situation occurs or is anticipated that will result in his becoming related to another employee so the effect, if any, of the relationship on City operations may be fully explored and appropriate action taken. Married employees are treated as related.

F. FRATERNIZATION POLICY

Department Heads, supervisors and other managers are prohibited from dating any employee under their supervision. Such relationships can be disruptive to the work environment, create a conflict or the appearance of a conflict of interest, and lead to charges of favoritism, discrimination, and sexual harassment. Accordingly, as a policy the City of Crestview strictly prohibits supervisors from dating or engaging in romantic or sexual relationships with employees under their supervision. Any relationship must be disclosed so immediate steps can be taken to resolve conflicts with this policy. Violation of this policy shall be subject to disciplinary procedures up to termination.

This policy shall be implemented in a nondiscriminatory manner and the City of Crestview shall take any steps necessary to avoid disparate impact on either sex. This policy is not intended to discourage friendship between co-workers or between supervisors and employees. This policy applies only to consensual romantic or sexual relationships between employees; unwanted sexual attention (including physical contact) and sexually oriented behavior with the purpose or effect of creating an offensive environment is strictly prohibited.

G. DRESS AND APPEARANCE

City employees are expected to maintain acceptable standards of dress and appearance. No attempt is made to set specific standards; however, the important factor to consider is the impression created. What is appropriate for employees in one department may not be for another. Employees should consult their Department Heads with respect to appropriate attire for their specific job.

No clothing, jewelry, or grooming standards will be allowed if they in anyway impair the employee's safety, including but not limited to vision, equipment operation, or protective equipment fit.

H. OUTSIDE EMPLOYMENT

The City provides necessary public services and needs all employees to perform at their peak while on duty. Outside employment is allowed so long as it does not interfere with assigned duties including mandatory overtime and call-back hours, detract from the efficiency or effectiveness of the employee, create a conflict of interest, or discredit the City. Employees should notify their supervisor of their secondary employment.

I. IDENTIFICATION

All City employees must wear an identification badge in the performance of their duties and while on City property. Employees will be issued a badge containing their picture, name, position, and other information. It must be worn in plain sight at all times while on City property. If the badge is misplaced or lost, report the loss to your supervisor as soon as possible after you discover the loss, and a replacement badge will be issued to you.

NOTE - Employees who fall within the guidelines of Florida Statutes Chapter 119.07 (Public Records) are exempt from this policy and will be governed accordingly by this Statute.

J. SMOKING

Tobacco use, particularly smoking, is the leading cause of preventable death in the United States. Reducing secondhand smoke exposure for employees and citizens makes our offices safer, cleaner, and more enjoyable. This can also reduce healthcare costs.

In accordance with the Florida Clean Indoor Air Act (FL Statutes 386.201 et), smoking, including the use of electronic or e-cigarettes, is prohibited anywhere within the City's facilities, including City vehicles and equipment. All employees are expected to comply with this policy. Violations of this policy will result in disciplinary action.

Additional standards apply to certified firefighters.

K. SOLICITATION AND DISTRIBUTION

Solicitation and distribution of materials in the workplace can disrupt normal operations and put unnecessary pressure on employees to participate. Employees are prohibited from soliciting for any reason during time they or the person they seek to solicit are being paid to perform work. Such solicitation includes solicitation on behalf of or in opposition to a labor organization. Additionally, employees are prohibited from distributing literature of any kind during hours they are being paid to perform actual work or in any area where employees are engaged in work at any time.

NOTE: The solicitation and distribution prohibitions above shall not apply to solicitation and/or distribution by the City or its operation of City business.

L. USE OF CITY PROPERTY

Employees shall not use City property, equipment, tools or vehicles except in the performance of official duty nor permit their use by unauthorized persons, whether on or off duty. All employees in the course of operating any City equipment or vehicles shall abide by any City or State regulations controlling the legal operation. As an exception to this policy, certain Department Heads, key officials and designated employees may be assigned use of City vehicles and directed to travel to and from work for "rapid response."

When going on scheduled leave for more than two weeks, the employee should return all City issued property including uniforms; this is at the discretion of the department.

M. CONFIDENTIALITY

Employees are cautioned that information concerning subjects under discussion or consideration as City business often change in content and meaning before becoming an accomplished fact. Any release or compromise of such information before final decision or disposition of the matter often produces

misunderstanding and confusion as well as embarrassment to the City. Employees should keep in mind that it is not the intent of the City to be secretive, or to withhold valid information; however, great care should be exercised to be sure information being released is based on true facts, is not supposition or guess work and has been authorized by the department head. Each employee shall treat all City business as confidential until it can be assured ready for release to the public. If in doubt, refrain from release of information unless cleared by the department head.

An employee who improperly uses or discloses confidential information will be subject to disciplinary action up to and including termination of employment and legal action, even if he or she does not actually benefit from the disclosed information. This includes, but is not limited to, the confidential information of our customers and citizens.

All inquiries from the media must be referred to the Public Information Officer and all public records request should be sent to the City Clerk's office.

N. ATTENDANCE

Timely and regular attendance is an essential function of each employee's job at the City. Any tardiness or absence can cause problems for fellow employees, supervisors, and the public. The City is aware that emergencies, illnesses, or pressing personal matters may arise that cannot be scheduled outside work hours. Leave time may be used for such occasions in accordance with the City's leave policy as defined in this Manual.

If you are unable to report to work or will be arriving late, please contact your supervisor by phone and give them as much notice as possible. If you know in advance you will need to be late or absent you are required to request leave time from your supervisor.

Employees maybe required to be absent while exhibiting signs or symptoms of a contagious disease, such as but not limited to COVID-19 or the Flu virus.

Cause for disciplinary action related to attendance includes:

- a. Absence from work for two days without notifying your supervisor, also known as a no-call no-show, will be considered job abandonment and deemed a resignation.
- b. Absence from work once without notifying your supervisor will result in disciplinary action.
- c. Excessive absenteeism, tardiness or early departures from work may result in disciplinary action up to and including termination.

CHAPTER 3 DRUG-FREE WORKPLACE AND ALCOHOL POLICY

A. POLICY

The City recognizes the dangers that the abuse of alcohol and/or drugs can have on employee safety, security of the work environment, and the effect of drug and alcohol use on employee health. The City's Drug-Free Workplace Policy is aimed at insuring zero tolerance to illegal drugs at all times. The Alcohol-Free Policy is aimed at insuring zero tolerance under circumstances that affect or might affect the safety and well-being of employees, citizens and others, or the effective operation of City business. All employees and job applicants are required to abide by the terms of this policy. This policy is in accordance with the Florida Drug Free Workplace Act, FL Statute. 440.101 et.

Additionally, all employees required to have a commercial driver's license (CDL) are subject to controlled substance and alcohol testing rules established by the Federal Highway Administration (FHWA) under the Omnibus Transportation Employee Testing Act of 1991 and other applicable laws.

Employees found to be using illegal drugs or prescription medication for which they do not have an active prescription will be terminated; additionally, employees found to be under the influence of alcohol while on duty will be terminated.

The City will utilize all reasonable means to maintain a drug-free workplace for all employees to include supervisor training, employee education, and testing for illegal substances of applicants and employees. A safe work environment is everyone's responsibility and employees should encourage co-workers with a drug or alcohol problem to seek help.

The City reserves the right to investigate potential violations of this policy, require substance abuse screenings, and, where appropriate, search of all areas of City property, including but not limited to work areas, vehicles, and lockers. Employees have no expectation of privacy in items brought into the workplace. Employees will be subject to discipline, up to termination, for refusing to cooperate with a search or investigation; this includes refusing to submit to testing or complete a consent form for testing results.

B. PROHIBITIONS

- a. The City prohibits the use, distribution, possession, manufacture, cultivation, sale or attempt to sell or distribute illegal or non-prescribed controlled substances at any time whether on or off duty, whether on or off City property. Illegal controlled substances are defined by applicable state and federal laws. For the purposes of this policy, marijuana is classified as an illegal drug. The City does not accommodate medical marijuana use.
- b. Employees of the City are prohibited from using or possessing alcohol while on duty; including but not limited to while on City premises; while driving a City vehicle, operating City equipment, reporting to work under the influence of alcohol; or, otherwise using alcohol in a manner which adversely affects the business interests of the City. Additionally, it is prohibited to transport illegal drugs or alcohol in City vehicles at any time.

DRUG-FREE WORKPLACE AND ALCOHOL POLICY CONTINUED

PROHIBITIONS CONTINUED

- c. The City prohibits employees from using prescription drugs illegally. This includes using prescription drugs without a valid prescription. This policy does not preclude the appropriate use of prescription and non-prescription medications.

Note: A sworn employee of the City Police Department, or an employee acting under the direction of such, may have cause in the course of conducting City business, to acquire and/or manipulate some form of alcohol or drugs for a duty purpose, and not for other non-job-related reasons, and such shall be done in accordance with the officer's assigned duties and Police Department policies.

C. TESTING

Testing for drug or alcohol use includes the use of a medical review officer (MRO) to review all positive and negative results, urinalysis with a retest of all positive results at a certified laboratory, and alcohol screenings using an evidential breath test device and conducted by a breath alcohol technician. If any employee refuses testing they are subject to immediate dismissal. The following are situations in which an employee would be required to submit to a drug or alcohol screening:

- a. Pre-employment: drug screenings will be conducted on all individuals entering into a safety sensitive position, including employees transferring to a safety sensitive position.
- b. Reasonable Suspicion: screenings will be conducted when a trained supervisor or Human Resources has made specific, articulatable observations concerning the appearance, behaviors, speech, or odor of the employee.
- c. Fitness for Duty testing: these screenings will occur upon resuming duties in a safety sensitive role if the employee has been out of work for more than ten working days.
- d. Post-Accident Testing: screenings are conducted after an employee is involved in an on the job accident requiring medical attention or which caused property damage.
- e. Those who hold a commercial drivers' license (CDL) are also subject to random testing.

DRUG-FREE WORKPLACE AND ALCOHOL POLICY CONTINUED

TESTING CONTINUED

Safety sensitive positions include all Fire Department and Police Department positions, building inspectors, and equipment operators.

Employees will be subject to drug testing for the detection of the following illegal drugs/drug groups, as well as others that may from time to time be declared illegal by state or federal law:

Chemical Name	Brand/Common Names
Alcohol	Beer, wine, liquor, booze, malt beverages, moonshine, , spirits, medications containing ethyl alcohol (ethanol), i.e. Vick's Nyquil, Comtrex, Listerine
Amphetamines	Binhetamine, Desoxyn, Dexedrine, speed, meth, crank, crystal, LSD, Ecstasy, "X"
Cannabinoids	Marijuana, hashish, hash, hash oil, pot, joint, roach, spliff, grass, weed, reefer, hemp products, hemp oil
Cocaine	Coke, blow, flake, crack, rock, free base
Phencyclidine	PCP, angel dust
Methaqualone	Not legal by prescription, ludes
Opiates	Opium, dover's powder, paregoric, parepectolin, heroin, codeine, morphine, midnight oil
Barbiturates	Phenobarbital, Tuinal, Amytal, Nembutal, Seconal, Lotusate, Fiorinal
Benzodiazepines	Ativan, Azene, Clonopin, Dalmone, Diozepam, Halcion, Librium, Poxipam, Restoril, Serax, Tranxene, Valium, Vertron, Xanax
Methadone	Dolophine, Methadose, Fizzies
Propoxyphene	Darvocet, Darvon, Dolene

D. EMPLOYEE ASSISTANCE

The City recognizes drug and alcohol dependency as a major health problem. The City encourages anyone with a substance abuse problem to seek help and will assist with finding appropriate treatment. An employee's request for assistance does not excuse any prior violation of this policy. The treatment of substance abuse including inpatient treatment or continuing treatment qualifies for Family Medical Leave if the employee qualifies under the other requirements of the Family Medical Leave Act.

The City shall treat all information regarding drug and alcohol testing and drug and alcohol usage as confidential consistent with state and federal laws. The release of such information shall be pursuant to a written consent form signed by the person tested.

If you have a substance abuse problem and would like treatment, please contact Human Resources.

CHAPTER 4 SEXUAL AND OTHER FORMS OF HARRASSMENT

A. SEXUAL HARRASSMENT POLICY

The City believes all employees should be treated with respect and maintains a work environment free from any form of sexual harassment involving or initiated by employees, officials, applicants, vendors and visitors. Sexual harassment is considered to be a form of prohibited sex discrimination under Title VII of the Civil Rights Act of 1964, as amended. All employees have the right to raise complaints of sexual harassment without retaliation. Prompt attention and action will be exercised upon the receipt of any valid complaint of sexual harassment. Complaints or suspicion of sexual harassment should be reported immediately.

Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors, or other verbal or physical conduct of a sexual nature, when:

- a. An employee is expected, either explicitly or implicitly, to succumb to such conduct to get or keep a job.
- b. An employee's willingness or unwillingness to submit to such conduct is used as a basis for an employment related decision affecting the employee.
- c. Such conduct creates an intimidating, hostile, or offensive work environment or interferes substantially with the employee's job performance.

The following behaviors are prohibited; however, this list is not intended to include the entire realm of behavior that is prohibited:

- a. Sexually obscene, objectionable language, jokes, innuendos or nicknames.
- b. Sexually oriented comments about a person's body, clothing or personal life.
- c. Displays of sexually explicit or offensive pictures or materials in the workplace.
- d. Unwelcome sexual advances flirtations, or leering at a person's body
- e. Pressuring an employee for a date or engagement in sexual activities
- f. Touching, hugging, rubbing, patting, pinching, or kissing another person.

SEXUAL HARRASMENT CONTINUED

B. PROCEDURE

1. Sexual harassment in any form is unlawful and, therefore, strictly prohibited.
2. Any suspicion of sexual harassment must be reported to Human Resources immediately.
3. All reported or suspected occurrences of sexual harassment will be promptly and thoroughly investigated in the strictest confidence.
4. Sexual harassment is defined as: Unwelcome sexual advances, requests for sexual favors and other forms of verbal and/or physical conduct of a sexual nature when such is made a term or condition of employment; and/or is used as the basis for employment/personnel decisions; and/or creates a hostile or offensive working environment.
5. Acts of sexual harassment will result in corrective action, up to and including immediate termination of the perpetrator. Individuals filing fraudulent and/or frivolous claims of sexual harassment will also be issued corrective action, up to and including termination.
6. Employees need not inform their immediate supervisor of the problem, especially if the immediate supervisor is perceived to be the problem; they may bring complaints of sexual harassment to the Human Resources Department. Department Heads and supervisors are to bring all complaints, allegations, and inferences of sexual harassment to the Human Resources Department immediately upon being informed of such. Additionally, all employees are responsible for reporting any concerns of sexual misconduct to the Human Resource Department.
7. Once a complaint of sexual harassment is received, the following actions will be taken by Human Resources in the most confidential manner possible:
 - a. The complainant will be interviewed and a written statement prepared.
 - b. The accused will be interviewed and a written statement prepared.
 - c. All witnesses will be interviewed and written statements prepared.
 - d. All information related to the complaint will be held in a confidential file.
 - e. The accused and the complainant are informed in writing of the action to be taken.

- C. Retaliation against individuals who report harassment or discrimination or against those who participate in the subsequent investigation of the alleged harassment or discrimination is strictly prohibited. The City will discipline any employee found to have treated another employee differently because of that person's complaint of harassment or discrimination or participation in the investigation of in such matter.

False and malicious complaints; however, may be the subject of appropriate disciplinary action.

D. HARRASSMENT POLICY

In order to maintain a productive work environment, the City will ensure that its employees be able to enjoy a workplace free from all forms of harassment including on the basis of race, color, religion, sex, pregnancy, national origin, age, genetic information, marital status, disability, and any other characteristic protected by law.

It is a violation of City policy for any employee to harass another, regardless of management status. Prohibited harassment occurs when verbal or physical conduct defames or shows hostility toward an individual because of their race, color, age, marital status, pregnancy, disability, national origin, sex, religion, genetic information, or other characteristic protected by law or that characteristic of the individual's relatives, friends, or associates. Conduct that intends to create an intimidating, hostile or offensive work environment; interferes or intends to interfere with an individual's work performance, or otherwise adversely impact an individual's employment opportunities is also considered harassment and is strictly prohibited. Harassing conduct includes but is not limited to:

- a. Epithets, slurs, negative stereotyping, threats, intimidation, or hostile acts directly related to an individual's race, color, age, marital status, pregnancy, disability, national origin, sex, religion, genetic information, or other characteristic protected by law.
- b. Written or graphic material that defames or shows hostility or aversion toward an individual or group because of race, color, age, marital status, pregnancy, disability, national origin, sex, religion, genetic information, or other characteristic protected by law placed on walls, bulletin boards, or elsewhere on City property or circulated in the workplace.

E. PROCEDURE

Any employee that believes he or she has been harassed in violation of the aforementioned policy should report the conduct immediately to his or her department head; if the department head is responsible for the harassment the employee can report the violation directly to Human Resources. Reporting the violation directly to Human Resources is always an option. Any employee to be found to have violated this policy will be disciplined.

The following actions will be taken in a timely and confidential manner:

- a. The complainant will be interviewed and a written statement prepared.
- b. The accused will be interviewed and a written statement prepared.
- c. All witnesses will be interviewed and written statements prepared
- d. All information related to the complaint will be held in a confidential file.
- e. The accused and the complainant are informed in writing of the action to be taken.

Retaliation against individuals who report harassment or discrimination or against those who participate in the subsequent investigation of the alleged harassment or discrimination is strictly prohibited. The City will discipline any employee found to have treated another employee differently because of that person's complaint of harassment or discrimination or participation in the investigation of in such matter. False and malicious complaints; however, may be the subject of appropriate disciplinary action.

F. WORKPLACE VIOLENCE PREVENTION

The City of Crestview is committed to providing a safe, violence-free workplace for our employees. Due to this commitment, we discourage employees from engaging in any physical confrontation with a violent or potentially violent individual or from behaving in a threatening or violent manner. Threats, threatening language, or any other acts of aggression or violence made toward or by any employee will not be tolerated. A threat may include any verbal or physical harassment or abuse, attempts to intimidate others, menacing gestures, stalking, or any other hostile, aggressive, and/or destructive

actions taken for the purposes of intimidation. This policy covers any violent or potentially violent behavior that occurs in the workplace or at City-sponsored functions.

All City employees bear the responsibility of keeping our work environment free from violence or potential violence. Any employee who witnesses or is the recipient of violent behavior should promptly inform their supervisor, or the Human Resources Department. All threats will be promptly investigated. No employee will be subject to retaliation, intimidation, or discipline as a result of reporting a threat in good faith under this guideline.

Any individual engaging in violence against the City, its employees, or property will be investigated, and the appropriate action will be taken. Any such act or threatening behavior may result in disciplinary action up to and including termination.

Police Department employees who engage with violent or potentially violent individuals as a part of their duties are not subject to the prohibition of violence and weapons in this policy.

The City reserves the right to inspect all belongings of employees on its premises, including packages, briefcases, purses and handbags, and gym bags. In addition, the City may inspect the contents of lockers, storage areas, file cabinets, desks, and work stations at any time and may remove all City property and other items that are in violation of City rules and policies.

In keeping with the protections granted by the 2nd Amendment to the United States Constitution and Florida law, employees may carry concealed firearms on duty if properly licensed by the State of Florida or a Florida approved reciprocal state, and in strict compliance with provisions and restrictions set out in Chapter 790.06, Florida Statutes, reciprocal states' license regulations and any federal law or rule.

Possession of any weapon, including a firearm, while on City property, in a City owned, leased, or rented vehicle while performing City business is prohibited unless the employee possesses a valid license to carry a concealed weapon issued under section 790.06, Florida Statutes or Florida approved reciprocal state. This prohibition shall not apply to anyone legally certified to carry weapons in the performance of their lawful duty or those employees who meet the private vehicle storage requirements of Section 790.251, Florida Statutes.

CHAPTER 5 PAY

A. POLICY

Federal and state laws require the City to keep accurate records of time worked by employees to calculate pay and benefits. Time worked is all time actually spent on the job performing assigned duties, whether before or after scheduled hours. All timecards must be signed, and by signing, the employee is indicating that he or she agrees that the time and hours shown on the timecard are accurate. Completing the timecard of another, or having someone complete your timecard, any altering of a timecard, or falsification of a timecard are grounds for disciplinary action, up to and including termination.

B. CLASSIFICATIONS

- a. Part Time – These employees work 30 hours or less weekly, on average. They do not receive employee benefits but are covered by workers' compensation.
- b. Full time – These employees work 32 hours or more weekly, on average. They qualify for all employee benefits.
- c. Elected Officials - Elected officials include the city clerk, mayor, and members of the city council. They are not employees of the City; however, they receive certain employee benefits, such as participation in the group insurance plan.
- d. Non-Exempt Employees: These employees are also known as hourly employees. They receive overtime for all hours worked over 40 each week. This does not apply to police or fire employees.
- e. Exempt Employees: These employees are also known as salaried employees, they are expected to work a minimum of 40 hours weekly. They do not receive overtime pay.

C. DOCUMENTATION

All time worked must be reported. Off the clock work is strictly prohibited. Anyone found to be involved in working off the clock, requiring it, or asking employees to do it, will be disciplined up to and including termination.

Hourly or non-exempt employees must record all hours worked on their timecard. Timecards will be submitted weekly to the supervisor. Employees must sign and verify all times are accurate before submitting to the supervisor.

Salaried or exempt employees must record days worked and provide this information to their department head. Salaried employees are required to use leave time for any days missed during the work week. These employees must sign and verify the accuracy of the report before submitting to the department head or city manager.

See Timekeeping Policy for more information.

D. WORK WEEK

A standard work week is Wednesday at 12:01 am to Tuesday at midnight. An employee's actual schedule will be determined by their department head. Generally, City employees will work five days per week, excluding fire and police. Public Services employees participate in a four-day work week. City employees are paid on Friday each week.

PAY CONTINUED

E. BREAKS

Employees should be allowed two paid fifteen-minute breaks during each eight-hour or longer shift at a time considered convenient by their immediate supervisor, as not to interfere with City business. Employees working an eight hour or longer shift should be allowed a one-hour non-paid lunch break during a time that would not interfere with City business. This excludes sworn duty police officers and firefighters.

F. OVERTIME

Department heads may authorize or direct employees to work overtime when necessary in order to meet emergency situations or operating needs; all overtime must be approved by the department head prior to commencing work. It is the policy of the City to not have employees work frequent or considerable overtime hours. Overtime compensation shall be paid at a wage rate of one-and-one-half (1.5) times the regular wage rate for all hours worked in excess of the specified number of hours during a given "work period" or "work week." Work weeks are defined as Wednesday at 12:01 am to Tuesday at midnight. As a guide, the following categories of work hours shall be designated:

General	40 hours weekly
Police	171 hours in 4 weeks
Fire	168 hours in 3 weeks

G. CALL-BACK

An employee called back to work during their scheduled work week shall be entitled to "call-back" pay for actual time worked, but in no instance will the employee be compensated for less than two hours if called back to work between 7:01 A.M. and 8:59 P.M. and for no less than three hours if called back to work between 9:00 P.M. and before 7:00 A.M. Call-back pay is computed at the employee's regular rate of pay. Overtime involving call-back shall be calculated on a work week basis and only the actual time the employee worked in excess of their specified work week hours shall be compensated at the overtime rate, e.g. if an employee is paid for 2 hours call-back pay, only worked 30 minutes of that time and this exceeded his or her regular work week hours, then he or she is paid for 1.5 hours at the regular rate and 0.5 hours at 1.5 times their regular rate.

H. STAND-BY

Stand-by pay is payment received by an employee to compensate the employee for being required to be available to provide emergency services during a specified period. During the designated stand-by time, employees assigned to stand-by status are unrestricted in movements or location but must remain accessible by phone and in a fit condition to work. An employee on stand-by shall be paid one hour of their standard pay for one day of stand-by, and two hours pay for one day of stand-by on weekends and City observed holidays, and days they are not scheduled to work. Employees assigned to stand-by status that cannot be located, who do not respond in a timely manner, or who fail to report to work when called in will forfeit stand-by pay and may be subject to disciplinary action.

PAY CONTINUED

I. OUT OF CLASS WORK

Out of class work is when an employee works in a position different than their own with a different pay rate, such as interim supervisor, for more than 4 consecutive weeks. In this case, the employee will receive a six (6) percent pay increase for the duration of their out of class work.

J. COMPENSATORY TIME

Compensatory time, also known as comp. time, is only to be used when flex time cannot be used to accommodate the amount of work. All overtime, including comp. time, must be approved by the department head before work can begin. Comp. time will be awarded to employees at one and one half (1.5) times the hours worked "overtime" during the work week.

An employee must be permitted to use compensatory time on the date requested unless doing so would "unduly disrupt" the operations of the agency. Employees must use their balance of comp. time before using any other type of leave. All comp. time must be used within the fiscal year it was earned. Any non-exempt employee who has accrued the maximum number of compensatory hours shall be paid the balance in cash if they separate employment.

K. CAREER INCENTIVE PAY AND SUPPLEMENTAL PAY

Career incentive pay will be paid to sworn officers as authorized by state law. Supplemental Compensation will be paid monthly to firefighters who qualify under Chapter 633, F.S. Eligibility documentation shall be provided to the Accounting and Finance Division to substantiate payment.

L. PROMOTIONS

An employee being promoted to a more senior position will not receive less than a 6% salary increase. A senior position is defined based on the assigned pay grade.

M. TIMECLOCK PLUS POLICY

The City of Crestview is subject to numerous laws and regulations that govern the way we conduct our business. The laws that regulate employee's wages and hours are designed to ensure that employees are paid as specified, within these regulations.

This policy outlines information pertaining to recording and tracking hours of work, accruals, and making manual edits. Our official timekeeping system is Timeclock Plus, which is a Time and Attendance System that collects actual time entered by the employee using the time clock, computer or by the Timekeeper using the Timeclock Plus software. The data is later transferred to the payroll system where employees are paid according to the hours recorded in their Timeclock Plus time sheet. The Timeclock Plus electronic timekeeping system and associated work records will become the official basis for recording hours worked for all employees of the City of Crestview. Absence records (e.g. vacation, sick days) will also be recorded in Timeclock Plus.

In order to ensure consistency of treatment for employees, the data recorded in the Timeclock Plus system shall be considered as the "official" record of the workday. Any disputes over actual hours worked or attendance will be resolved by referring to the official Timeclock Plus records. Although the official timekeeping system for the City of Crestview is Timeclock Plus.

It is recognized that in certain situations (e.g. clock malfunction) that it will be necessary to correct or enter missing data in the current pay period. These changes will be carefully documented via email from the Supervisor to the timekeeper, who will make edits and notes on the timecard. Timeclock Plus automatically tracks and manages employee hours and applies current City of Crestview pay rules prior to transmitting the data to payroll. Changes to previous pay periods must be communicated via email at HR@cityofcrestview.org

DEFINITIONS:

- A. CLOCK-IN/PUNCH-IN/SWIPE-IN or OUT– These terms refer to the method whereby an employee taps his/her ID badge on the time clock or reader that reads the employee's badge number from the ID badge and transmits this information to the Timeclock Plus timekeeping database, or where the employee may use the time stamp method on their computer to enter data to the Timeclock Plus system. Repeated failure to use the Timeclock Plus system as required will result in disciplinary action, up to and including termination.
- B. ACTUAL TIME IN- After arriving at the workplace, the time an employee actually begins work.
- C. ACTUAL TIME OUT - The time an employee actually completes doing anything connected with work duties or tasks. This does not include time spent driving home from work.
- D. FLSA - Fair Labor Standards Act.
- E. FLSA CYCLE - The period of time on which overtime is calculated.
- F. GRACE PERIOD – The period of time, currently 7 minutes, before and after a punch.

TIMEKEEPING ROLES AND RESPONSIBILITIES:

Roles

- a. **Supervisor**- Any individual other than the timekeeper who has been given authority to approve changes in employee timecards within their division.
- b. **Timekeeper** - The individual assigned to assist with the Timeclock Plus records for the department.
- c. **Employee** - Individuals who work within the department

Responsibilities	Direct Supervisor	Timekeeper	Employee Non-Exempt	Employee Exempt
Record in/out times including lunch using the time clock or computer.		X	X	
Submit time off requests using the time clock or computer.	X	X	X	X
Record in time once daily using a timeclock or computer.	X			X
Review punches, and absences.	X	X	X	X
Enter corrections into Timeclock Plus for employees.	X	X		
Enter corrections into Timeclock Plus for timekeeper.	X			
Approve timecard using time clock or computer.	X	X	X	X
Verify employee approval and sign off on employee Timecards	X			

II. PROCEDURES:

Pay Period

The regular **work week** is Wednesday through Tuesday. Hours are applied to the day of the in punch or scheduled start time.

The **pay period** for all employees is one weeks (7 days).

FLSA cycles for employees are as follows:

Certified Fire: 21-day cycle

Sworn Police: 28-day cycle

All other employees: 7-day cycle

Employee Responsibilities – Non-exempt employees must clock in and out at the beginning and end of each scheduled workday in order to be compensated for the time worked and to report his/her time worked and/or leaves accurately and completely for each pay period. All employees leaving for personal reasons during the day must clock out when leaving and back in upon returning. Requests for time off require supervisory approval and therefore must be submitted in advance by completing an automated time-off request form in Timeclock Plus or in cases of emergency, by contacting the supervisor directly. Employees are responsible for ensuring that their time reflected on their time card is accurate and approving their time weekly.

Supervisor Responsibility – Supervisors ensure that all employees in the department are educated regarding the City’s timekeeping policy and that all employees comply with the required policy. Supervisors ensure that the timekeeping policy is administered fairly and uniformly for all employees and consider requests from employees for time off. Managers/designees must verify the number of hours worked and leave taken by each of their employees. All time worked as well as time off must be approved by the manager/designee. Managers, who will knowingly be out of the office and unable to approve their employees time, must notify the Director or Timekeeper to complete approvals in their absence. Directors/Managers/Timekeepers are responsible for creating and maintaining schedules for their employees.

Time Off Request - Time off requests can be generated in Timeclock Plus using the timeclock or computer. The automated leave request must be approved by the supervisor, prior to the time being taken by the employee. Once approved, Timeclock Plus will apply the time off to the timecard.

Timeclock Plus is currently setup to show available time up to the last accrual date or pay period processed. This means that the system cannot project what leave balances an employee will have available beyond this date. Therefore, employees can only request time off for which their current balance can cover. Once the time off request is approved by the manager, the vacation or sick time will be deducted from the current Timeclock Plus leave balances.

Time Off Requests During a Holiday – Holiday pay will automatically be applied to eligible employees in the Timeclock Plus system. Refer to the Holiday policy for eligibility requirements.

Electronic Timecard Approval and Deadlines– At the end of each pay period, employees are required to approve their time worked and leave hours recorded for the pay period by approving the Timeclock Plus electronic record. By approving the electronic timecard, the employee is attesting to the best of their knowledge that the information submitted is complete and accurate. Employees are responsible for inaccuracy or omission of which they are aware at the time the electronic timecard was approved and submitted. Employees may be subject to disciplinary action, up to and including termination for submitting any inaccurate information on the report.

All time must be approved by 9:00 am the day following the end of the pay period, which is currently Wednesday. All Timecards must be reviewed and approved by the **Employee** and **Supervisor**.

Delegating Approval to another – In the event a supervisor will be out of the office, the Director will be responsible for approving time or delegating another.

Failure to Comply with Timekeeping and Attendance Policies - If an employee fails to complete and submit the required timecard information by the deadline given, he or she may be required to wait until the next pay period to be compensated for the leave time taken or the time worked. If an employee repeatedly fails to comply, disciplinary action will be taken.

NON-EXEMPT EMPLOYEE TIME REPORTING:

Time Recording - Non-exempt employees are expected to record their hours worked accurately and completely. Knowingly falsifying time records for yourself or another person will result in immediate disciplinary action up to and including termination for all employees involved. Various work locations will have time clocks that must be used for employees to record their time. Non-exempt employees (in time clock locations) must clock in and out each day. Employees in facilities without a physical time clock will log their own time on a computer via the Timeclock Plus web portal or app.

Personnel not using time clocks as assigned, clocking in for someone else or having other people clock in for them may be subject to disciplinary action, up to and including termination for all those involved.

Time Window for Clocking In/Out - Employees should attempt to clock in/out as close to their designated start/end time as possible. However, in large work groups, it may not be possible for all employees to clock in at their exact designated start time. Therefore a time window of a seven minute grace period before and after the designated start time has been created so that the employee will not be docked pay or paid overtime.

Clocking In Late - Employees are expected to clock in and out at times designated by their supervisor. *Employees clocking in past the grace period are considered late.* Absenteeism and tardiness will be handled by the employee's supervisor.

Clocking In Early - Employees may not clock in before the grace period of seven minutes before their scheduled work time without authorization from their manager or supervisor. Clocking in before the grace period results in overtime. Overtime must be preapproved.

Clocking Out Late - Employees may not clock out more than the grace period of seven minutes after the scheduled work end time without authorization from their manager or supervisor. Clocking out after the grace period results in overtime. Overtime must be preapproved.

Failure to Properly Clock In and Out - For time clock employees, it is each employee's responsibility to clock in and out. If an employee fails to punch, it is the responsibility of the employee to notify his/her supervisor no later than one day after it occurred. If the employee fails to notify their supervisor by the payroll deadline, missed pay may not be paid until the following payday.

Tardiness - Tracking tardies will be the responsibility of managers and supervisors. Employees are expected to be ready to work at their designated/scheduled start times.

Meal and Other Breaks - Break periods shall be given in accordance with departmental guidelines. Non-exempt employees must clock out for meal periods longer than 15 minutes.

Overtime - All overtime must be authorized in advance by departmental administration (this includes skipping lunches). **Non-exempt employees who work overtime without authorization must still be paid for the time worked** but disciplinary action will be taken if the behavior continues.

Discipline for Missed Punches - It is the employee's responsibility to punch in and out. Employees who consistently miss documenting their time in the Timeclock Plus system may be subject to disciplinary action up to and including termination.

DAYLIGHT SAVINGS:

An employee working on a shift when daylight savings time goes into effect will be credited with the actual number of hours worked on that shift. An employee working on shift upon return to standard time is credited for the actual number of hours worked on that shift.

EXEMPT EMPLOYEE TIME RECORDING:

Exempt Employees will clock in once daily to verify attendance. Director/Supervisor may enter exception time if a time off request was not submitted and approved.

Recording of the time of exempt employees is subject to change during a state of emergency.

TIMESHEET CORRECTIONS:

If time is submitted incorrectly, corrections will have to be made in the following pay cycle and should be communicated via email to HR@cityofcrestview.org

SYSTEM PROCEDURES:

Employee not appearing in Timeclock Plus – If all proper personnel actions for hiring or changing an employee have been completed and the employee does not appear in Timeclock Plus, please contact Human Resources.

Time Clock Problems – If time clocks are not working, the Timekeeper will make a note of time that may need adjusting and will make necessary adjustments after confirming the system did not collect the data. The Timekeeper will immediately notify IT and Human Resources.

Non-system issues in Timeclock Plus regarding time keeping and pay disputes should NOT be directed to the Information Technology department but to Payroll directly via email to HR@cityofcrestview.org

Lost or Damaged I.D. Badges – Contact IT through the work order system if a badge is lost or damaged.

CHAPTER 6 EMPLOYEE BENEFITS

A. POLICY INTRODUCTION

Employee benefits are available to all full-time employees, excluding Worker's Compensation, which is available to all employees. Part-time employees who are transferred into full-time positions will receive group insurance the first of the month following 60 days after transfer; leave benefits will accrue from the date of transfer but not be available until 60 days post transfer.

When employees are referred to by group it is in reference to the number of hours worked in a year. General employees work 2080 hours in a year, Police is defined as those that work 2184 hours in a year, and Fire works 2906 hours in a year. Dispatchers who work 2184 hours in a year will be subject to the Police policies.

B. RETIREMENT

The City maintains its own pension style retirement system and all full-time employees are eligible for membership. The City's plan is rich and competitive; employees are fully vested after 10 years of service. Additional information relevant to the City's retirement program is furnished during the in-processing phase of employment and may be obtained from the Human Resources Office upon request.

In addition to the City of Crestview Retirement Plan, the city also offers a 457 deferred compensation plan through MissionSquare Retirement.

C. EMPLOYEE GROUP INSURANCE

Full-time employees and elected officials are eligible to participate in the City's Group Insurance Program. These programs provide for life and accidental death or dismemberment (AD&D), health, dental, and vision insurance. The City pays the full premium for employee and official medical coverage and \$35,000 in life and AD&D insurance. The City pays a portion of the dental insurance premium and vision coverage is offered at cost to the employee. Dependent coverage is offered on all insurance at cost to the employee. Each employee or official will receive a brochure during in processing and program enrollment that specifically defines current benefits. Employees may decline to participate in the program but must do so in writing.

D. EMPLOYEE ASSISTANCE PROGRAM

The City cares about the health and well-being of its employees and recognizes that a variety of personal problems can disrupt their personal and work lives. While some employees solve their problems either on their own or with the help of family and friends, sometimes employees need professional assistance and advice.

The employee assistance program is designed to help employees and their family's through life's hardships, worries and crises, both personal and professional. The City's employee assistance program (EAP) is available to all full-time employees and their dependents. The City utilizes the qualified services of Pattison Professional Counseling Center. The program allows for employees to utilize the program for up to four (4) visits each fiscal year and will provide assessment, counseling services, and referrals to specialized services if needed.

The EAP can be utilized in several ways. Employees may self-refer, be referred by a supervisor, or employees may be referred as a condition of employment. When an employee plans to self-refer, they can contact Pattison Professional Counseling Center directly or utilize Human Resources for assistance. When a supervisor refers an employee, they will consult with Human Resources and this process is used to provide as much information as possible to the assessor. At this point in the process the employee is strongly encouraged to participate. Participation as a condition of employment is used to determine if an employee is a danger or threat to the City, its employees, the public; or to determine if they are able to complete the duties of their position.

Employees are not compensated for time spent utilizing the EAP; however, they may use paid leave time. If assistance is needed in addition to the four (4) office visits, or specialized assistance that cannot be obtained through the counseling center, the employee will be responsible for payment. If any employee chooses to continue counseling, Pattison Professional Counseling Center is a provider with Florida Blue, the City's group health insurance provider; and mental health care is covered by Florida Blue at 100%.

If you or someone you know needs assistance, please contact the Human Resources department or Pattison Professional Counseling Center directly at 850-682-1234.

This service is confidential, and records will not be kept in the employee's personnel file except to document a condition of employment referral. There is no risk of job loss as a result of participating in this program.

E. HOLIDAYS

Legal holidays observed by full-time City employees shall be established by the City Council. When a holiday falls on Saturday, the preceding Friday will be observed as a holiday; when a holiday falls on a Sunday, the following Monday shall be observed as a holiday; except when Christmas Eve falls on a Sunday, then the preceding Friday will be observed as the holiday. Whenever possible and feasible, City holidays shall be observed on the same day as federal and state holidays. The City grants the following paid holidays for full time employees:

New Year's Day	Labor Day
Martin Luther King, Jr., Day	Veterans Day
Presidents Day	Thanksgiving Day
Good Friday	Friday after Thanksgiving
Memorial Day	Christmas Eve
Independence Day	Christmas Day

Essential and emergency City services must be provided 24 hours a day, 365 days a year; therefore, the scheduling of holiday time off shall be at the discretion of the department head. Additionally, firefighters receive September 11th as a paid holiday and do not get Labor Day. EMPLOYEE BENEFITS CONTINUED

General employees, who work 40-hour workweeks, will receive eight paid hours of leave for each day of holiday leave. Firefighters receive 12 hours of holiday pay if they are not working and 17 hours of holiday pay for holidays they work. Police officers will receive 8 hours for each day of holiday leave and 12 hours for each holiday worked.

Department heads must serve the best interest of the City and its citizens. Any employee scheduled to work on a holiday who fails to do so will be charged with leave. If the holiday falls during a period an employee is on paid leave, the day off will be charged as a holiday.

EMPLOYEE BENEFITS CONTINUED

F. PAID TIME OFF POLICY

The City believes that its employees are the key to what makes the City of Crestview great. Although work makes up a large portion of an employee's life, we believe that a balance between work and nonwork activities is essential to maintain quality performance and a positive work atmosphere. To support this philosophy, the company has designed a paid time off (PTO) plan that incorporates vacation, personal and sick leave into one program. For purposes of this policy, the year begins on an employee's full-time date of hire. Leave balances are capped at 480 hours annually based on the fiscal year.

All full-time employees will accrue PTO hours according to the following schedule:

	GENERAL	POLICE	FIRE
0-3 YEARS OF SERVICE	13.33 hours	16 hours	20 hours
3-5 YEARS OF SERVICE	15.66 hours	20 hours	28 hours
5+ YEARS OF SERVICE	18 hours	24 hours	33 hours

In addition to vacation, PTO is designed to cover leave for personal sickness, family sickness, family activities and extra holiday time. In general, all PTO must be preapproved by and prescheduled with the employee's supervisor and may be taken in quarter hour (.25) increments. Approval for all scheduled time away is subject to applicable workloads. However, in case of an emergency, employees shall be allowed to take unscheduled PTO with less than 24 hours' notice with department head approval.

If you terminate your employment or if you are terminated, you will be paid for all earned and unused PTO time, up to 480 hours.

EMPLOYEE BENEFITS CONTINUED

Grandfathered Exceptions

Sick leave balances will freeze effective October 1st, 2019. Employee will continue to be able to use this time for a qualifying illness or injury. This leave will no longer be accrued and will not be considered for the leave buyback program.

Those currently vested in the retirement program will be able to maintain their sick leave balance as it pertains to additional service time for retirement purposes.

G. BEREAVEMENT LEAVE

A maximum of three days, or two shifts for firefighters, with pay will be granted a full-time employee when a family death occurs. Bereavement leave will be limited to the family members listed herein and will not be charged against accumulated annual or sick leave or compensatory time. The City defines immediate family as husband, wife, mother, father, son, daughter, brother, sister, mother-in-law, father-in-law, brother-in-law, sister-in-law, son-in-law, daughter-in-law, grandparents and grandchildren. Bereavement leave is not subject to probationary requirements; however, proof of relation or death may be required.

H. JURY DUTY

The City will grant employees time off for mandatory jury duty. A copy of the court notice is required to be submitted with the request for use of leave. It is the employee's responsibility to provide documentation and request appropriate leave. The employee should notify their direct supervisor immediately.

Employees attending court for jury duty during their normal working hours shall receive full pay equal to their normal work schedule for the hours they attend court. This time shall be charged as leave with pay and does not impact annual leave or sick leave balances. Employees attending court for only a portion of a regularly scheduled workday are expected to report to their supervisor when excused or released by the court.

I. TIME OFF FOR VOTING

The City believes that it is the responsibility and duty of employees to exercise the privilege of voting in elections. In accordance with this philosophy, the company will grant its employees approved time off to vote if necessary due to work schedules.

Employees should be able to vote either before or after regularly assigned work hours. However, when this is not possible due to work schedules, supervisors will allow up to one half hour (30 minutes) of paid leave during the work day to vote. Time off for voting should be reported and coded appropriately on timekeeping records.

EMPLOYEE BENEFITS CONTINUED

J. DOMESTIC VIOLENCE LEAVE

Employees are eligible for three days of unpaid leave in a 12-month rolling period if the employee or a household member is the victim of domestic violence. If the employee is no longer in their probationary period, they can use either annual or sick leave, otherwise they may use leave without pay. This leave is to allow employees to seek an injunction, obtain medical or mental health care, secure their home, or seek legal counsel. Employees must provide appropriate notice, except in the case of imminent danger. Requests for Domestic Violence Leave are processed by Human Resources.

K. MILITARY LEAVE

a. RESERVIST

All employees who are commissioned reserve officers or reserve enlisted personnel in the United States military or members of the National Guard shall be entitled to leaves of absence from their respective duties, without loss of pay, time or efficiency rating, on all days during which they shall be engaged in field or coast defense exercises or other training ordered under the provisions of the United States military or naval training regulations for such personnel when assigned to active or inactive duty; provided, however, that leaves of absence granted as a matter of legal right under the provisions of this section shall not exceed 17 days in any calendar year. Up to 17 days may be carried into the next fiscal year. (10/01 – 9/30) (F.S. ch. 115.07 §. 1-2). Additionally, Reserve and National Guard technicians are entitled to 44 work days of military leave if they receive certain overseas orders.

For the purpose of defining days, each such 12-hour shift or less shall equal 1 working day leave of absence. All other shifts over 12 hours and up to 24 hours shall equal 2 working days leave of absence (F.S. ch. 115.07 §. 3).

Requests for military leave shall be submitted in writing with a copy of the military orders attached at least one month (if possible) prior to the commencement date of the proposed leave. Any early return to work will only be authorized if military orders so state.

Employees on authorized military leave will continue to receive all benefits that applied prior to their commencement of leave. For the period of time an employee is on authorized military leave the employee's absence from work shall be deemed as continuous service with respect to their City Retirement Plan. For the first 30 days following commencement of an employee's authorized military leave, the City will continue to pay the City's portion of any health, dental, and life benefits in place at the time of said leave. During this period, the employee will be required to contribute their normal share of the premium(s). Following 30 days of authorized military leave, the employee may elect to continue their current coverage(s) (similar to COBRA) for a period up to 18-months and will be responsible for 100% of the premium(s). Should an employee elect not to continue this coverage or fails to remit payment for premiums and coverage is terminated, reinstatement shall be without any waiting period or exclusion for preexisting conditions upon return to work.

Leave accruals during absences for authorized military leave shall be considered as continuous for the purpose of calculating annual accrual amounts. However, the employee's accrual of paid leave shall cease following 30 days of absence due to authorized military leave. Employees are not eligible for holiday pay while on authorized military leave. (F.S. ch 250.341).

b. ACTIVE DUTY

Employees who are called to active military service shall receive full pay for the first 30 days, and thereafter, an amount necessary to bring their total salary, inclusive of their base military pay, to the level earned at the time they were called to active military duty (F.S. ch 250.48).

Under the Public Health Security and Bioterrorism Response Act of 2002, employees who are appointed and engage in service and/or participate in authorized training exercises under the provisions of the National Disaster Medical System shall be deemed to be in service in the uniformed services. All rights and obligations of such persons and procedures for assistance, enforcement, and investigation shall be as provided in Title 42, of the United States Code.

c. STATE OF EMERGENCY

Employees called to service through an order of the president or governor for emergency duty qualify for up to 22 days of military leave.

d. Veterans

Under Status Statute 110.119 any veteran of the armed services discharged with a service related disability shall have six paid days of leave each calendar year to be reassessed or get treatment through Veterans' Affairs. Employees seeking to use this benefit should provide their armed services discharge documentation to Human Resources prior to requesting to use such leave.

EMPLOYEE BENEFITS CONTINUED

L. LEAVE WITHOUT PAY

The decision to grant leave without pay is a matter of management discretion. It shall be incumbent upon each department head to determine each case on its own merits. A leave of absence without pay is not to exceed six months. Leave without pay shall be granted only when it will not adversely affect the interest of the City. Employees must exhaust all sick and annual leave before beginning leave without pay. An employee who wishes to return prior to the expiration of the leave of absence period shall be required to provide the Department Head or official with a one-week notice.

Upon completion of the leave of absence, the employee shall be permitted to return to work to the same step of his previous salary grade and in the same or equivalent class employed when the leave of absence began. Sick leave, annual leave, holiday pay, retirement benefits matched by the City, or credit toward merit pay increases shall not be earned or granted during the leave without pay. Seniority rights are retained; however, the anniversary date of the employee shall be adjusted by the number of days leave taken.

In order to request a leave of absence without pay, an employee with more than one year of continuous service should complete a leave request form and provide the completed form to their direct supervisor and to the Human Resources Office with appropriate time to consider the request. The employee must meet with Human Resources prior to the granting of leave. Failure of an employee to return to work upon the agreed upon date of return shall be grounds for dismissal from City service.

M. WORKERS' COMPENSATION

All employees and elected officials are covered by workers' compensation. Workers' compensation coverage refers to insurance coverage for individuals who incur an injury or illness in the line of duty. Please contact Risk Management for any questions regarding workers' compensation or to report an accident.

EMPLOYEE BENEFITS CONTINUED

WORKER'S COMPENSATION CONTINUED

Absences due to Workers' Compensation illness/injury are subject to the provisions outlined below:

- a. Employees may not return to work without a physician's certification and clearance.
- b. Employees may use sick or annual leave during the first seven days of absence due to an injury or meeting workers' compensation criteria, they also may opt to be placed in a leave without pay status. This must be communicated in writing.
- c. Workers' compensation begins on the eighth day of absence and is equal to 2/3rd of the average weekly salary paid to the employee as determined by the preceding 13-week period.
- d. Employees may use up to 13 1/3 hours of paid leave weekly to compensate for the difference.
- e. If any employee is required to be out of work for more than 21 days, workers' compensation pays retroactively for the first seven (7) days.
- f. Once an employee has returned to work, they will receive up to three hours of regular wages for related appointments at facilities within 30 miles of Crestview, and up to six hours of regular wages for those beyond 30 miles.
- g. Workers' compensation leave runs concurrently with FMLA.

N. TUITION REIMBURSEMENT PROGRAM.

Full-time City employees with more than one year of service may qualify for tuition reimbursement. The City may reimburse expenses for tuition, fees and books, for courses taken that are directly related to improvement of relevant job skills with the City; this is subject to budgetary allowances. All reimbursements require written approval in advance by your department head and Human Resources and are available at the state tuition rate.

All tuition reimbursements must be requested in writing and approved before beginning the course. Reimbursements may be subject to taxes. To qualify for reimbursement, you must receive a passing grade and be an employee in good standing at the time of reimbursement. Proof of passing grade or satisfactory completion along with the itemized receipt, must be submitted to the Human Resources Department in order to receive reimbursement. Only courses on the post-secondary level will be approved.

Employees who are reimbursed for tuition assistance shall incur an employment commitment of six months service for each semester for which the employee was reimbursed. The commitment shall run concurrent with normal employment service. Failure to complete the employment commitment constitutes grounds for recoupment of costs upon termination from the City, this will be prorated based on length of service.

EMPLOYEE BENEFITS CONTINUED

O. TRAVEL REIMBURSEMENT

City employees and elected officials shall be entitled to reimbursement for expenses they incur while performing travel in the conduct of official City business as prescribed in Section 112.061, F.S., except for the rates and requirements specifically addressed in this policy. Employees should have prior department head approval before traveling with a non-employee in their city vehicle or while traveling on city business.

The City will reimburse for the least expensive option for travel. Mileage is reimbursed at a rate of 58 cents per mile when use of a private vehicle is approved.

Authorized meal amounts are shown below. Receipts are required for all purchases.

- Breakfast at \$8 when travel begins before 6 a.m. and extends beyond 8 a.m.
- Lunch at \$12 when travel begins before noon and extends beyond 2 p.m.
- Dinner at \$20 per day when travel begins before 6 p.m. and extends beyond 8 p.m.

Overnight lodging may be required when travel in one day exceeds 400 miles. Overnight accommodations should be approved by the department head prior to travel. "Other expenses" are considered tolls, parking and other fees that are considered incidental expenses to normal travel. These expenses require receipts and will be reimbursed at the time of travel settlement. Department heads approve employee travel, the city manager approves department head travel, the mayor approves the travel of the city manager, and travel request for the mayor and council members rest with the council president.

A completed travel voucher with actual times and odometer readings shall be turned into accounting, along with receipts, within three (3) work days after completion of travel.

Advance payment for estimated mileage and meals is authorized. The traveler shall submit a travel voucher form, with estimated travel times, estimated meals, and signatures, to the Human Resources Office no later than five workdays prior to departure.

Travelers should note that if actual reimbursable expenses after travel are less than those advanced, the traveler must reimburse the City within five workdays. In the event an advance payment is made, and the travel is cancelled, the traveler shall return the advance during the next workday.

P. LEAVE BUY BACK

Employees may sell unused leave back to the City annually. In order to qualify, the employee must have 80 hours of leave remaining after the buy back. Employees may sell back up to 40 hours of leave time, in 10-hour increments.

CHAPTER 7 LEAVE DONATION

A. POLICY

The city recognizes that employees may have a family medical emergency or be affected by a major disaster, resulting in a need for additional time off in excess of their available leave. To address this need, all eligible employees will be allowed to donate accrued paid leave hours from their unused balance to their co-workers in need of additional paid time off, in accordance with the policy outlined below. This policy is strictly voluntary.

B. GUIDELINES

Employees who would like to make a request to receive donated sick/personal time from their co-workers must have a situation that meets the following criteria:

- a. Employees must be employed with the City for a minimum of one year to be eligible to donate and/or receive donated sick/personal time.
- b. Employee must qualify as having a medical emergency, defined as a medical condition of the employee or an immediate family member that will require the prolonged/extended absence of the employee from duty and will result in a substantial loss of income to the employee due to the exhaustion of all paid leave available. An immediate family member is defined as a spouse, child or parent.
- c. All request for donations will come directly from Human Resources, employees should not individually discuss their need for leave time with co-workers.

C. DONATION OF TIME

- a. The donation of sick/personal time is strictly voluntary.
- b. Donated sick/personal time will go into a leave bank for use by eligible recipients.
- c. The donation of sick/personal time is on an hourly basis, without regard to the dollar value of the donated or used leave.
- d. The minimum number of hours that an eligible employee may donate is 8 hours, the maximum is 80 hours and the donating employee must have a remaining balance of 80 hours.
- e. Employees cannot borrow against future sick/personal time to donate.
- f. Employees who are currently on an approved leave of absence cannot donate sick/personal time.

D. REQUESTING DONATED TIME

Employees who would like to request donated leave time are required to complete a Donation of Leave Time Request Form and submit it to Human Resources.

If the recipient employee has available leave time in his or her balance, this time will be used prior to any donated leave time. Donated time may only be used for time off related to the approved request.

Employees who receive donated leave time may receive no more than 480 hours (12 weeks) within a rolling 12-month period.

Nothing in this policy will be construed to limit or extend the maximum allowable absence under the Family and Medical Leave Act.

CHAPTER 8 FAMILY AND MEDICAL LEAVE ACT

A. POLICY

The City complies with all applicable federal and state labor and employment laws, including the Family and Medical Leave Act of 1993, as amended (FMLA). Under FMLA, eligible employees are entitled to certain rights and have certain obligations, with respect to unpaid leave for qualifying family and medical reasons. The City will not interfere with, restrain, or deny the exercise of any right provided under the FMLA; discharge or discriminate against any person for opposing any practice made unlawful by the FMLA or for involvement with any proceeding related to FMLA. An eligible employee who takes leave under FMLA and returns to work before the approved leave period has expired will be restored to the position he or she held when the leave commenced, or equivalent as to pay, benefits and other conditions of employment, unless that employee would have no longer been employed should they have not taken such leave. Group insurance coverage is continued during FMLA leave; however, employees are responsible for continuing to pay their portion of elected benefits. All paid leave time must be exhausted before an employee will be placed on unpaid leave status.

The City request 30 days' notice before leave should begin. If this is not possible due to unforeseen circumstances, then as much notice as is practical is requested. Certification from a healthcare provider is required.

In order to be eligible for FMLA an employee must have been employed with the City for 12 months and worked a minimum of 1250 hours in the preceding 12 months. Eligible employees may take FMLA leave of up to 12 weeks per leave year for the following reasons:

- a. To care for a newborn child, or child newly placed in the employee's custody through adoption or foster care, up to one year after birth or placement.
- b. To care for an employee's spouse, child, or parent who has a serious health condition, including incapacity due to pregnancy and for prenatal medical care.
- c. Due to the employee's own serious health condition if that condition renders the employee unable to perform his or her job functions, including pregnancy-related conditions.

SERIOUS HEALTH CONDITIONS

A serious health condition is an illness, injury, impairment, physical or mental condition that involves one of the following:

- a. Inpatient care
- b. Incapacity lasting three (3) consecutive calendar days or more and involves continuing treatment by a health care provider
- c. Incapacity because of pregnancy or for prenatal care
- d. Incapacity or treatment for an incapacity because of a chronic health condition
- e. Any period of absence to receive multiple treatments for a condition that would likely result in a period of incapacity for three (3) or more days without treatment.

Any leave taken by an eligible employee for one or more of these reasons will be counted against that employee's annual FMLA leave entitlement. Leave year and entitlement is calculated on a rolling year based on the first date leave was taken.

B. LACTATION POLICY

The purpose of this policy is to ease the transition of mothers who are returning to work and to ensure that women who are pregnant or planning to become pregnant know that breastfeeding will be accommodated by the City. Human Resources will work with each nursing mother to determine a clean, private area in which they may express milk. Milk should be placed in cooler-type containers and may be stored in company refrigerators. Breaks planned for pumping should be limited to 30 minutes or less. If more time is needed, leave time may be used.

C. MILITARY CAREGIVER LEAVE

An employee eligible under FMLA may take up to a total of 26 work weeks of unpaid leave in a rolling 12-month period to care for a covered service member with a serious injury or illness when the employee is the spouse, son, daughter, parent, or next of kin of the service member. Military caregiver leave is part of FMLA leave, allowing for no more than 26 weeks of FMLA for any purpose. Employees are required to use all paid leave time before beginning unpaid leave.

D. MILITARY EXIGENCY LEAVE

A qualifying exigency is FMLA-based if a spouse, son, daughter or parent of the employee is a servicemember on active duty or has been notified of an impending call to active duty. Examples include:

- a. Short Notice Deployment: Up to seven calendar days of leave to address issues arising from the servicemember being notified of an impending call or order to active duty seven calendar days or less prior to deployment.
- b. Military Events: Leave to attend any official ceremony, program or event sponsored by the military and to attend family support and assistance programs and briefings sponsored by the military, American Red cross, or military service organizations.
- c. Childcare and School: Leave to arrange for childcare or attend school functions of the son or daughter of a covered military family member. This is not intended to provide leave to address routine academic concerns.
- d. Financial and Legal Arrangements: Leave to make or update financial or legal arrangements to address the military family member's absence.
- e. Counseling: Leave to attend counseling by a non-healthcare provider for the employee, military member, or son or daughter of the member if the need arises from active duty.
- f. Rest and Recuperation: Up to 15 days of leave to spend time with a military family member on leave during a period of deployment.
- g. Post Deployment Activities: Leave to attend special ceremonies which occur due to the return of the covered military family member; such as arrival ceremonies, reintegration briefings, and other programs sponsored by the military. Additionally, this leave is used to address issues arising from the death of a covered military family member. This leave is only available for 90 days following the termination of active duty status.

CHAPTER 9 DISCIPLINE

A. POLICY

The City's progressive discipline policy is designed to address unsatisfactory performance or violations of City policy, including workplace rules. It is the City's intention that discipline be used to help employees identify and correct their performance or violation of policy. It is intended that the first violation or instance of unsatisfactory performance be addressed with the lowest level of discipline, a coaching session, and that subsequent violations or instances be addressed with increasingly severe forms of discipline. However, the City reserves the right to skip any of the steps of progressive discipline and progress to higher steps in the progress depending upon the nature and number of the employee's violations or performance issues. Discipline, excluding coaching, should not be conducted until after discussion with Human Resources.

B. PROCEDURE

The following are steps of progressive discipline:

- a. Coaching: The supervisor will speak to the employee about the policy violation or unsatisfactory performance and will offer suggestions on how to correct the situation. The employee will be informed that the problem must be corrected and that failure to do so will result in further disciplinary action. The supervisor will note the date of the incident, brief details of the incident that led to the coaching, date of coaching, information discussed, and submit this to Human Resources to be filed.
- b. Written Warnings: Supervisors may issue a written warning which will specify the nature of the problem, performance area in need of improving or policy violation, corrective measures implemented, time by which the problem must be resolved, and the consequences of failure to resolve the problem. An employee may receive a written warning without first being issued a coaching. Before issuing this warning, the supervisor should consult with Human Resources. The written warning and supervisor documentation will be placed in the employee's file.
- c. Suspension: Violation of performance standards or City policies may result in an employee being suspended with or without pay for a specific period of time. This is intended to give an employee time to consider the problem and develop a plan for improving their behavior. The amount of time an employee will be suspended will be determined on a case by case basis. The employee and the supervisor will be provided a memo on the suspension including the reason for suspension, duration of the suspension, and consequences of future violations; additionally, this memo will be placed in the employee's file.
- d. Discharge: An employee may be discharged if it is determined that continued employment is not in the best interest of the City. The Human Resources Department must be consulted about each potential discharge and will assist the supervisor in preparing the necessary documentation and meeting with the employee. Human Resources or the city manager must be present at each meeting where an employee is informed of his or her discharge.

DICIPLINE CONTINUED

C. EGREGIOUS ACTS

If an employee's violation of policy or work rules is so severe that the supervisor determines immediate action is necessary in order to maintain the safety of the public and other employees, the supervisor may instruct the employee to leave the premises and not return until advised by Human Resources or a department head. The supervisor should notify the department head and Human Resources immediately.

D. CRIMINAL AND CIVIL ACTION

Any action against property of the City or individuals that leads to termination of employment does not preclude the City from also taking civil or criminal action against the individual.

E. APPEAL

Employees who disagree with their disciplinary action may appeal. Any appeal must be submitted to the Human Resources Department within three business days of the issuing of the discipline. Human Resources will meet with the employee within five business days and provide a written response within three business days of the meeting. Each appeal will be handled on a case by case basis determined by the appeal statement made by the employee.

If the appeal is not settled by Human Resources, the Human Resources Department will forward all relevant information to the city manager for review. The City Manager will then respond to the appeal within five business days.

CHAPTER 10 PERFORMANCE EVALUATIONS

A. POLICY

City employees should receive an evaluation prior to the end of their probationary period and once annually for the duration of employment. The purpose of these evaluations is to assess and evaluate the work performance of the employee. These evaluations influence management decisions concerning training, promotion, retention and separation from the City.

Employees who transfer from part-time to full-time positions will receive an evaluation after 60 days in the new position. Future evaluations will be conducted based on the transfer date, not original hire date.

B. Procedure

An employee's annual evaluation period is one year and should be an ongoing process. Supervisors are prompted by the software to give quarterly feedback at a minimum. During the 30-day period immediately preceding the employee's anniversary date the evaluation process will begin with the employee completing a self-review and review of their supervisor. Then the supervisor will review the employee's self-evaluation and complete their evaluation of the employee. This evaluation is then approved by the head of the respective department. After the approval process has been completed, the supervisor and employee meet to discuss, and create goals for the future. Merit based pay increases are associated with the outcome of the evaluation, the percentage associated is subject to change each fiscal year.

C. APPEAL

Employees who disagree with their supervisor's evaluation of their performance may appeal the evaluation. Any appeal must be submitted to the Human Resources Department within 10 business days of the issuing of the evaluation. Human Resources will respond to the appeal within five business days to advise the employee of details specific to their appeal. Each appeal will be handled on a case by case basis determined by the appeal statement made by the employee.

CHAPTER 11 COMPLAINTS

A. POLICY

It is the purpose of these procedures to assure employees that their problems and complaints will be considered fairly, rapidly and without retaliation. A complaint should be about the misapplication or misinterpretation of this manual or applicable departmental rules and regulations. It is expected that the procedures set forth below will encourage employees to discuss with their supervisors' matters pertaining to conditions of employment as they affect individual employees. The intent of the City is to resolve complaints informally, and both supervisors and employees are encouraged to make every effort to resolve problems at the lowest level possible. It is recognized there will be employee complaints which cannot be resolved on an informal basis; therefore, provisions are established to provide a process for considering and resolving a formal complaint.

Complaints regarding the Police Department will be handled by the agency's professional standards division with the cooperation of Human Resources.

B. PROCEDURES

A written complaint should be as detailed as possible, including the names of individuals involved and witnesses, date and any documentary evidence. The City will conduct and prompt investigation in the complaint and make a determination. If City policies have been violated the City will take action proportionate with the circumstances.

1. SUPERVISOR LEVEL - Any employee having a complaint may within five working days following the incident discuss the situation informally with the immediate supervisor. If no resolution is promptly reached, the employee may submit to the supervisor a written complaint within 10 days of the incident that caused to the complaint, in detail, including the complete facts on which the complaint is based and the desired resolution. The supervisor will meet with the employee and formally discuss the complaint. The supervisor will provide a written decision to the employee within three working days following receipt of the complaint form.

2. DEPARTMENT HEAD LEVEL - If the complaint cannot be resolved at the supervisor level, the employee may appeal to the department head. The appeal shall be initiated within three workdays of the supervisor decision. The employee should provide all information, which was considered by the supervisor, and any other useful information to the department head for consideration and review. The supervisor shall forward the original complaint form and reply to the department head. A meeting shall be scheduled with the employee within five workdays after receipt of the appeal. The department head will provide a written decision to the employee within three days after the scheduled meeting.

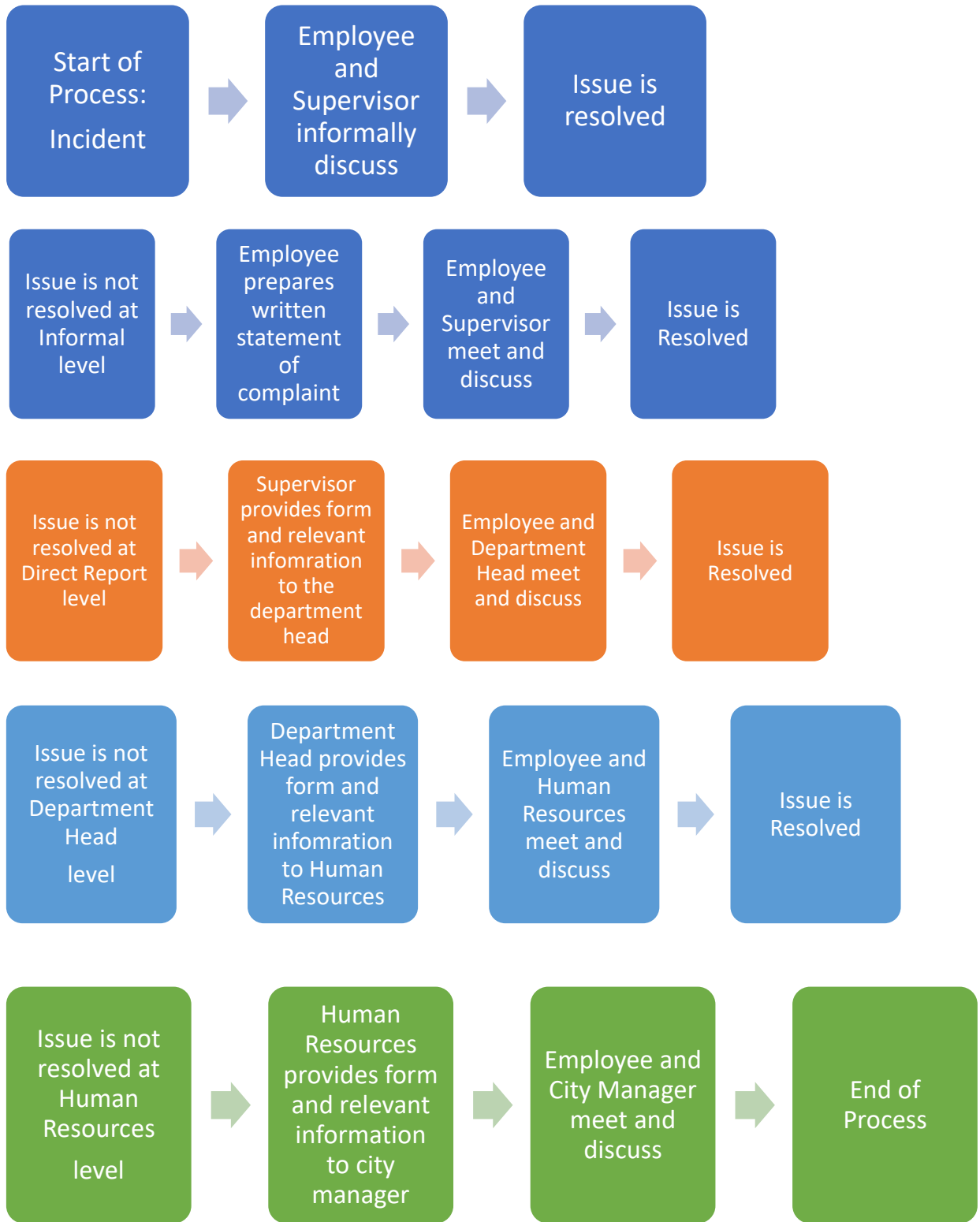
COMPLAINT CONTINUED

PROCEDURES CONTINUED

3. HUMAN RESOURCES LEVEL - If the complaint cannot be resolved by the department head, the employee may appeal to the Human Resources Department. The appeal shall be initiated within three workdays of the department head decision. The employee should provide all information, which was considered by the supervisor and department head, and any other useful information to Human Resources for consideration and review. The department head will forward the original complaint form and reply to Human Resources. A meeting shall be scheduled with the employee within five workdays after receipt of the appeal. The Human Resources Department will provide a written decision to the employee within three days after the scheduled meeting.

 4. CITY MANAGER LEVEL - If the complaint cannot be resolved by Human Resources, the employee may appeal to the city manager. The appeal shall be initiated within three workdays of the Human Resources decision. The employee should provide all information, which was considered by the supervisor, department head, Human Resources, and any other useful information to the city manager for consideration and review. The Human Resources Department will forward the original complaint form and reply to the city manager. A meeting shall be scheduled with the employee within five workdays after receipt of the appeal. The city manager will provide a written decision to the employee within three days after the scheduled meeting.
- C. NON-RETALIATION POLICY
- No one will be subject to, and the City prohibits, any form of discipline, reprisal, intimidation or retaliation for good faith reporting on an incident of discrimination or harassment. Additionally, no employee shall be punished solely on the basis that he or she reported in good faith what was reasonably believed to be a violation of City policy or law. False and malicious complaints; however, may be the subject of appropriate disciplinary action.

COMPLAINT PROCESS FLOW CHART



CHAPTER 12 SAFETY

A. POLICY

The development and maintenance of safe working conditions, practices and habits are continuing objectives of the City's Safety Program. Attaining those objectives will result in benefits to all employees and to the City. Accidents, injuries, disabilities, property damage, time and pay loss, medical expenses, and improper or dangerous use of equipment are all operational problems which can be avoided by the combined efforts of all employees.

Each department head should promote state and federal rules and standards and be responsible for developing safety rules, policies and regulations relevant to their particular operation. It shall be the responsibility of each employee to be knowledgeable of and adhere to those safety rules and regulations applicable to the area in which they work or may be visiting. Supervisors must display a continuing concern for all aspects of safety and accident prevention.

B. COMMITMENT TO SAFETY

Protecting the safety of our employees and visitors is the most important aspect of running our City's services and facilities.

All employees have the opportunity and responsibility to contribute to a safe work environment by using common sense rules and safe practices and by notifying management when any health or safety issues are present. All employees are encouraged to partner with management to ensure maximum safety for all.

In the event of an emergency, notify the appropriate emergency personnel by dialing 911 to activate the police or fire emergency services.

C. ACCIDENT REPORTING

All employees shall be advised of their responsibility to immediately report to their supervisor all injuries that occur on the job. Delay in reporting such injuries may cause complication of the injury, delay in recovery and payment of employee Workers' Compensation benefits, and result in disciplinary action, up to termination.

All accidents must be reported to the department head or supervisor immediately and to Risk Management as soon as possible. If the accident occurs on a weekend or during a holiday, it should be reported the next duty day. The department head or designee shall complete and submit to the Risk Management Department a "Supervisor's Report of Accident Investigation" within seven days. In case of accidents involving City vehicles, the appropriate department head or supervisor, Risk Management, and the City police shall be notified immediately.

The City's Workers' Compensation program is managed by Risk Management and the insurance carrier, Florida League of Cities. Employees should report all accidents or exposures, even if medical attention is not sought, or only first aid is applied.

If an employee is out of work related to a Worker's Compensation claim, they must contact Risk Management before returning to work. Supervisors will receive communication from Risk Management on the employee's readiness for work.

SAFETY CONTINUED

D. TRAINING

The departments that make up the city are diverse, as are the trainings needed to safely conduct each job. The department head will ensure all employees receive job specific safety training.

- a. Crestview Police Department employees can contact the sergeant with the Office of Professional Standards.
- b. Fire Department Employees can contact the senior captain responsible for training.

E. SAFETY EQUIPMENT

The City will provide proper and necessary safety equipment for employees. Failure by employees to utilize provided equipment or devices will be subject to disciplinary measures or dismissal from the City service. General safety rules are:

1. Report all injuries and property damage to your supervisor immediately.
2. Report unsafe conditions or known safety hazards to your supervisor or Risk Management.
3. Smoking regulations shall be strictly observed.
4. No employee shall be permitted to work if their ability or alertness is so impaired through fatigue, illness, or other cause to make it unsafe for them or fellow employees.
5. All employees required to operate City vehicles shall possess a valid driver's license. The supervisor must certify that the employee can operate all motor-powered and self-propelled equipment required in the performance of the employee's work.
6. Every precaution shall be taken to protect the public from injury or damage that could result from construction or working conditions at City job sites.

F. MOTOR VEHICLE RECORD CHECKS

Following a conditional offer of employment, a motor vehicle record check will be conducted on all final job candidates for whom driving a motor vehicle is an essential job function. Thereafter, checks will be run periodically for these employees.

- a. Satisfactory results include not more one moving violation in the past 3 years.
- b. Probationary results include two moving violations in the past 3 years.
- c. Unacceptable results include currently suspended or revoked license, more than two moving violations, DUI or other drug or alcohol related citations, or leaving the scene of an accident in the past 3 years.

If an employee is involved in any of the situations listed as "unacceptable" they must notify their supervisor immediately; failure to do so will result in disciplinary action, up to termination. Any employee who does not have a valid drivers' license will not be allowed to operate a City vehicle or drive on City business. If driving is an essential function of the job, employment may be terminated.

CHAPTER 13 COMMUNICATIONS

A. DEVICES

The City provides telephones, voicemail, computers and other technology to employees for City business use only. Excessive personal use of these devices is prohibited. Additionally, use of these devices is subject to the City's Computer and Technology Use Policy. Violation of this policy may result in disciplinary action, up to termination.

B. PRIVACY

Communication on devices or programs owned by the City is subject to monitoring; and use of discriminatory, hostile, suggestive or otherwise inappropriate language is prohibited. The City reserves the right to monitor any communication sent or received using City systems or equipment. Additionally, all communication with the City is subject to the Florida Sunshine Law and is public record. Violation of these rules may result in disciplinary action up to termination.

C. COMMUNICATION WITH THE PUBLIC AND MEDIA

Only the City's Public Information Officer may speak on behalf of the City to newspapers, television stations, radio stations, or any other media. Any employee who is contacted by the media and asked to speak on the City's behalf must not respond but should obtain the name and contact information of the representative and immediately relay it to the public information officer.

Police officers and Firefighters are permitted to speak with the media but must follow the agency's guidelines.

Employees should refer to the Communication Policy for further information on internal and external communication. Employees are required to comply with the Communication Policy or be subject to disciplinary action.

D. PUBLIC RECORDS REQUEST

It is the policy of the City to comply with Florida's Public Records Law. Therefore, all public records in City custody shall be open for inspection by any person (at reasonable times and under reasonable conditions) and copies of public records shall be provided (in a reasonable amount of time) upon payment of applicable charges for the cost of duplication and labor.

If any employee has a question about whether a request falls under public records or not, he or she should not fill the request but instead contact the city clerk's office for reference.

CHAPTER 14 SOCIAL MEDIA POLICY

A. POLICY

The City recognizes employees may have personal accounts on various social networking sites, (collectedly known as social media) such as Facebook, Instagram, LinkedIn, and Twitter, and may create or continue to make post. Additionally, some employees may use social media as a part of their job with the City.

This policy applies to all City employees, including off-duty social media use. The policy applies on City property, at City worksites, while participating in City sponsored events, while in a City vehicle, and anywhere an employee is conducting the duties of their job. Additionally, this policy pertains to whenever a City employee is using City issued equipment, devices or communication systems.

This policy is not a static document. It may have to be revised as laws and usage change, new platforms are introduced, and existing platforms expand.

B. MONITORING AND PRIVACY

The City monitors social media and all other conduct on its electronic systems and equipment. Such monitoring may include - without limitation - monitoring, interception, accessing, recording, disclosing, inspecting, reviewing, retrieving, and printing of transactions, messages, keystrokes, postings, logins, recordings, and other use of the systems. The City may store data or communications for a period of time after they are created and may delete these copies without notice. Employees should have no expectations of privacy regarding any information they input or review while using or that can be found on City equipment or systems. This applies to both work related and personal use of Social Media.

C. PROHIBITIONS

This list is not exhaustive of all prohibited behaviors, but instead meant to provide examples of prohibited behaviors. The following actions are prohibited in regard to post on any form of social media:

- a. Statements about the City, its employees, or elected or appointed members, which the employee knows to be false or have no basis to believe is true.
- b. Negative or derogatory information or statements about the City's services
- c. Negative or derogatory information or statements about the citizens of Crestview, City vendors, City Council members, or other agents of the City.
- d. Comments about others that are vulgar, obscene, threatening, intimidating or a violation of the City's workplace policies against harassment and discrimination.
- e. Any recommendation of City workers, vendors, agents, etc. without prior authorization
- f. Photos of the employee in their City uniform, on City property, or other references to the City, in compromising or offensive poses or with offensive captions.

SOCIAL MEDICA POLICY CONTINUED

D. NON-RETALIATION POLICY

Employees are prohibited from retaliating against persons who complain about their violation or suspected violation of this policy. Violations of this policy are subject to disciplinary action, up to and including termination.

CHAPTER 15 SEVERE WEATHER

A. POLICY

The City recognizes the fact that severe weather and other emergencies can affect the City's ability to open for business and the employee's ability to get to work. The safety of our employees is paramount in an emergency. Fortunately, emergencies and severe weather days are infrequent, but these are the guidelines for when they occur. The Mayor will declare all emergencies. Detailed information about the City's emergency procedures can be found in the City's emergency operations plan.

B. COMMUNICATION

In an emergency City closure, management will make every effort to notify employees by phone through departmental call trees. Local radio and television stations will be requested to announce the closing, additionally, the closing will be posted on the city's website and social media. When the City is unable to notify all employees of the closure, employees are asked to use common sense and make their best assessment of the safety and practicality of the situation. No pressure is extended from this employer, at any time, that would encourage employees to take unsafe chances to attend work.

C. LEAVE

The City will provide employees with paid leave during times of closure. Employees required to be on duty during these times will receive additional compensation. Hourly employees who perform work during a City of Crestview declared state of emergency will receive pay at 1.5x their normally hourly rate. Exempt staff, excluding Department Heads, will become eligible for additional pay once FEMA declares a disaster.

CHAPTER 16 INTERNSHIP AND VOLUNTEER POLICY

A. POLICY

The City periodically employs student interns and has volunteer opportunities. The purpose of this policy is to outline responsibilities and to ensure interns and volunteers have a productive stay with the city. Internships are limited to one semester or 4 months. Volunteer opportunities will have no specific hours guaranteed as they will be project based.

B. INTERNSHIP PROCEDURES

- a. Hiring managers who plan to add interns for specific assignments must complete a requisition form. The following must be included on the requisition form: a) hours of work, b) duration of the expected work, and c) proposed rate of pay for the student worker. Requisitions for these positions will be routed to Human Resources after department head approval has been obtained.
- b. Interns must be currently enrolled in a formal educational institution.
- c. An intern will be provided with an abbreviated orientation program that will highlight key aspects of the position the intern will be engaged in as well as all city policies with which he or she will be expected to conform during the specific term of employment. This orientation will exclude any discussion of programs and policies, including many of the benefits plans, which do not apply to specific-term employees.
- d. The Human Resources Department, on receipt of the requisition form, will notify the appropriate departments, which will coordinate work station issues, including telephone and Internet capabilities, with the IT department to ensure that the work station is fully operational prior to the intern's start date.
- e. Each intern will be provided with an in-depth review of department functions and activities and the interaction of these activities with the work the student worker will be performing. The department review will be conducted by the department head and team leads during the first week of employment.
- f. Due to the short-term assignment of student workers, and in accordance with school/university reporting requirements for students, the department manager will be responsible for providing a narrative report of the student worker's assignments and progress at the close of each month the student is engaged. A copy of the monthly progress report will be forwarded to the Human Resources Department for record-keeping and reporting purposes.
- g. In the week in which an intern's assignment ends, the department head will provide a final progress report in addition to any report required by the educational institution the student attends. The Human Resources Department will schedule an out-processing interview to be conducted on the day preceding the student worker's last day of work.
- h. Interns for the Police Department are subject to CPD volunteer and intern policies and procedures.

C. VOLUNTEER PROCEDURES

- a. Volunteers will be accepted on a case by case basis as such work is available.
- b. All volunteers must first be cleared by Human Resources based on the work available.
- c. Volunteers will be provided with an abbreviated orientation program that will highlight key aspects of the position the volunteer will be engaged in as well as all city policies with which he or she will be expected to conform. This orientation will exclude any discussion of programs and policies, including many of the benefits plans, which do not apply to specific-term employees.
- d. Each volunteer will be provided with an in-depth review of department functions and activities and the interaction of these activities with the work the volunteer will be performing. The department review will be conducted by the department head or direct supervisor during the first week of employment.
- e. Volunteer hours through the City count as community service and the supervisor should be prepared to document this time for the volunteer.
- f. Volunteers for the Police Department are subject to CPD volunteer and intern policies and procedures.

CHAPTER 17 WORKPLACE MONITORING

A. POLICY

The City of Crestview reserves the right to install security cameras in work areas for specific business reasons, such as security, theft protection, and protection of information.

1. The city may find it necessary to monitor work areas with security cameras when there is a specific job or business reason to do so. The city will do so only after ensure action is compliant with federal and state laws.
2. Employees should not have any expectation of privacy in work related areas.
3. Employee privacy in nonwork areas will be respected to the extent possible. The city's reasonable suspicion of onsite drug use, physical abuse, theft or similar circumstances would be possible exceptions.
4. Employees should contact their supervisor or the human resources department with questions about how this policy is implemented.

CHAPTER 18 VOLUNTEERISM POLICY

A. POLICY

The City of Crestview encourages employees to become involved in their communities, lending their voluntary support to programs that positively impact the quality of life within these communities.

The following guidelines are for City employees who serve as volunteers in 501(c)(3) non-profit community programs that are either of personal interest or are City-sponsored initiatives.

Interested employees should meet with their Human Resources to discuss their volunteer choice and to receive approval prior to volunteering.

B. VOLUNTEER TIME

Employees may earn up to four hours of paid time off each fiscal year to participate in their specific volunteer program. These hours are awarded hour for hour, up to the four-hour maximum.

C. ELIGIBILITY

All full-time employees are eligible.

The same requirements apply to usage of this leave time as apply to traditionally earned Paid Time Off.

HUMAN RESOURCES MANUAL ACKNOWLEDGMENT AND RECEIPT

I hereby acknowledge receipt of the City of Crestview Human Resources Manual. I understand and agree that it is my responsibility to read and comply with the policies in the manual.

I understand that the manual and all other written and oral materials provided to me are intended for informational purposes only. Neither it, city practices, nor other communications create an employment contract or term. I understand that the policies and benefits, both in the manual and those communicated to me in any other fashion, are subject to interpretation, review, removal, and change by management at any time without notice.

I further understand that I am an at-will employee and that neither this document nor any other communication shall bind the city to employ me now or hereafter and that my employment may be terminated by me or the city without reason at any time. I understand that no representative of the city has any authority to enter into any agreement for employment for any specified period of time or to assure any other personnel action or to assure any benefits or terms or conditions of employment or make any agreement contrary to the foregoing.

I also understand and agree that this agreement may not be modified orally and that only the city manager may make a commitment for employment. I also understand that if such an agreement is made, it must be in writing and signed by the city manager.

Employee's Name in Print

Signature of Employee

Date Signed by Employee

TO BE PLACED IN EMPLOYEE'S PERSONNEL FILE

RECIEPT OF CITY OF CRESTVIEW HARRASSMENT POLICY

I attest that I have read Chapter 4 Harassment in its entirety and understand all complaints should be reported immediately and will be investigated. I am familiar with the procedures contained therein. If I have personally experienced or directly observed an act of harassment, I will report the incident immediately to my supervisor or any step in my chain of command or directly to the Human Resources Department for the city.

Employee's Name in Print

Signature of Employee

Date Signed by Employee

Witness

TO BE PLACED IN EMPLOYEE'S PERSONNEL FILE

CONSENT TO PHOTOGRAPH

I hereby give the City of Crestview consent to record, videotape and photograph my image and/or voice to be used in the following ways (check all that apply):

- City intranet accessible by employees only
- City internet accessible via the World Wide Web to anyone
- Printed newsletter
- Printed annual report
- Other promotional materials

I further understand that no special compensation will be provided to me for use of my image and that I may not be informed in advance of the specific use of my image.

Employee Name (Please Print)

Employee Signature Date

