



# City of Jonesboro Employee Handbook



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# **CITY OF JONESBORO**

## **INTRODUCTION**

This Handbook is designed to acquaint you with the City and provide you with information about working conditions, employee benefits, and some of the policies affecting your employment. You should read, understand, and comply with all provisions of the handbook. It describes many of your responsibilities as an employee and outlines the programs developed by the City to benefit employees. One of our objectives is to provide an opportunity for employees to fully develop their potential and find job satisfaction which will benefit the community greatly since it results in better service and higher productivity.

This Handbook is not a contract or a statement of rights and does not change your "At-Will" employment status. No supervisor has the authority to make changes to the Handbook. All changes must be approved by the City Council of the City of Jonesboro.

### **DEPARTMENTAL POLICIES AND PROCEDURES**

Department Heads are authorized to adopt lawful written policies governing the day-to-day operations of their department. Other than police department policies, all departmental policies must be approved by the Mayor before they are considered effective. Departmental policies, other than police department policies, if in conflict with the policies and procedures contained in this Handbook will be superseded by the Handbook's provisions.

All departmental policies must be provided to the Human Resources Director.

# **SECTION I**

# **EMPLOYMENT POLICIES**

## **EQUAL EMPLOYMENT EMPLOYER**

It is the continuing policy of the City of Jonesboro to ensure equal employment opportunity in all personnel actions taken. Our policy is stated as follows:

1. Recruiting, hiring, training, and promoting for all jobs will be without regard to race, color, national origin, religion, sex, age, disability, or genetic information, and will conform with all applicable laws and regulations.
2. Decisions on employment will be based solely on the individual's qualifications for the position being filled.
3. Any promotional decisions will be based solely on the individual's qualifications as related to the requirements of the position for which the individual is being considered.
4. All other personnel actions, such as compensation, benefits, transfers, terminations, and layoffs, return from layoff, and training programs will be administered without regard to race, color, national origin, religion, sex, age, disability, or genetic information.
5. The Human Resources Director is responsible for this policy and for the necessary reporting and monitoring procedures associated with it. Any complaints should be directed to her attention. This policy may be periodically reviewed.

## **EMPLOYMENT AT WILL – NON-CIVIL SERVICE EMPLOYEES**

Other than Civil Service employees, all other City employees are employed at will. Employment with the City of Jonesboro is voluntarily entered into, and the employee is free to terminate the employment relationship at any time, with or without notice and for any reason or no reason at all, with or without cause. Similarly, the City of Jonesboro may terminate the employment relationship at any time, with or without notice and for any lawful reason or no reason at all, with or without cause.

Policies set forth in this Employee Handbook are not intended to create a contract, nor are they to be construed to constitute a contractual obligation of any kind or a contract of employment between the City of Jonesboro and any of its employees. No employee, supervisor, manager, or any other City of Jonesboro representative is authorized to represent to any employee that they are employed by the City of Jonesboro on any other basis, and each employee should never interpret any such person's remarks, or anything written in this Employee Handbook, as a guarantee of continued employment. The provisions of the Employee Handbook have been developed at the discretion of management and, except for its policy of employment at will, may be amended or canceled at any time, at the City of Jonesboro's sole discretion.

## **VACANCIES, PROMOTIONS, JOB POSTINGS, and ADVERTISEMENT**

Applications for city employment will not be accepted from anyone under 18 years old except for certain youth program positions.

Individuals seeking employment with the City may pick up an application at the Human Resources Department or apply on-line on the website, [www.jonesboro.org](http://www.jonesboro.org). Applications will only be accepted when the City is currently seeking to fill a vacancy or when a job opening is posted.

Applicants shall be disqualified from consideration for employment for any of the following reasons:

1. Falsification or misrepresentation of information on the application form or any employment related forms or documents.
2. Failure to submit by the closing date for applications any required application documents as described in the job announcement.
3. Improper influence; an attempt by the applicant himself or through others, with his knowledge, to influence a member of the hiring process.
4. Conviction of or pleading Nolo contendere to any felony and/or any misdemeanor, which, at the discretion of the Mayor, compromises the employee's position or reflects negatively upon the integrity of the City. Conviction is not an automatic bar to employment; all circumstances will be considered.

It is the policy of the City of Jonesboro to hire and promote the most qualified applicant for all positions.

Job openings will be announced and posted on the City's website, [www.jonesboro.org](http://www.jonesboro.org), in City Hall and at other City Facilities at least 10 days before the deadline for applications. Copies of the job announcement will be sent to City Departments and as needed, to public and private employment agencies, local news media and other sources.

Department Heads may fill any vacancy by promoting an existing worker without advertising the position. At the Department Head request, job openings may be restricted to current City employees only. Then the announcement will be posted for 5 days. The final decision regarding filling positions will be made by the Department Head upon recommendation by the Supervisor. In emergency situations, where vital city services are at stake, any part of the normal hiring process may be waived.

## **PERSONNEL FILES**

The City maintains an official personnel file on each employee. The file includes information that is needed by the City in conducting its business or as required by federal, state, or local



law. Personnel files are the property of the City, and access is limited. You may view your own personnel file during normal business hours.

To keep personnel files up to date, employees are responsible to notify Human Resources in writing of any changes in name, address, telephone number, and marital status, number of dependents, beneficiary designations, W-4 changes and emergency contact. Family status changes affecting insurance coverage must be made within 31 calendar days of a change.

## **NEPOTISM**

It is against City policy to hire persons in a department who are immediate family members of direct supervisory personnel in that department. As defined in this section, immediate family means your parents, spouse, children, brother, sister, and in-laws. This will include "step" or "foster" family members.

If you get married to another employee in your department, and one of you is in a direct supervisory position, the following actions must be taken.

1. You must notify your Department Head and the Human Resource Director as soon as possible before the marriage.
2. One of you will be required to resign or transfer to another department within 30 calendar days after the marriage.
3. You may mutually agree on which one of you will transfer or resign.
4. If you cannot agree, the employee with the lower classification will be required to transfer or resign.

## **DRUG-FREE WORK PLACE**

### **Purpose of Policy**

The City of Jonesboro has a vital interest in providing for the safety and well-being of all employees and the public and maintaining efficiency and productivity in all of its operations. In fulfillment of its responsibilities, the City is committed to the maintenance of a drug and alcohol free workplace.

The City and certain employees who drive commercial motor vehicles are subject to the requirements of federal statutes and implementing regulations issued by the Federal Highway Administration and Federal Transit Administration of the U.S. Department of Transportation. They are governed by separate policies, the City of Jonesboro's Supplemental Substance Abuse Policy for Employees Required to Possess a Commercial Driver's License and JETS' Substance Abuse Testing Program Policy, enacted pursuant to applicable laws. Often however, the DOT and transit policies do not cover certain city employees who perform safety and security-sensitive functions. In addition, the City has an interest in maintaining the efficiency,

productivity and well-being of employees who do not perform safety or security-sensitive functions. In order to further provide a safe environment for city employees and the public, the City has adopted the following Drug-Free Workplace Policy for those employees who are not covered by federal law with respect to substance abuse testing.

## **Policy Statement**

All employees must be free from the effects of illegal drugs and alcohol during scheduled working hours as a condition of employment. Drinking alcoholic beverages or using drugs while on duty, on City property, in City vehicles, during breaks or at lunch, or working or reporting for work when impaired by or under the influence of alcohol, or when drugs and/or drug metabolites are present in the employee's system, is strictly prohibited and grounds for immediate discharge. In addition, employees are subject to immediate discharge for the unlawful manufacture, distribution, dispensation, possession, concealment or sale of alcohol or drugs while on duty, on City property, in City vehicles, during breaks or at lunch.

The City reserves the right to require employees to submit to urine drug testing and Breathalyzer alcohol testing to determine usage of drugs and/or alcohol as provided below. Employees must submit to all required tests. Any employee who refuses to submit to any required test without a valid medical explanation will be subject to immediate discharge. Refusal to execute any required consent forms, failure to show up within the required time frame or refusal to cooperate regarding the collection of samples, or submission or attempted submission of an adulterated or substituted urine sample will be deemed refusal to submit to a required test.

## **Safety and Security-Sensitive Positions Defined**

A safety-sensitive position is one in which a momentary lapse of attention may result in grave and immediate danger to the public. The following positions are considered safety sensitive:

- Any certified employee of the Jonesboro Police Department.
- Fire department employees who directly participate in fire-fighting activities.
- Mechanics and welders who work on vehicles designed to carry passengers such as buses, police cruisers, vans and the like.

A security-sensitive position includes:

- Any police officer, jailer, police dispatcher, and other police department employees, including clerical employees, who have access to information concerning ongoing criminal investigations and criminal cases, which information could, if revealed, compromise, hinder, or prejudice the investigation or prosecution of the case that would present a danger to the public.
- Any employee in the Information Systems department as they have access to all the IS equipment and systems that control the functioning of the City.

- Any employee in the Finance Department, other than Accounts Payable Specialists, as they have access to the finances and systems of the City.

## **Drug-Free Awareness Program/Education and Training**

The City will establish a Drug-Free Awareness Program to assist employees to understand and avoid the perils of drug and alcohol abuse. The City will use this program in an ongoing educational effort to prevent and eliminate drug and alcohol abuse that may affect the workplace.

The City's Drug-Free Awareness Program will inform employees about: (1) the dangers of drug and alcohol abuse in the workplace; (2) the City's policy of maintaining a drug and alcohol free workplace; (3) the availability of drug and alcohol treatment, counseling and rehabilitation programs; and (4) the penalties that may be imposed upon employees for drug and alcohol abuse violations.

As part of the Drug-Free Awareness Program, the City will provide educational materials that explain the City's policies and procedures. Employees will be provided with information concerning the effects of alcohol and drug use on an individual's health, work, and personal life; signs and symptoms of an alcohol or drug problem; and available methods of intervening when an alcohol or drug problem is suspected, including confrontation and/or referral to management.

Supervisors who may be asked to determine whether reasonable suspicion exists to require an employee to undergo drug and/or alcohol testing will receive at least 60 minutes of training on alcohol misuse and 60 minutes of training on drug use. The training shall cover the physical, behavioral, speech and performance indicators of probable alcohol misuse and drug use.

## **Prohibited Substances/Legal Drugs/Unauthorized Items**

### **Prohibited Substances**

Alcoholic beverages and drugs are considered to be prohibited substances in the workplace. For purposes of this policy, the term "drugs" includes controlled substances (as identified in Schedules I through V of Section 202 of the Controlled Substances Act, 21 U.S.C. 812, and the regulations promulgated there under, and defined in the Uniform Controlled Substances Act, Ark. Code Ann. 5-64-201-216,) including synthetic narcotics, designer drugs, and prescription drugs, except prescription drugs approved by and used in accordance with the directions of the employee's physician.

### **Legal Drugs**

The appropriate use of prescription drugs and over-the-counter medications is not prohibited. Any employee using a prescription drug should consult with his/her physician and pharmacist regarding the effects of the drug. Employees should read all labels carefully.

## **Unauthorized Items**

Employees may not have any unauthorized items in their possession or in any area used by them or under their control. Unauthorized items may include, but are not limited to, alcoholic beverage containers and drug paraphernalia.

## **Use Of Alcohol and Drugs/Prohibited Conduct**

All employees covered under this policy are subject to the following prohibitions regarding the use of alcohol and drugs (controlled substances):

- Employees shall not report for duty or remain on duty while impaired by the consumption of alcohol. An employee will be deemed to be impaired by alcohol if that employee has a blood alcohol concentration of 0.04 or greater.
- Employees shall not consume alcohol while on duty.
- Employees required to undergo post-accident testing shall not use alcohol for 8 hours following the accident, or until they undergo a post-accident alcohol test.
- Employees shall submit to all authorized drug or alcohol tests.
- Employees shall not report for duty or remain on duty while under the influence of any controlled substance, except when the use thereof is pursuant to the instructions of a licensed physician who has advised the employee that the effect of the substance on the employee does not pose a significant risk of substantial harm to the employee or others in light of his/her normal job duties.

In addition, subject to the disciplinary rules set forth below, employees who are found to have an alcohol concentration of 0.02 or greater, but less than 0.04, in any authorized alcohol test shall be removed from duty, and may not return to duty until the start of the employee's next regularly scheduled shift, but not less than 24 hours following administration of the test.

The foregoing rules shall apply to all employees and shall apply while on duty, during periods when they are on breaks or a lunch, or not performing safety or security sensitive functions.

## **When Drug and Alcohol Testing May Be Required Of Employees**

Employees (and applicants) covered by this policy shall be required to submit to urine testing for use of prohibited drugs and/or Breathalyzer alcohol testing in the following circumstances.

- When the City has reasonable suspicion that an employee has violated any of the above prohibitions regarding use of alcohol or drugs. For purposes of this rule, reasonable suspicion shall be based on specific, contemporaneous, particular observations concerning the appearance, behavior, speech or body odors of the employee. The required observations must be made by a supervisor or city official or employee who is trained in detecting the signs and symptoms of misuse of alcohol and drug use.

- As part of a pre-employment examination after a conditional job offer has been made, a fitness for duty physical examination, or any other lawful required periodic physical examination. Non-safety and non-security sensitive positions will not be required to undergo a pre-employment drug or alcohol test unless the applicant is otherwise required to undergo a pre-employment physical examination after a conditional job offer has been extended to the employee.
- When the City management has a reasonable suspicion based on observations or credible information submitted to the City, that the employee is currently using, impaired by or under the influence of drugs or alcohol.
- When an employee suffers an on-the-job injury following a serious or potential serious accident or incident in which safety precautions were violated, equipment or property was damaged, an employee or other person was injured, or careless acts were performed by the employee. Such testing will be required of non-safety sensitive employees only when such factors, when taken alone or in combination with other factors, give rise to reasonable suspicion that the employee may be under the influence of drugs or alcohol.
- When any prohibited drug or alcoholic beverage is found in an employee's possession.
- When the laboratory values in any authorized drug test indicated the need for additional testing, as determined by the Medical Review Officer (MRO), or where any authorized drug test must be canceled due to a collection, chain of custody or other procedural problem.

### **When Drug and Alcohol Testing May Be Required of Employees Holding Safety and Security Sensitive Positions**

Employees in (and applicants for) safety and security-sensitive positions shall be required to submit to urine testing for use of prohibited drugs and/or Breathalyzer alcohol testing in the foregoing and in the following circumstances:

- When a safety-sensitive employee is involved in an accident involving a motor vehicle on a public road while at work, and the employee's position is safety-sensitive because it involves driving a motor vehicle.
- Random testing for drugs (but not alcohol) will be conducted. In order to treat all employees as equally as possible, and to maintain consistency in the administration of its efforts to maintain a drug-free workplace, random testing under this policy will be governed by 49 U.S.C. § 31306 and implementing regulations to the extent that it is lawful and feasible to do so.

### **Random Drug Screens**

Random drug testing will be performed on an unannounced basis and will be spread reasonably throughout the calendar year. The mechanism for determining individual employees to be

randomly tested will be by a computerized program conducted by the contracted provider of testing programs. Lists of selected names will be sent to the assigned department contact for test scheduling. When notified of selection for random testing, the employee shall proceed immediately to the collection site. Only employees in safety-sensitive and security sensitive positions are subject to random testing.

### **Disciplinary Action**

Employees may be subject to disciplinary action, up to and including discharge, for any of the following infractions:

- a. Refusal to submit to an authorized drug or alcohol test. Refusal to submit to testing means that the employee fails to provide an adequate urine or breath sample for testing without a valid medical explanation after he/she has received notice of the requirement to be tested, or engages in conduct that clearly obstructs the testing process. Refusal to submit to testing includes, but is not limited to, refusal to execute any required consent forms, refusal to cooperate regarding the collection of samples, and/or submission or attempted submission of an adulterated or substituted urine sample.
- b. Drinking alcoholic beverages or using drugs while on duty, on City property, in City vehicles, during breaks or at lunch.
- c. Unlawful manufacture, distribution, dispensation, possession, concealment or sale of any prohibited substance, including an alcoholic beverage, while on duty, on City property, in City vehicles, during breaks or at lunch.
- d. Any criminal drug statute conviction and/or failure to notify the City of such conviction within five (5) days.
- e. Refusal to cooperate in a search.
- f. Having an alcohol concentration of .04% or greater in any authorized drug test.
- g. Testing positive for drugs and/or their metabolites in any authorized drug test.

Although the foregoing infractions will ordinarily result in discharge regardless of the employee's position, the City reserves the right to consider extenuating circumstances and impose lesser discipline when such action is deemed appropriate.

### **Employment Status Pending Receipt of Test Results**

In addition to appropriate disciplinary measures, including suspension, which may be taken in response to the incident or course of conduct which gave rise to the test, the City reserves the right to decide whether the incident or course of conduct prompting the test is of such a nature that the employee should not be put back to work until the test results are received. If such a decision is made, the employee will be suspended without pay. Where the test result is negative, the employee will be reinstated with back pay, provided the employee has not been

given an appropriate disciplinary suspension for violation of another work rule which also covers the time missed waiting for the test results.

### **USE OF TOBACCO**

The Arkansas Clean Indoor Act of 2006 (Act) prohibits smoking in all enclosed areas within places of employment and public places. Smoking is not allowed in any building or vehicle owned or leased by the City. The City will not discriminate or retaliate against any individual for making a complaint regarding a violation of the Act or this Use of Tobacco Policy, or for cooperating with an investigation regarding a violation of the Act or this Policy. A violation of this policy may result in disciplinary action up to and including termination of employment.

### **REFUSAL TO WORK**

We are committed to public service. If you take part in any work stoppage, slowdown, strike or other intentional work interruption you may be terminated.

### **FAMILY AND MEDICAL LEAVE POLICY (FMLA)**

Employees who have worked for the City for at least one (1) year in the past seven (7) years; who have worked at least 1,250 hours during the previous twelve (12) months (unless the employee is classified as an "exempt" employee under the Fair Labor Standards Act; an employee should consult with Human Resources to determine whether the employee is classified as exempt or non-exempt); and work at location where at least 50 employees are employed by the City within 75 miles of that work site are eligible for leave under the Family and Medical Leave Act (FMLA). The FMLA provides eligible persons with up to twelve (12) weeks unpaid leave during a twelve (12) month period for certain qualified family and medical situations.

#### **Reasons for Taking Leave**

1. For the care of the employee's child (birth or placement for adoption or foster care);
2. For the care of the employee's spouse, dependent child, or parent who has a serious health condition; or
3. For the employee's own serious health condition;
4. For a "qualifying exigency" resulting from the active duty military service of the employee's spouse, son, daughter or parent who is currently serving in a reserve branch of the armed forces. A qualifying exigency includes: (1) Short-notice deployment; (2) Military events and related activities; (3) Childcare and school activities; (4) Financial and legal arrangements; (5) Counseling; (6) Rest and

recuperation; (7) Post-deployment activities; and (8) any other leave for which the employer and employee have both agreed shall qualify as an exigency;

5. For the care of the employee's spouse, son, daughter, parent, or next of kin, who is a service member with a serious illness or injury incurred in the line of duty. Employees eligible for this type of leave may be eligible for up to twenty-six (26) workweeks of leave, rather than the usual twelve (12).

### **Definition of Serious Health Condition**

A serious health condition is an illness, injury, impairment, or physical or mental condition that involves either an overnight stay in a medical care facility, or continuing treatment by a health care provider for a condition that either prevents the employee from performing the functions of the employee's job, or prevents the qualified family member from participating in school or other daily activities.

Subject to certain conditions, the continuing treatment requirement may be met by a period of incapacity of more than 3 consecutive calendar days combined with at least two visits to a health care provider or one visit and a regiment of continuing treatment, or incapacity due to pregnancy, or incapacity due to a chronic condition. Other conditions may meet the definition of continuing treatment.

### **Eligibility for Military FMLA Leave**

When electing to take FMLA leave for purposes of caring for an injured service member, the following definitions apply:

"Covered service members" are current members of the Armed Forces, including a member of the National Guard or Reserves, or a member of the Armed Forces, the National Guard, or Reserves who is on the temporary disability retired list, who has a serious injury or illness incurred in the line of duty on active duty for which he or she is undergoing medical treatment, recuperation, or therapy; or otherwise in outpatient status; or otherwise on the temporary disability retired list. This provision does not apply to former members of the Armed Forces, former members of the National Guard and Reserves, and members on the permanent disability retired list.

"Serious injury or illness" means an injury or illness incurred by a covered service member in the line of duty on active duty that may render the service member medically unfit to perform the duties of his or her office, grade, rank or rating.

"Next of kin" means the nearest blood relative other than the covered service member's spouse, parent, son, or daughter, in the following order of priority: blood relatives who have been granted legal custody of the covered service member by court decree or statutory provisions, brothers and sisters, grandparents, aunts and uncles, and first cousins, unless the covered service member has specifically designated in writing another blood relative as his or her nearest blood relative for purposes of military caregiver leave under the FMLA.



## **Duration of Military FMLA Leave**

Leave to care for an injured or ill active-duty military member, when combined with other FMLA-qualifying leave, may not exceed 26 weeks in a single 12 month period. Military FMLA leave runs concurrently with other leave entitlements provided under federal, state, and local law.

## **Leave Year**

Except for purposes of leave to care for an injured service member, the leave year (the 12 month period), under this policy shall be calculated on a "rolling 12 month period" measured backward from the date a staff member uses any family leave.

## **Substitution of Paid Leave for Unpaid Leave**

If the employee has available accrued paid leave, the employee must use the paid leave first and take the remainder of his or her FMLA leave as unpaid leave.

An employee who is taking leave because of the employee's own serious health condition or the serious condition of a family member must use all paid vacation, personal or sick leave prior to being eligible for unpaid leave.

An employee taking leave for the birth of a child must use paid sick leave for the employee's medically necessary leave following childbirth. The employee may then use all paid vacation, personal or family leave, and then will be eligible for unpaid leave for the remainder of the 12 weeks.

An employee who is taking leave for the adoption or foster care of a child must use all paid vacation, personal or family leave prior to being eligible for unpaid leave.

Employees who request FMLA leave should consult with the Human Resources Director for details on the availability of vacation or sick time.

## **FMLA and Workers' Compensation**

When an employee is on leave due to an on-the-job injury or illness which is a serious health condition under the FMLA, the workers' compensation absence and FMLA leave will run concurrently.

## **Advance Notice and Medical Certification**

If the leave is to be covered completely through the use of vacation or sick leave, then the employee should provide notice as required under those policies where possible. However, where the need for the leave is foreseeable, and if some or all of the leave will not be covered through the use of vacation, the City requires that written notice be provided to the Human Resources Director thirty (30) days in advance of the leave. If leave is not foreseeable, then the employee must provide notice to the City as soon as practical.

Employees must provide the Human Resources Director with sufficient information to determine if the leave may qualify for FMLA protection and the anticipated time and duration of the leave. Sufficient information may include that the employee is unable to perform job functions; the family member is unable to perform daily activities, the need for hospitalization or continuing treatment by a health care provider, or circumstances supporting the need for military family leave. Employees must also inform the Human Resources Director if the requested leave is for a reason for which FMLA leave was previously taken or certified.

An employee requesting FMLA leave must furnish the City with a medical certificate to support the need for a leave due to the employee's serious health condition or that of the family member. The employee will also be required to provide periodic reports of the employee's status while on leave. Further, the employee will be required to furnish recertification from a health care provider if he or she requests an extension of FMLA leave, if circumstances described by the previous certification have changed significantly, or if the City has information that casts doubt on the need for continued leave. At the end of the leave, the employee will be asked to present a doctor's certificate of fitness to return to work. If an employee is unable to return from leave because of a serious health condition, medical certification may be required.

### **Intermittent or Reduced Leave**

Employees do not need to use FMLA leave in one block. Leave can be taken intermittently or on a reduced leave schedule when medically necessary or specifically approved by the City. Employees must make reasonable efforts to schedule leave for planned medical treatment so as not to unduly disrupt the City's operations. Leave due to qualifying exigencies may also be taken on an intermittent basis.

### **Employment and Benefits Status**

During FMLA Leave, the City will maintain employees' health coverage under any "group health plan" on the same terms as if the employee had continued to work. In most circumstances, employees returning from FMLA leave will be restored to their original or equivalent pay, benefits, and other employment terms. The City may find it necessary to deny reinstatement to certain highly compensated employees, but only if it is found necessary to avoid substantial and grievous economic injury to the operation of the City.

Employees who take advantage of FMLA leave will be eligible for any employment benefit that accrued prior to the start of the leave.

### **Medical Insurance Coverage**

During FMLA leave, employees may continue to participate in the City's group health plan under the same conditions as if they continued to work. The City will make arrangements with employees requesting leave for the continued payment of the employee's share of the medical premium. If an employee fails to make premium payments as arranged and becomes in arrears for more than thirty (30) days, coverage will terminate. The employee may resume coverage when he or she returns from leave without having to re-qualify for insurance coverage.

## **Other Rights and Obligations**

The City will inform employees requesting leave whether they are eligible under FMLA. If they are, the City will notify them of their rights and responsibilities. If they are not eligible for leave, the City will provide a reason for the ineligibility.

The City will inform employees if leave will be designated as FMLA-protected and the amount of leave counted against the employee's leave entitlement. If the City determines that the leave is not FMLA-protected, then it will notify the employee.

The FMLA makes it unlawful and the City will not:

- (i) interfere with, restrain, or deny the exercise of any right provided under the Family and Medical Leave Act;
- (ii) discharge or discriminate against any person for opposing any practice made unlawful by FMLA or for involvement in any proceeding under or relating to FMLA.

We have posted and will continue to display the poster entitled:

EMPLOYEE RIGHTS AND RESPONSIBILITIES  
UNDER THE FAMILY AND MEDICAL LEAVE ACT  
WH Publication 1420

For more information about our Family Medical Leave Policy, please contact the Human Resources Director or see the "Employee Rights and Responsibilities" form attached to this handbook.

## **COMPUTER USE POLICY**

### **Electronic Communications Equipment Resources and Systems**

#### 1. Technology as a Privilege

The City of Jonesboro provides employees with access to and use of a variety of electronic resources. These resources are provided to employees in an effort to allow them to be more efficient, productive and to have access to information and equipment that is necessary for them to carry out their responsibilities as an employee. Employees are expected and required to use these resources in a manner consistent with their position and work responsibilities.

#### 2. Privacy of Information

All electronic media communications systems (including internet and e-mail systems) and all communications and information transmitted, received by or stored in these systems are City records and the property of the City of Jonesboro.

The systems have been provided by the City for use in conducting City business. The computers and computer accounts given to employees are to assist them in the performance of their jobs. Employees should not have an expectation of privacy in anything they create, store, send, or receive on the computer system. The computer system belongs to the City and may only be used for business purposes. The City, in its discretion, reserves and may exercise the right to monitor, access, retrieve, and delete any matter stored in, created, received, or sent over the computer system or stored on an employee's computer, for any reason and without the permission of any employee. Even though the City has the right to retrieve and read any e-mail messages, those messages should still be treated as confidential by other employees and accessed only by the intended recipient. Employees are not authorized to retrieve or read any e-mail messages that are not sent to them. Additionally, employees are reminded that communication records are subject to the Arkansas Freedom of Information (FOI) Act.

### 3. Resources and Systems

Electronic Communications Equipment Resources and Systems include, but are not limited to:

computer (including e-mail), electronic (including paging), and telephone communication (including voice mail and radio) systems; televisions, computers, facsimile machines and copying machines; and any other equipment or systems used for the transmission, reception or storing of information. This policy applies whether an employee accesses the City's equipment or systems in the workplace or from outside the workplace regardless of the time of day used.

### 4. Acceptable Uses

Limited, occasional or incidental use of electronic media for personal, non-business purposes is understandable and acceptable. However, employees need to demonstrate a sense of responsibility and may not abuse the privilege. Departments will be responsible for issuing their own policies regarding employee personal cell phone usage while working. Only an approved group of employees will have the authority to send emails to the Announcements distribution group. Employees needing to broadcast an email to the Announcements distribution group, must forward the email to their Department Head or their designee who will determine if the e-mail is appropriate for Announcements and should not exceed 15 megabytes. If determined appropriate, the Department Head or designee will forward the email to the Announcements group. The message must be related to City business or provide pertinent information to employees. Departments will have the ability to add employees who need direct access to the Announcements group (without going through their Department Head) as part of their job duties. Should employees need immediate access to Announcements and unable to contact their Department Head or their designee, employees can forward the email to the Operations Department Head or the Information Systems

Department Head. Employees must receive approval from their Department Head before accessing in classes conducted via the Internet during work hours. Employees should exercise proper email maintenance and storage to avoid exceeding the mailbox storage maximum, 40 megabytes. This will ensure that employees continue to receive email notifications and limit the space utilized on the City's email server. Employees should exercise proper attention in the opening/sending/forwarding of attachments and executable files to limit exposure to computer viruses.

5. Equipment and resources shall **not** be used for any of the following purposes:
  - a. knowingly transmitting, retrieving or storage of any communications of a discriminatory or harassing nature, including, but not limited to, sexually explicit images, messages or cartoons, or any transmission that contains ethnic slurs, racial epithets, or anything that may be construed as discrimination or harassment of others based on their race, national origin, sex, age, disability, religion, genetic information, or any other protected status;
  - b. distribution of communications of a defamatory or threatening nature or containing profanity;
  - c. conducting business involving outside employment or any activity for personal gain, such as buying or selling of commodities or services with a profit motive;
  - d. electronic media and services should not be used in a manner that is likely to cause network congestion or significantly hamper the ability of other employees to access and use the system e.g., viewing/playing games, radio, music, sound files, clips, movies, or videos over the internet;
  - e. any form of gambling;
  - f. transmitting material, information, software, or installing software, in violation of any local, state or federal law, including but not limited to copyright laws;
  - g. conducting any non-City related fund raising or public relations activities or participating in political activities;
  - h. sending or forwarding chain letters, virus hoaxes, etc.
  - i. visiting or participating in chat rooms;
  - j. spending unwarranted amounts of time, on the web surfing, or on personal phone calls;

- k. any other purpose which is illegal, against City policy or contrary to the City's interest, including but not limited to phishing or hacking;
  - l. connecting non-approved computers, PDAs, cell phones, wireless devices or peripherals and installing unapproved software, to any of the City's systems, including but not limited to the City's network. Once the device is approved by Information Systems, strict protocol must be followed in the connection of the device since failure to do so could expose the system to viruses.
  - m. loading of City-owned software on personal computer equipment;
  - n. sending mass emails to multiple users or Departments that are not related to City business or pertinent to City operations.
6. Enforcement and Penalties

The sharing of passwords, using a password that is not assigned to the employee using it, or accessing a resource or system which the employee is not authorized to use, are expressly prohibited. Any employee found to have violated this policy or to be abusing the privilege of City-facilitated access to electronic equipment, resources, or services, will be subject to disciplinary action up to and including termination. Additionally, the City may remove email and/or internet access at any time.

## 7. Off-Duty Work

Non-exempt employees are prohibited from checking emails when off work. Non-exempt police department employees may check work emails when off work with prior approval from the Chief. Non-exempt employees must record as hours worked all time spent checking emails while away from the office.

## **PASSWORD GUIDELINES**

- Passwords must be changed every 90 days
- The last 5 passwords cannot be re-used
- Users will be notified 2 weeks in advance of password expiration date. At this time, users will be prompted to select a new password
- All passwords must conform to the guidelines outlined below

## **Password Construction Guidelines**

- Passwords cannot contain the user's username or parts of the user's full name that exceed two consecutive characters
- Passwords must be at least eight characters in length
- Passwords must contain at least 3 of the following four categories:
  - English uppercase characters (A through Z)
  - English lowercase Characters (a through z)
  - Base 10 digit numeric (0 through 9)
  - Non-alphabetic characters (for example, !,@,\$,%)
- Passwords must not be based on a users' personal information or that of his or her friends, family members, or pets. Personal information includes logon I.D., name, birthday, address, phone number, social security number, or any permutations thereof
- Passwords must not be words that can be found in a standard dictionary (English or foreign) or are publicly known slang or jargon
- Passwords must not be based on publicly known fictional characters from books, films, and so on
- Passwords must not be based on the company's name or geographic location.

## **Password Protection Guidelines**

- Passwords must be treated as confidential information. No employee is to give, tell, or hint at their password to another person, including IT staff, administrators, superiors, other co-workers, friends, and family members, under any circumstances
- If someone demands your password, refer them to this policy or have them contact the Information Systems
- Passwords are not to be transmitted electronically over the unprotected Internet, such as via e-mail. However, passwords may be used to gain remote access to company resources via the company's IPsec-secured Virtual Private Network or SSL-protected Web site
- No employee is to keep an unsecured written record of his or her passwords, either on paper or in an electronic file. If it proves necessary to keep a record of a password, then it must be kept in a controlled access safe if in hardcopy form or in an encrypted file if in electronic form
- Do not use the "Remember Password" feature of applications.

- Passwords used to gain access to company systems must not be used as passwords to access non-company accounts or information
- Don't use the same password to access multiple company systems
- If an employee either knows or suspects that his/her password has been compromised, it must be reported to the Information Systems and the password changed immediately
- The Information Systems may attempt to crack or guess users' passwords as part of its ongoing security vulnerability auditing process. If a password is cracked or guessed during one of these audits, the user will be required to change his or her password immediately

**Password Examples:**

**Strong**

monwayTorp1  
jOnwaycotP  
Testthi\$  
T3stthis

**Weak**

test (too short)  
07152006 (no letter, no symbol or capital)  
jonesboro(no number, no symbol or capital)  
THIS1ISGOOD

**SMART PHONE USE**

This policy addresses the use of smart phones during work time and non-work time.

**Scope**

This policy is applicable to all City employees, and any individuals performing services for the City, such as those from a temporary employment agency.

**Definition**

A smart phone is defined as a cellular phone with the capability to allow the user to talk, access the internet, send electronic mail, text messages, picture messages, or take photographs or videos.

**Procedures**

While at work, employees are expected to exercise the same discretion in using smart phones, as is expected for the use of City phones or computers. Excessive personal usage during the workday, regardless of the phone or computer used, can interfere with employee productivity and be distracting to others. Employees are asked to make personal calls or use smart phones for personal uses on non-work time when possible and to ensure that friends and family members are aware of the City's policy. The City will be flexible when circumstances truly



demand an employee's immediate necessity to use a smart phone. An employee's use of a smart phone for non-work activity is the exception, not the accepted practice.

While not at work, employees may not engage in behavior with their smart phones that would violate the City's harassment prevention policy.

The City will not be liable for the loss of smart phones brought into the workplace or while conducting City business.

Please be considerate with the use of phones during meetings and training sessions by turning off phones.

Smart phones may not be used to make an audio recording of any conversation on City property unless authorized by the Chief of Police or, following a written request, after approval by the Mayor. Smart phones may not be used to make a video recording of anyone on City property without the consent of all the individuals being recorded. Personal cellular phones or smart phones may not be used to photograph anyone on City property, without the consent of all the individuals being photographed.

Employees must use extreme caution not to photograph anything constituting a trade secret or proprietary information, especially when taking photographs on City property. Photographing trade secrets or proprietary information is considered a serious violation of this policy and could be a violation of state or federal law.

All employees must follow the City's policies regarding harassment prevention when using smart phones. No smart phones may be used to display or distribute sexually offensive, racist, or derogatory materials. This includes, but is not limited to, derogatory pictures, videos, sounds, words, drawings, or cartoons.

Employees violating this policy may be subject to discipline up to and including termination of employment.

## **TRAVEL POLICY**

This guideline establishes the rule governing the eligibility for payment of expenses incurred by City employees, elected and appointed officials during travel directly related to official business. These rules provide for the payment of travel funds and for the reimbursement of out-of-pocket expenses.

### **Responsibility**

The authority for promulgation of rules defining the rates of allowable mileage, food and lodging and similar travel expenses rest with the City Council based on the recommendation of the Finance Committee.

The Finance Department ensures conformity to the procedures in this guideline. Normal audit

rules will be applied to establish conformance among city departments.

The Department Heads are responsible for the dissemination of these procedures to all employees; and for verification and submission of all Requisitions, Request for travel Forms, Travel Expense Forms, and receipts and/or requests for reimbursement to Finance.

The individual employee traveling on official business is responsible for making sure he/she understands this policy and complies with it. Any unusual circumstances or exceptions must be clarified in advance and any deviations must be approved in writing in advance by the Department Head.

NOTE\* Reimburse or reimbursement as it appears anywhere in this procedure, references the fact that detailed documentation must be provided with the Final Travel Expense Report.

In order to afford employees, elected and appointed, maximum flexibility in the accomplishment of their assigned tasks, the City of Jonesboro will pay travel expenses directly related to official business in accordance with amounts authorized herein. Travel expenses for official business may include the cost of out-of-town conferences involving professional associations, intensive training of the "short course" nature and meetings with state and federal authorities on program-related topics. All travel expenses for employees shall be approved by their Department Head within their approved travel budget. Travel expenses for Department Heads shall be approved by the Mayor. Travel by elected or appointed officials shall not require approval subject to prior budget approval.

## **Procedure**

### **Transportation**

An employee may choose to extend travel beyond the time required to conduct the business purpose of the travel. Time and expense incurred in excess of the business purpose are the responsibility of the traveler. These arrangements must be approved in advance, in writing, by the traveler's Department Head.

Airline ticket payment will be made for actual coach costs. The traveler has the option of using their own resources (cash, credit card, etc.) to purchase reimbursable tickets, or the following procedure may be utilized for the City to purchase tickets. A Purchasing Requisition payable to the credit card company, Airline Itinerary, and Confirmation Locator Number (supplied by the airline for tickets placed on 24 hour hold) must be submitted to Finance Department as soon as possible after reservations are made. Transferring tickets is not allowed. FAA regulations state that tickets must be issued in the traveling employee's name.

Mileage reimbursement for use of a private vehicle is allowable in the event a City-owned vehicle is not available. Mileage shall be based on the current IRS per mile rate. Trip distances shall be computed (and printed) using Map Quest or similar software. However, personal vehicle mileage reimbursement shall not exceed the lowest coach airfare available at the time of the travel request (documentation must be provided); nor shall food and lodging expense be for more than one additional day of travel time to and/or from the destination city. Any exceptions

to this must have prior approval in writing from the Finance Department Head. Reimbursement for use of personal vehicles to travel to and from the airport will be one round trip if utilizing airport parking, or two round trips if not utilizing airport parking. Mileage is paid from City Hall or the travelers normal work location to the airport and back. If travel is mandated by the Department Head's written directive on a non-regularly scheduled workday, round trip mileage from the traveler's home of record is authorized.

Taxi fare and similar public transportation is reimbursable, for all necessary City business related trips.

Rental vehicles require prior written approval from the appropriate Department Head. Written justification for renting vehicles as well as cost estimates for the rental of the vehicle and collision insurance, if you plan to purchase insurance, must accompany all requests for travel. Actual costs of mid-sized or smaller vehicles rented from recognized car rental agencies (Avis, Hertz, National Budget, Dollar etc.) are reimbursable. When more than four (4) employees are traveling to the same destination, reimbursement for actual costs of renting vans shall be allowed.

Fuel for City-owned vehicles is reimbursable. Use of City-owned vehicles outside City limits requires written justification from the traveler's Department Head.

## **Food**

Meal receipts are not required for "full day travel." Full day travel shall be defined as an initial departure time prior to 8:00 A.M. and return of at least 6:00 P.M. The allowance for the entire day shall be \$40.00 for all meals.

Meals for "partial day travel" shall be paid on a per diem rate depending on departure and arrival time. Partial day travel shall be defined as an initial departure time later than 8:00 A.M. and/or return time of earlier than 6:00 P.M. The maximum allowable reimbursement shall be for two meals. The per meal allowance shall be: Breakfast-\$8.00; Lunch-\$12.00; Dinner-\$20.00. In cases where a meal is provided by the attended function, unless the Department Head provides prior written approval, the allowance will not be paid for the meal.

Reimbursement of meals for other purposes for official city business must state the name of the guest(s), nature of business, and be approved by the Department Head based on prior budget approval.

The City shall not reimburse the costs of alcoholic beverages.

## **Lodging**

The City will reimburse charges for room rate, taxes, and phone calls made on behalf of the City, where it is reasonably expected that a prudent traveler could not return to their residence.

## **Tips**

Employees may be reimbursed for tips related to meals and parking, up to 15% of the cost of the meal and parking expenses.

## **Parking**

Expenses incurred for parking are reimbursable. Any airport parking shall be reimbursed at the long-term parking rate.

## **Submission of Actual Expenses shall be as Follows:**

The traveler must submit a completed copy of the Travel Expense Report (with receipts and/or request for reimbursements) to the Accounts Payable section of the Finance Department within 10 workdays of return.

After 10 days, all follow up will be addressed through the appropriate Department Head to the traveler.

NOTE\* Reimbursement as it appears anywhere in this procedure, references the fact that detailed documentation must be the expenses and explain the business purposes (who, what, when, where, and why) for the expense. Lodging expenses must be itemized by day, and show all miscellaneous expenses. Expenses will not be reimbursed without detailed, supporting receipts.

## **TIME RECORDS - NON EXEMPT EMPLOYEES**

Accounting requirements necessitate the documentation of attendance as well as overtime hours. You must record on a time sheet all hours at work, including arrival at the office, departure for lunch, return from lunch, and departure at the end of the work day. After your supervisor has approved your completed time sheet, the time sheet must be submitted to the payroll clerk at the appropriate time as designated by her.

## **OVERTIME PAY – NON EXEMPT EMPLOYEES**

You may be required to work overtime. Overtime must be approved by your supervisor prior to being worked. The approving supervisor must initial the overtime hours on your time record in order for the time to be considered approved overtime.

Except for when compensatory time is provided to employees in lieu of overtime pay, all employees except exempt employees and shift-working Firefighters will be paid overtime when they work more than 40 hours in a work week. Shift-working Firefighters will be paid overtime when they work more than 204 hours within a 27 day work schedule. The rate of pay for overtime work is 1.5 times the regular rate of pay.

## **COMPENSATORY (Comp) TIME – NON EXEMPT EMPLOYEES**

The Mayor may direct that compensation for overtime be made in the form of compensatory time, rather than overtime pay. Use of compensatory leave is provided and taken pursuant to applicable federal and state law. Department records will determine the number of compensatory leave days you have earned. Compensatory leave must be taken within one year after it is earned and is scheduled the same way as vacation. You may request to be paid for compensatory time that you have not taken within one year after it is earned.

Compensatory time (comp time) off in lieu of monetary overtime compensation is provided at a rate of not less than one and one-half hours of compensatory time for each hour of overtime worked. No employee shall be allowed to accumulate more than a total of 40 hours of compensatory time unless you are a public safety officer. After reaching a total of 40 hours compensatory time, all overtime shall be paid in monetary compensation until the total hours of compensatory time drops below a total of 40.

Public safety officers are allowed to accumulate no more than a *total* of 100 hours of compensatory time, and all overtime shall be paid in monetary compensation until the total hours of compensatory time drops below a *total* of 100 hours. The procedure for scheduling public safety officer's compensatory time off is the same as scheduling vacation.

In addition, due to the specific nature of the requirements of public safety officers assigned to positions as School Resource Officers, they will be allowed to accumulate the maximum amount of compensatory time allowed by federal and state law, currently 480 hours. Officers removed from

such assignments will be required to expend any time accumulated over 100 hours before utilizing any other type of leave.

Department Heads shall be charged with maintaining accurate records of compensatory time in their department and providing the Finance Department records of compensatory time as it's earned and taken.

Upon termination of employment, an employee will be paid for unused compensatory time figured at: 1) the average regular rate received by such employee during the last three years of employment; or 2) the final regular rate received by such employee, whichever is higher.

In the event a non-exempt employee moves into an exempt position, any accumulated compensatory time owed to them shall be taken within 3 months of becoming exempt and if not taken during the 3 month time frame it shall be paid to them at the end of three months at their current rate of pay.

## **RESIGNATION, TERMINATION, AND RETIREMENT**

Employees who wish to terminate their employment with the City of Jonesboro are requested to notify the City at least 2 weeks in advance. Notice should be given in writing to your

Department Head or Supervisor (resignation notice form available on shared drive.) Proper notice should allow the City time to calculate all money you are due in your final paycheck. Without adequate notice, you may have to wait until the next pay period to receive those payments.

Employees who plan to retire are requested to give the City a minimum of 2 months' notice. This should allow time for processing appropriate forms to help ensure that your retirement benefits start on time.

When an employee retires from his or her position with the City, he or she begins receiving benefits under the appropriate retirement plan, if applicable. If the retired employee later accepts a new position with the City, he or she will be considered a new hire for all purposes of employment, including eligibility for benefits and paid leave.

Other than Civil Service employees, all employment relationships with the City of Jonesboro are at-will. Although the City of Jonesboro hopes that the relationship with employees are rewarding, the City reserves the right to terminate the employment relationship at any time.

Employees who are absent for three consecutive days without being excused or giving proper notice will be considered as having voluntarily quit.

Any employee who is terminated for disciplinary reasons will not be eligible for rehire with the City.

# **SECTION II**

# **EMPLOYEE BENEFITS**

## **VACATION**

### **Police Department**

Full-time sworn Officers of the Police Department accrue vacation time at the rate of 10 hours per-month. After you have continuously worked 15 years for the City as a full-time employee, you will accrue vacation at the rate of 13.33 hours per month. You will not accrue vacation unless you are in a pay status. You may accumulate more than 240 hours of vacation in any given year, but you will forfeit any amounts greater than 240 hours on the first pay day after your anniversary date. You may be paid for up to 240 hours of accumulated vacation when your employment is terminated for any reason. You may not take vacation time before it has been accumulated.

### **Fire Department**

Full-time Civil Service employees of the Fire Department who work 24 hour shifts accrue vacation time at the rate of 14 hours per month. After you have continuously worked 15 years for the City as a full time employee, you will accrue vacation at the rate of 18.66 hours per month. This is based on an 11.2 hour work day as recommended by the Arkansas Attorney General's Office. You will not accrue vacation unless you are in a pay status. You may accumulate more than 336 hours of vacation in any given year, but you will forfeit any amount greater than 336 hours on the first pay day after your anniversary date. You may be paid for up to 336 hours of accumulated vacation when your employment is terminated for any reason. You may not take vacation time before it has been accumulated.

Full-time Civil Service employees of the Fire Department who work a 40 hour week accrue vacation time at the rate of 10 hours per-month. After you have continuously worked 15 years for the City as a full time employee, you will accrue vacation at the rate of 13.33 hours per month. You will not accrue vacation unless you are in a pay status. You may accumulate more than 240 hours of vacation in any given year, but will forfeit any amounts greater than 240 hours on the first pay day after your anniversary date. You may be paid for up to 240 hours of accumulated vacation when your employment is terminated for any reason. You may not take vacation time before it has accumulated.

If you change from a 24 hour shift position to a 40 hour per week position, your vacation time will be converted by multiplying the total accumulation by 0.714. If you change from a 40 hour per week position to a 24 hour shift position, your vacation time will be converted by multiplying the total accumulation by 1.4.

### **Non-Civil service or non-sworn Officers**

Full-time employees will accrue 80 hours of vacation at the rate of 6.67 hours per month until you reach your fifth anniversary date as a full time employee. After you have continuously worked 5 years for the City as a full time employee, you will accrue vacation at the rate of 10.0 hours per month. After you have continuously worked 15 years for the City as a full time employee, you will accrue vacation at the rate of 13.33 hours per month. You will not accrue vacation unless you are in a pay status.



You may accumulate more than 240 hours of vacation in any given year, but you will forfeit any amounts greater than 240 hours on the first pay day after your anniversary date as a full time employee. You may be paid for up to 240 hours of accumulated vacation when your employment is terminated for any reason. You may not take vacation time before it has been accumulated.

## **All Employees**

The number of employees off at any time will be decided by the Department Head based on department workloads. You should notify your Department Head at least 1 week before you plan to take vacation. Vacation requests will be granted on a first-come, first-serve basis. Conflicts will be decided by seniority within the department. Vacation time will be charged by the quarter hour. You will not be charged vacation for time that you would not normally work.

## **HOLIDAYS AND HOLIDAY PAY**

**Civil Service employees and sworn full-time officers** of the City of Jonesboro are paid for the 11 Holidays listed below. Total annual Holiday Pay is divided equally and included with the basic pay for each pay period.

New Year's Day	January 1 <sup>st</sup>
Dr. Martin Luther King Birthday	3 <sup>rd</sup> Monday in January
George Washington Birthday	3 <sup>rd</sup> Monday in February
Memorial Day	Last Monday in May
Independence Day	July 4 <sup>th</sup>
Labor Day	1 <sup>st</sup> Monday in September
Veteran's Day	November 11 <sup>th</sup>
Thanksgiving Day	4 <sup>th</sup> Thursday in November
Day after Thanksgiving	Friday after Thanksgiving
Christmas Eve	December 24 <sup>th</sup>
Christmas Day	December 25 <sup>th</sup>

**Non-Civil service and non-sworn full-time employees** are eligible for 11 holidays per year. If work schedules permit, full time employees may take the following 7 days off with pay.

New Year's Day	January 1 <sup>st</sup>
Memorial Day	Last Monday in May
Independence Day	4 <sup>th</sup> of July
Labor Day	1 <sup>st</sup> Monday in September
Thanksgiving Day	4 <sup>th</sup> Thursday in November
Day after Thanksgiving	Friday after Thanksgiving
Christmas Day	December 25 <sup>th</sup>

If you have to work on any of the above days, you will get another day off, or you will be paid holiday pay in addition to your regular pay for that day. When a holiday falls on a Saturday, it

will be observed on the preceding Friday. When a holiday falls on a Sunday, it will be observed on the following Monday.

The following 4 days will normally be work days, but full-time employees who are not Civil Service will be paid holiday pay for each of them.

Dr. Martin Luther King and Robert E. Lee's Birthday	3 <sup>rd</sup> Monday in January
George Washington's Birthday	3 <sup>rd</sup> Monday in February
Veteran's Day	November 11 <sup>th</sup>
Christmas Eve	December 24 <sup>th</sup>

If you work in the 911-Emergency Dispatch Center you do not normally get time off for holidays. You will be paid holiday pay during the month of December for all holidays. Your holiday pay will be calculated in the same manner as other non sworn employees.

Before you can be paid Holiday Pay, you must be a full-time employee and you must be in a pay status on your last scheduled work day before and your next scheduled work day after the Holiday. Holiday pay for current employees will be calculated at your current hourly rate and paid in the month of December. Employees who terminate employment during the year will be paid the applicable holiday hours with their last pay check.

## **SICK LEAVE**

### **Police Department**

Full-time sworn Officers of the Police Department accrue sick leave at the rate of 13.33 hours per month. If unused, sick leave may be accumulated to a maximum of 720 hours. Sick leave will be charged by the quarter hour. You will not be charged sick leave for time that you would not normally work. You may not take sick leave before it has been accumulated.

Upon death or pension-receiving retirement status, you or your estate will be paid for any unused sick leave, up to a maximum of 480 hours. It will be paid at the rate of pay in effect at the time of payment.

### **Fire Department**

Full time Civil Service employees of the Fire Department who work 24 hour shifts accrue sick leave at the rate of 20.00 hours per-month. This is based on a 12.00 hour work day. If unused, sick leave may be accumulated to a maximum of 1440 hours stated in Arkansas Code 14-53-108. Sick leave will be charged by the quarter hour. You will not be charged sick leave for time that you would not normally work. You may not take sick leave before it has been accumulated.

Upon death or pension-receiving retirement status, you or your estate will be paid for any unused sick leave, up to a maximum of 720 hours. It will be paid at the rate of pay in effect at the time of payment.

Full time Civil Service Employees of the Fire Department who work a 40 hour week accrue sick

leave at the rate of 13.33 hours per month. If unused, sick leave may be accumulated to maximum

of 1440 hours. Sick leave will be charged by the quarter hour. You will not be charged sick leave for time that you would not normally work. You may not take sick leave before it has been accumulated.

Upon death or pension-receiving retirement status, you or your estate will be paid for any unused sick leave, up to a maximum of 720 hours. It will be paid at the rate of pay in effect at the time of payment.

If you change from a 24 hour shift position to a 40 hour per week position, your sick leave will be converted by multiplying the total accumulation by 0.714. If you change from a 40 hour per-week position to a 24 hour shift position, your sick leave will be converted by multiplying the total accumulation by 1.4.

### **Non Civil Service and Non Sworn Full Time Employees**

Non Civil Service and non sworn full-time employees shall accrue sick leave at the rate of 8 hours per month. If unused, sick leave may be accumulated to a maximum of 720 hours. Sick leave will be charged by the quarter hour. You will not be charged sick leave for time that you would not normally work. You may not take sick leave before it has been accumulated.

After you have reached your 10th anniversary as a full time employee, you will be paid for up to 360 hours of unused sick leave when your employment is terminated for any reason, including death. After you have reached your 15th anniversary as a full time employee, you will be paid for up to 480 hours of unused sick leave when your employment is terminated for any reason, including death.

### **All Employees**

Sick leave may be used for the following reasons:

Personal illness or physical incapacity, medical, dental and optical visits, you are quarantined by a physician or health officer, illness in your immediate family which require you to take care of your family member(s).

For sick leave purposes, immediate family includes your spouse, child, step-child, foster child, parents, or any family member who lives in your household.

If you cannot come to work due to a reason listed in this section, you must notify your supervisor or someone acting for your supervisor, within one (1) hour of your work time. If you do not, you may not be paid sick leave.

If you miss five (5) or more days in a row, you will be required to obtain a doctor's excuse. If you run out of sick leave, you will be charged vacation time and any comp time accrued for missing work due to sick leave reasons. After you have used all your sick leave, vacation time,

and comp time, you will not be paid for days that you miss.

You may not donate sick time to another employee. In case of extreme hardship when you have used all of your sick leave, vacation, and comp time and if are a member of the Catastrophic Sick Leave Bank, you may request leave as outlined by the Catastrophic Sick Leave Bank Policy.

### **FUNERAL OR BEREAVEMENT LEAVE**

You may miss up to 24 hours of work as paid funeral leave in cases of death in your immediate family. For funeral leave purposes, "immediate family" includes your parents, brother, sister, children, grandparents, grandchildren, spouse's parent, sibling's spouse, or any relative who lives in your house, including "step" and "foster" relatives.

Funeral leave will not be charged as sick leave or vacation pay. Funeral leave is not cumulative and may not be carried over from one year to another.

In cases where 24 hours of work time is not enough, you may be granted additional time by your Department Head. Additional time will be charged to sick leave, vacation time, or unpaid leave.

### **CATASTROPHIC SICK BANK LEAVE**

The City of Jonesboro's Catastrophic Sick Bank allows participating employees who have exhausted all available balances to receive additional sick leave benefits for extended absences upon submission of properly documented application for the following reasons: (1) if the employee experiences a personal catastrophic illness or injury or (2) if the employee's parent, spouse, or dependent child as defined by IRS Publication 501 is undergoing treatment or recovery of an illness or injury.

Regular full-time employees of the City with a minimum of one (1) year of service are eligible to participate. New employees will become eligible to join the Bank on the date of their one (1) year anniversary.

All employees except 24 hour shift employees shall donate sixteen (16) hours for initial membership in the Bank. Firefighters who work 24 hour shifts shall donate forty-eight (48) hours for membership. Such donations must be paid within two months of an employee's eligible date. If an employee does not join within the two month period they will not be eligible to join again until next open enrollment period.

Following the initial donation, eight (8) hours for non 24 hours shift employees and twenty four (24) hours for 24 hour shift employees, shall be required yearly to maintain membership. Hours must be paid to the Bank by March 1<sup>st</sup> each year to maintain membership in the Bank. No employee shall be advanced hours from the bank until the appropriate initial donation has been met. An employee may not donate hours for another employee for their initial membership

donation nor for the required yearly donation of hours. Hours contributed to the Catastrophic Sick Bank may not be restored to the contributing employee under any circumstances.

Open enrollment will be held in November and December of each year. The effective date of those signing up during open enrollment shall be January 1, of the following year.

Catastrophic leave, for the purpose of this Bank, shall be defined as sick leave required (1) for treatment or recovery of a non-job injury or illness to the participating employee, which exceeds two (2) weeks in duration as documented by an attending physician, or (2) for treatment or recovery of an illness or injury to a participating employees' parent, spouse or dependent child as defined in IRS Publication 501.

To request hours from the Bank a member employee must make written request and include medical documentation which backs up the request, to the Human Resources Director. No catastrophic leave shall be approved until all leave (inclusive of sick leave, vacation, and comp time) has been exhausted. The Human Resource Department working in conjunction with payroll will be responsible for the administration and record keeping of the bank.

Leave from the Bank shall be limited to eight (8) weeks per member, per calendar year. The Human Resources Director shall have the authority to grant leaves from the Bank for a period of up to eight (8) weeks providing forms are completed and all medical documentation is in order. Up to an additional eight (8) weeks time may be granted by the decision of the Board. In cases of extreme hardship an additional eight (8) weeks may be granted by the Board. This Board shall consist of the Human Resources Director and Operations Department Head. Any appeal of a decision denying sick leave from the Bank should be appealed to the Mayor within 7 calendar days of the leave being denied. The decision of the Board shall be final on all matters referred to them.

All leave from the Catastrophic Sick Bank shall run concurrently with Family Medical Leave and shall be taken in 8, 10, or 24 hour increments depending on the shift of the employee unless approval for an intermittent leave under the FMLA has been granted. Intermittent leave may be granted in cases where a regimen of continuing treatment must be submitted with the request for intermittent catastrophic leave.

A reoccurrence of the medical problem for which a leave was granted, beyond thirty (30) calendar days of return to active status, will be treated as a new case and will require submission of a new request form with medical documentation.

Employees on a catastrophic leave will be considered to be in a pay status and shall continue to accrue sick leave and vacation while receiving hours from the Bank. Any leave granted but not used shall be returned to the Bank.

In the event that the number of hours in the Bank is depleted in any given year, those members participating may be assessed one additional sick day.

## **Definition of Terms**

**Board** - is comprised of the Human Resource Department Head and Chief Financial Officer.

**Catastrophic Illness** - a medical condition of an employee, or family member as defined previously, which requires an employee's absence from duty for a prolonged period of time and which results in a substantial loss of income to the employee because of the exhaustion of all earned sick, vacation, holiday, and compensatory leave time.

**Catastrophic Sick Leave** - paid leave which is transferred to a leave recipient from the City of Jonesboro catastrophic leave bank. Catastrophic leave may be granted in 8, 10 or 24 hour increments. While a leave recipient is on catastrophic leave, he or she will receive normal benefits such as city contributions to insurance and retirement.

**Catastrophic Sick Leave Bank** - a pool of accrued sick leave donated by employees that has been approved for use by other employees.

**Catastrophic Sick Leave Bank Donor** - an employee whose voluntary written request to donate accrued sick leave to the city's catastrophic leave bank has been approved. No employee shall be allowed to be a leave donor if such donation will reduce that employee's accrued sick to less than zero hours.

**Catastrophic Sick Leave Bank Program** - a program approved by the City and operated by the Department of Human Resources in concert with the Bank Board to provide for the orderly authorization and administration of catastrophic leave.

**Catastrophic Sick Leave Bank Recipient** - a current employee who's application to receive catastrophic sick leave has been approved.

**Employee** - a person who is a uniform or non-uniform employee who is compensated on a full-time basis and been employed at least one (1) year. Part-time, seasonal or temporary employees are excluded from this definition and are not eligible to participate as a donor or recipient in the Catastrophic Sick Leave Bank Program.

**Medical Condition** - a personal emergency limited to catastrophic and debilitating medical situations, severe complications resulting in the inability to work and severe accident cases which cause the employee to be incapacitated, require a prolonged period of recuperation and require the employee's absence from duty as documented by a physician. Routine disabilities or disabilities resulting from elective surgery do not qualify for catastrophic leave.

**Medical Documentation** - documentation by a physician certifying that the employee or family member as previously defined, is incapacitated and the period of incapacitation. The medical form for requesting Family Medical Leave may be used to request time from the Catastrophic Sick Leave Bank.

**Prolonged Period of Time** - a continuous period of time whereby a medical condition prevents the employee from performing the employee's duties. A prolonged period of time is

interpreted to be a minimum of two (2) weeks.

**Substantial Loss of Income** - a continuous period of time when the employee will not have otherwise been compensated by the city due to a medical condition and the exhaustion of all earned sick, vacation, and compensatory leave, and such medical condition is not covered and compensated by Worker's Compensation.

## **MILITARY LEAVE**

The City recognizes the commitment and responsibility of our employees to serve in the armed forces. Accordingly, The City complies with all applicable laws concerning military leave.

The City complies with the Uniformed Services Employment and Reemployment Rights Act of 1994 (USERRA), which protects applicants and employees who serve in the military from discrimination in the areas of hiring, job retention, and advancement. USERRA provides job and benefit protection for employees who serve in the military, and it provides certain reemployment rights to any employee who has been absent from work due to service in the United States uniformed services.

The City will grant a military leave of absence to employees who are required to miss work because of service in the United States uniformed services in accordance with USERRA. You must notify the City if you receive notice that you will require a military leave of absence unless providing such notice is precluded by military necessity, impossible, or unreasonable, and you should provide the City with a copy of your official orders. When you receive notice that you will need a military leave of absence, please contact the Human Resources Office for further information regarding your rights and responsibilities under USERRA.

USERRA defines "uniformed services" to include the Army, Navy, Marine Corps, Air Force, and Coast Guard, as well as the Reserves for these branches of the military. Uniformed services also include the Army National Guard, Air National Guard, commissioned corps of the Public Health Service, and any other category of persons designated by the President in time of war or emergency. USERRA defines "service" to include active duty, active duty for training, initial active duty for training, inactive duty for training, full-time National Guard duty, and the time required for examination to determine a person's fitness for any of these types of services.

If you are a member of the Armed Forces Reserve or the National Guard you are eligible for paid military leave of 15 days for annual training each year with pay, plus necessary travel time. Military leave will be in addition to any required vacation time.

If you are called to duty in emergency situations by the Governor or by the President you will be granted leave with pay not to exceed 30 working days, after which leave without pay will be granted. This leave will be granted in addition to all other leave you are entitled to.

To receive military leave of either type, you must submit a copy of your orders. You may also be required to show proof of attendance after you return from military leave.

## **COURT DUTY LEAVE**

You will be granted leave with pay for witness or jury duty. You may also keep your allowance from the court for that service. To qualify for court duty leave, you must give your Department Head a copy of the summons or other court related paperwork as soon as possible after you get it. Also, proof of service must be given to your supervisor when your period of jury or witness duty is over.

## **EMPLOYEE HEALTH AND DENTAL BENEFITS**

### **Medical and Dental Plans**

The City of Jonesboro provides a group health plan and a group dental plan for full-time employees. You were offered detailed information on the policies coverage when you were hired. You may get additional information from the Human Resource Department.

### **Continuation of Group Health and Dental Coverage**

Federal Law (Public Law 99-272, Title X) requires that most employers who sponsor group health and dental plans offer employees and their families the opportunity for a temporary extension of health or dental coverage (called "Continuation Coverage") at group rates in certain instances where coverage would otherwise end. This notice is intended to inform you, in a summary fashion, of your rights and obligation under the continuation coverage provisions of the law.

If you are an employee of the City of Jonesboro, covered by its Group Health Plan or Dental Plan, you have a right to choose this continuation coverage if you lose your coverage because of a reduction of your hours of employment or the termination of your employment (for reasons other than gross misconduct on your part.)

Under the law, the employee or a family member is responsible for informing the City of Jonesboro of a divorce, legal separation, or a child losing dependent status under the plan. This notification must be made within 60 days of the date of the qualifying event which would cause a loss of coverage.

## **WORKERS' COMPENSATION/OCCUPATIONAL INJURIES AND ILLNESSES**

An employee who suffers an occupational injury in the performance of his or her duty may receive workers' compensation benefits. In order for an employee to qualify for workers' compensation, the employee, unless rendered physically or mentally unable by the jury, must:

1. Report the injury to his or her supervisor immediately after it occurs, if possible. Otherwise, no later than the end of the working day in which the injury occurred.



2. Report the injury to the Human Resource Department within 72 hours after the accident or injury.

Rules and regulations concerning Workers' Compensation have been posted on department bulletin boards.

You are ***not*** to use emergency treatment facilities for on-the-job injuries unless the injury is a ***true emergency***, or unless you are injured outside of normal city office hours. For medical treatment of all non-emergency workplace injuries, you or your supervisor should contact the Human Resource Department for a doctor's appointment.

If you are injured on the job and are unable to work, you may be eligible to continue to draw regular salary using your accrued sick leave and/or vacation time. If you choose this option you ***must*** report to Human Resources any temporary disability checks you get from our Workers' Compensation Insurer. Payroll will then reduce your next pay checks(s) by the amount of pay you received from the carrier and restore the equivalent amount of the sick and vacation time used.

If you don't want to use your sick leave or vacation time or if you don't have enough leave time to continue your salary, then you ***will not*** receive a paycheck from the city and you will keep any temporary disability checks you get from our Workers' Compensation Insurer.

## **EMPLOYEE RETIREMENT PLANS**

All full-time non-uniform employees may choose to join the City's Employee Retirement Plan. Sworn Police Officers and Firefighters are required to join the Arkansas Local Police and Fire Retirement System (LOPFI). For information on these plans, you should contact the Human Resource Department.

# **SECTION III**

## **MATTERS AFFECTING EMPLOYEE STATUS**

## **EMPLOYMENT CLASSIFICATIONS**

All positions in the City of Jonesboro will fall into one of the following categories:

1. Full-Time – Those who work full-time in an established city position. Full-time employees may take part in all benefits offered by the City of Jonesboro, subject to the rules and regulations of each benefit program.
2. Part-Time – Those who work less than full-time or 40 hours per week. Part-time employees are eligible for some City benefit programs as defined in the benefit plan summaries.
3. Temporary/Seasonal – Those who work in a position that is meant to be for a limited time. Temporary/Seasonal work may be for a specific project or for seasonal jobs. Temporary employees are not eligible for City benefit programs.
4. Civil Service – Some positions in the Fire Department are also governed by Arkansas Civil Service Laws and the rules and regulations of the Jonesboro Civil Service Commission. Civil Service Policies will take precedence over this handbook.

Additionally, all employees are classified as exempt and non-exempt. Exempt employees are not required to be paid overtime or receive compensatory time, in accordance with applicable federal and state laws. Non-exempt employees are required to receive compensatory time or be paid overtime at the rate of time and one half their regular rates of pay for all overtime hours, in accordance with applicable federal and state laws.

## **INTRODUCTORY PERIOD**

The introductory period is intended to give new employees the opportunity to demonstrate their abilities to achieve a satisfactory level of performance and to determine whether the new position meets their expectations. The City uses this period to evaluate employee capabilities, work habits, and overall performance. Either the employee or the City may end the employment relationship at will at any time during or after the introductory period, with or without cause or advance notice.

All newly-hired or newly-promoted employees work on an introductory basis for the first six (6) months after their date of hire. Any significant absence will automatically extend an introductory period by the length of the absence. If the City determines that the designated introductory period does not allow sufficient time to thoroughly evaluate the employee's performance, the introductory period may be extended for a specified period. Employees may accrue and use available leave during the introductory period. The introductory period within the Police Department is twelve (12) months and may be extended or re-instituted based on training needs or performance.

## **ATTENDANCE**

Regular attendance is essential to the effective business operations, and the City of Jonesboro expects all of its employees to report to work on time and on a regular basis. Unnecessary absences and tardiness are expensive, disruptive and place an unnecessary burden on fellow employees, supervisors, City government as a whole and the taxpayers who receive City services. Should an employee be unable to report to work on time because of an illness or personal emergency, he/she should give proper notice to his or her supervisor.

Excessive absences or tardiness, unexcused absences and tardiness, falsification of reasons for any absence or tardiness, absences/tardiness which form unacceptable patterns, (i.e., regularly reporting late on Monday mornings or call in absent on Fridays), or failing to provide proper medical documentation to support absences/tardiness may result in disciplinary action.

“Proper notice” is defined by the City as notice in advance of the time an employee should report for work or no later than one (1) hour thereafter if advance notice is impossible.

An absence of an employee from duty, including any absence of (1) day or part thereof, (other than an absence authorized by this personnel handbook or law that is not authorized in advance by the Department Head or the employee’s supervisor will be deemed absence without leave. Such absence shall be without pay, where allowable by applicable federal and state law.

## **WORK HOURS**

If you are a non-shift working Firefighter your work week will be 40 hours. If you are a shift working Firefighter your work week will be 53 hours. The day and time for the beginning of your work week will be decided by your Department Head. Department Heads have the right to change your hours of work, days of work, or your work schedule to carry out their duties to the public. Changes in work schedules will be announced as far in advance as possible.

Whenever possible, your work schedule will provide a 15 minute break in every 4 hours of work. Reasonable time for a meal will be provided. Work schedules and meal times will be set by your Department Head and approved by the Mayor.

## **PERFORMANCE EVALUATIONS**

The City of Jonesboro wants you to do your job to the best of your ability. It is important that you are recognized for good work and that you are given suggestions for improvement when necessary.

Your performance will be evaluated by your supervisor on an on-going basis. Formal written evaluations will be conducted at least once each year.

All written performance evaluations will be based on your overall performance of your job duties and will take into account your conduct, behavior, and record of attendance. In addition to

regular performance evaluations, special written performance evaluations may be conducted by your supervisor at any time. You should remember that a performance evaluation does not necessarily mean a salary adjustment.

## **NAME BADGES**

Each department has an approved name badge that should be worn at all times while working. If your department doesn't make their own name badges then you should check with Human Resources to have one made. The first name badge will be provided at no cost to the employee.

## **TRAINING**

The City of Jonesboro is committed to continuing and on-going training for all employees. If you think you need additional training, you should notify your Department Head. Reasonable expenses of on-the-job training should be assumed by the City, if prior approval is obtained from the Department Head.

## **JOB SAFETY**

Safety is largely the use of good judgment and the practice of good work habits. You must use good judgment to know the safe way and good work habits to continue the safe way. If you are not sure which way to do a job is the safest, you should ask your Supervisor or Department Head.

Unsafe conduct is misconduct. You should always follow the following safety rules:

1. Follow all department safety rules
2. Use all safeguards for equipment, including seat belts in any City-owned vehicle or equipment
3. Immediately stop using faulty equipment and tell your Supervisor or Department Head
4. Immediately tell your Supervisor if you see any unsafe working condition or equipment
5. If corrections are not made, notify the Human Resource Department
6. Immediately report every accident to your Supervisor or Department Head

# **SECTION IV**

# **Standards of Conduct**

## **HARASSMENT PREVENTION POLICY**

It is the policy of the City to treat all employees equally in the terms and conditions of their employment. The harassment of any employee is contrary to this policy and may be considered a violation of state and federal law and will be considered justification for disciplinary or other appropriate action. This policy applies to all employees, supervisors, agents, and non-employees who have contact with employees during working hours. This policy defines harassment and outlines the method by which it is reported.

Harassment is any annoying, persistent act or actions that single out an employee to that employee's objection or detriment, because of race, age, sex, disability, religion, national origin, genetic information, or any other legally protected characteristic (protected status). Harassment may include any of the following:

1. Verbal abuse or ridicule. This includes epithets, derogatory comments, slurs or unwanted advances, invitations, or comments based on protected status.
2. Interference with an employee's work. This includes physical contact such as assault, blocking normal movement or interference with work directed at an individual because of his or her sex or other protected status.
3. Displaying or distributing offensive materials based on protected status. This includes derogatory posters, cartoons, drawings, or gestures.
4. Discriminating against any employee in work assignment or job-related training.
5. Intimate, unwelcome physical contact.
6. Making offensive innuendoes based on protected status.
7. Demanding favors (sexual or otherwise), explicitly or implicitly, as a condition of employment, promotion, transfer, or any other term or condition of employment.
8. Retaliation for having reported harassment.

It is every employee's responsibility to ensure that his or her conduct does not include or imply harassment. If however, harassment or suspected harassment has or is taking place, the following will apply:

1. An employee should report the harassment or suspected harassment immediately to his or her supervisor. In the event of a conflict with the supervisor, the employee should report the harassment to the Department Head or Human Resources Director. If possible, this complaint should be in writing, setting forth all pertinent facts. The complaint does not have to be in writing, however.
2. Any employee who receives a report of or has knowledge of harassment shall promptly inform the supervisor, Department Head, Human Resources Director in

writing, if possible.

3. Each complaint will be investigated and a determination of the facts will be made on a case-by-case basis. Appropriate action up to and including discharge will then be taken by the City.
4. The investigation files, including the complaint, will be maintained by the City. Any disciplinary action taken will also be documented in the employee's personnel file.

The City will not tolerate harassment or any form of retaliation against an employee who has either instigated or cooperated in an investigation of alleged harassment. Violation of this provision may result in discharge.

False accusations are considered serious and may result in disciplinary action up to and including termination of employment.

### **OPEN DOOR POLICY**

The fair, prompt, and just treatment of all employee problems or complaints is of primary importance to the City. Open communication is a vital part of a successful organization. Providing an atmosphere conducive to open discussion among all staff regardless of position is stressed at all levels.

In view of this open door policy, employees should be assured that they will not receive criticism or penalties or be subject to discrimination as a result of candid discussions with their supervisors, Department Heads, or the Human Resources Director.

### **CONDUCT TOWARDS THE PUBLIC**

You should always be civil, orderly and courteous in your conduct and behavior. You must be aware that every time you contact the public your appearance, actions and status are taken for those of the City.

When dealing with the public, you should try to make your conduct create respect for both you and the City. This will help promote the cooperation and approval of the public.

Not everyone you meet in the course of your duties will be courteous. Even so, you should treat the public as you would like to be treated . . . with courtesy, patience, respect and understanding. This approach to public service is very important.

When you are not sure of the correct answer to a question from the public, refer the question to the person or the department that can give the best answer. It is better to admit not knowing than to give the wrong information.



## **TELEPHONE COURTESY**

Your job is to give service to the citizens of Jonesboro. They expect you to perform efficiently and courteously. The way you answer the telephone can affect public relations. While you are on the telephone, you are an important source of good will for the city government. No matter where you work – at a desk, at a counter or somewhere else – when you answer the telephone, your voice reflects your personality. You are expected to:

Answer the telephone promptly, on the first ring if possible; identify yourself and/or department; keep writing materials nearby to take notes; speak directly into the mouthpiece in a pleasant voice; have the correct number when placing a call; be courteous at all times; and arrange to have someone answer calls when you are away from your phone.

Telephones provided by the City are for use in conducting City business. You should not use City telephones during business hours for personal calls, either outgoing or incoming, except in emergencies. You are not allowed to charge any long-distance or other toll calls of a personal nature to the City of Jonesboro.

## **UNIFORMS AND PERSONAL APPEARANCE**

A reasonable dress code is necessary to ensure that all employees dress and groom themselves in a manner to promote a positive image of City Government. All employees are expected to report to work clean, neat and appropriately dressed and groomed.

If you are not required to wear uniforms you should dress neatly, in clothing that is suited for your job. If you are not sure what appropriate dress is, you should ask your Supervisor or Department Head.

Examples of Unacceptable Attire:

- Any clothing that is worn, torn, frayed, has patches or holes.
- Sweat clothing or work out attire such as sweat pants, leotards, and tights.
- Backless tops or dresses that expose any part of the midriff or back.
- Low cut blouses or dresses.
- Shorts above the knee.
- Tank tops, sleeveless or spaghetti straps with no cover-up or jacket.
- T-Shirts with inappropriate logos/offensive wording.
- Robber thong shoes (flip-flops).
- Mini-skirts/skirts split higher than three inches above the knee.
- Clothing that reveals undergarments.

Casual Fridays:

Standards shall be the same as other days of the week but may wear jeans that are neat, not frayed and with no holes.

Management reserves the right to determine appropriate dress and grooming at all times. Employees reporting to work inappropriately dressed or groomed may be sent home. Any employee sent home for this purpose will be charged vacation leave. If no vacation leave is available to charge, employees will receive no pay for the time not worked.

Failure on the part of the employee to conform to this policy or departmental policies may result in disciplinary action up to and including termination.

## **WORKPLACE VIOLENCE**

The City of Jonesboro observes a zero tolerance policy regarding workplace violence. Fighting or other activities which may endanger the well being of employees may result in immediate termination of employment. Actions that create an environment that is threatening, violent, intimidating, hostile, abusive or offensive will not be tolerated and must be immediately reported to a supervisor or Human Resources as soon as possible.

Conduct that interferes with operations, that discredits the City, or that is offensive to others will not be tolerated, whether such conduct be that of an employee, associate of an employee or visitor. Any act of violence that impacts the workplace will be cause for investigation and subject to action by the City. Violence is any act of aggression or any statement, which could be perceived as intent to cause harm to the City or an individual, whether personal, such as physical, or emotional, or impersonal, such as property damage or theft.

### **General**

Employees are expected at all times to conduct themselves in a positive manner so as to promote the best interests of the City. Such conduct includes:

1. Complying with all of the City's safety and security regulations and policies;
2. Complying with the City's harassment prevention policy;
3. Treating all visitors and co-workers in a courteous manner;
4. Refraining from behavior or conduct deemed offensive or undesirable, or which is contrary to the City's best interests;
5. Reporting to management any suspicious, unethical, or illegal conduct by co-workers, visitors, or suppliers without fear of retaliation;
6. Cooperating with City investigations;
7. Handling the property of the City and of individuals with care and respect to the owner.

The following conduct is prohibited and may subject the individual involved to disciplinary

action, up to and including termination:

1. The use of profanity or abusive language;
2. The possession of firearms, explosives, weapons (including hunting weapons) on City property (unless authorized to carry such items as a job requirement);
2. Fighting or assault on another employee or visitor;
3. Threatening or intimidating co-workers or visitors;
4. Retaliation for having reported inappropriate conduct or for having cooperated in an investigation of inappropriate conduct;
5. Intentional interference with another employee's work;
6. Theft, destruction, defacement, or misuse of City property or of the property of an employee or visitor.

This listing is illustrative of the type of behavior that will not be permitted. It is not intended to be an all-inclusive list. Any violation of the City's policies or any conduct considered inappropriate or unsatisfactory may, at the City's discretion, subject the employee to disciplinary action, up to and including termination.

## **Procedures**

It is every employee's responsibility to ensure that his or her conduct does not include or imply breach of this policy. Furthermore, it is every employee's responsibility to report suspicions of such behavior, whether by employee or non-employee, to an appropriate supervisor or Human Resources. If, however, violence, threats of violence or suspected violence to a person or property has taken place or is taking place, the following will apply:

1. Should an employee perceive a threat to be urgent, the employee may call 911 before reporting the threat to his or her Supervisor or Human Resources. An urgent threat is one where there is actual violent behavior, or where it appears that violent behavior is likely or imminent.
2. Should an employee receive a bomb threat, the employee should notify the Desk Sergeant of the Police Department immediately.
3. Any threats of violence or suspected violence to person or property should be reported to his or her Supervisor or Human Resources. An oral or written statement setting forth all pertinent facts may be required.
4. The City will investigate the report and will determine the appropriate action and/or discipline to be taken with the offender up to and including termination.

5. The City will work with employees who report that they have been subjected to violence to support efforts to reduce the harm, which has been or is being done.
6. Appropriate confidentiality and documentation of each report will be maintained.

## **CONDUCT GUIDELINES**

As a City employee you should accept certain responsibilities, follow acceptable standards of personal conduct and display a high degree of personal integrity at all times. This requires a sincere respect for the rights and feelings of others. It also demands that while at work and in your personal life, you avoid behavior that might be harmful to yourself, your co-workers, the citizens and/or the City. Whether you are on duty or off duty, your conduct reflects on the City. You should observe the highest standards of professionalism at all times.

Proper conduct and performance are requirements in any work environment. There are times when those standards are not being met, and the City's management may need to point out performance or behavioral problems which require the employee's attention and improvement. In those instances, the City may rely upon various disciplinary measures ranging from verbal warnings up to and including termination. Further, any violations of policies contained in this section and handbook may result in an unpaid suspension for City exempt and non-exempt employees. The specific disciplinary action utilized will depend upon various factors, including the nature of the violation. Employment with the City is voluntarily entered into, and both the employee and the employer are free to terminate the employment relationship at any time, with or without notice or cause, and for any reason or no reason at all. The following are examples of actions that may result in disciplinary action:

1. Falsification or misstatement of employment applications, time records, or other reports, records, or documents.
2. Violation of the City's equal employment opportunity, nondiscrimination, and harassment prevention policies.
3. Soliciting or accepting gratuities from citizens.
4. Excessive absenteeism or tardiness.
5. Unnecessary or unauthorized use of City property.
6. Violation of the City's Substance Abuse Policy.
7. Violation of the Workplace Violence Policy.
8. Theft and/or dishonesty, or any attempt thereof. This includes, but is not limited to, misappropriation of City property or merchandise, including unauthorized use of City telephones, facilities, equipment, materials, or property of a City employee or citizen.

9. Failure to follow or disregard of safety or security policies, requirements, or regulations.
10. Insubordination or deliberate disobedience of instructions from the City's management, including disrespectful conduct. This includes, but is not limited to, a refusal to obey the legitimate request of any member of management, the failure to follow instructions, or the failure to otherwise perform assigned work.
11. Intentional or negligent damage to or pilferage of materials, merchandise, property, or equipment belonging to the City or another person.
12. Intentional abuse of an employee's position of authority over the citizenry.
13. Knowingly or intentionally selectively enforcing the city codes.
14. Misconduct of any nature adversely affecting the City's best interests and reputation. This may include, but is not limited to, rudeness, insolence, or other improper conduct, including vulgarity and profane language toward another employee, citizen, visitor, or vendor.
15. Willful or deliberate neglect of duties.
16. Divulging confidential information to any unauthorized person.
17. Violation of the smoking policy.
18. Violation of the City's Internet/Email Policy, including inappropriate internet use or the use of the City's computer systems to create or disseminate any discriminatory, defamatory, offensive, disruptive, or otherwise inappropriate or unprofessional communications.
19. Poor performance or nonperformance of duties.
20. Violation of any other rule, directive, policy or procedure, including, but not limited to, those set forth in these policies.
21. Violation of any and all state or federal regulations or laws.
22. The above list is not all-inclusive. The list provides only a partial explanation of some of the reasons disciplinary action may be taken.

If your performance, work habits, or actions become unsatisfactory or violate any of the above items or any other City policies, rules or regulations, you may be subject to disciplinary action, up to and including dismissal.

## **CARE OF CITY PROPERTY**

As a City employee, your job requires you to use supplies and usually some type of equipment, all of which are public property. You must be careful about using materials wisely and keeping the equipment in good condition. Carelessness can result in disciplinary action. Discipline records will become a part of your personnel file. You can help keep costs down by treating City property as you would your own.

## **USE OF CITY VEHICLES**

If you are assigned the use of a City automobile or equipment, you should operate them with due care, and follow all laws and rules of the road.

You should keep vehicles and equipment in a clean and sanitary condition at all times. If you are driving outside the Jonesboro area, you must get permission from your Supervisor before starting the trip. Any problems with your vehicle must be reported to your Supervisor or Department Head for immediate corrective action. The City stresses preventive maintenance, and every operator of City vehicles or equipment is expected to report problems at once.

If you are assigned or use a City vehicle the following rules will apply unless specifically altered or exempted by your Department Head and the Mayor.

1. No City vehicle will be allowed to travel outside the city limits of Jonesboro on other than official City business.
2. No City vehicle will be allowed to be used on week-ends or any other time, either during or after work, for the purpose of traveling to and from church services or any other personal errands.
3. No employee who lives outside the city limits of Jonesboro will be allowed to take a City vehicle home without permission from the mayor.
4. No City vehicle will be used to transport anyone to or from a secondary job, nor will any City vehicle be used in the performance of a secondary job by any employee without advance written notice from the Department Head.
5. The Jonesboro Police Department (JPD) implemented a vehicle take home policy effective June 1, 2006. The JPD will operate its vehicle fleet in accordance with CALEA Policy 322 in the JPD Directive Manual.
6. The Jonesboro Fire Department (JFD) implemented a vehicle take home policy effective October 1, 2010. The JFD will operate its vehicle fleet in accordance with Standard Operating Guidelines 112.03 "Take-home vehicles."
7. Certain administrative positions in the city, as determined by the Mayor, may have a take-home vehicle assigned as a fringe benefit of employment. The value of

such shall be added to the employee's annual compensation in accordance with current IRS regulations; withholdings and benefit amounts will be calculated on an annual basis and reflected on the employees W-2.

If you are authorized to operate a City vehicle and you are away from work due to any leave of absence or illness, you should park the vehicle at the appropriate City facility, unless it will be used by your replacement. Violations of any of the above rules may lead to disciplinary action.

### **TIME OFF TO VOTE**

The City will schedule the work hours of employees on election days so that each employee will have an opportunity to vote.

### **POLITICAL ACTIVITY**

You may not circulate or solicit signatures for any initiative or referendum petition in any City office, during usual City office hours, or while on duty for the City, or while in a City uniform.

You may not use any office or other room furnished at public expense for any political headquarters, or to send out or distribute any letters, pamphlets, or other campaign literature for the election of any public office.

You may not place any campaign banners, cards, or campaign literature on any car, truck, or tractor belonging to the City.

You may not devote any time or labor during the time you are on duty, or while you are in a City uniform, to the campaign of any person for any public office.

### **INCLEMENT WEATHER**

When conditions are hazardous you should contact your supervisor for instructions. If your department is open for business, you are expected to come to work. If you are unable to get to work due to weather, you must give your Supervisor "proper notice." "Proper Notice" means calling either before or no later than 1 hour after the time you are due at work. If you give proper notice, time off will be charged to available vacation time.

The mayor will determine when city offices are open or closed, or open late for inclement weather. If the mayor closes city offices or declares inclement weather, some employees will be placed on administrative leave with pay and shall suffer no loss of wages or leave time for that time period. If non-uniform, non-exempt employees are required to work on an inclement weather day, they will receive an equivalent number of hours off to be used at a later date to be scheduled with their supervisors.

## **OUTSIDE EMPLOYMENT**

You are not encouraged to hold a second job while you are working full-time for the City. Emergencies can happen at any time, and every employee is subject to call. You should get written permission from your Department Head before taking a second job. Remember, your first obligation is to the City, and any other employment should not interfere.

If you have a second job, it must not interfere with the proper and effective performance of your job with the City. Your outside employment must not adversely affect the image of the City. It must not cause embarrassment or legitimate and reasonable criticism. If you have a second job it must not be one that may be seen by the public as an official act of the City. You may not wear City uniforms or use City equipment on a second job unless approved in writing, in advance, by your Department Head.

## **OUTSIDE COMPENSATION**

You may not accept any reward, gift, or other form of payment in addition to regular compensation, from any source, for the performance of your duties as a City employee.

## **DISCIPLINARY ACTION**

If your performance, work habits, or actions become unsatisfactory, you may be subject to disciplinary action up to and including dismissal.

Disciplinary action may be any of the several forms listed below:

1. **Warning or Reprimand:** A reprimand is action used to alert you that your performance is not satisfactory or to call attention to your violation of employment rules or regulations. All reprimands will be reduced to writing and placed in your personnel file.
2. **Suspension:** Suspension involves your removal from your job. You may be suspended with or without pay. A suspension must be in writing. The reason for such action, the period of time for the suspension and the date the suspension is to begin and end must be noted also. Suspension with pay is normally used only while your involvement in a serious incident is under investigation.
3. **Demotion:** If you have committed an appropriate offense, or if your work record justifies it, you may be demoted. You will be given written notice of such action. A demotion is an action that places you in a position of less responsibility and less pay.
4. **Termination:** This type of disciplinary action is your removal from City employment. If you have committed a serious offense or if your work record establishes grounds for termination, you may be given written reasons that can be



supported at a pre-termination hearing.

While most situations involving disciplinary action will be dealt with in a progressive fashion, which should allow you to correct your performance; there are some offenses that may result in skipping some or all steps.

You have the right to appeal all types of disciplinary action outlined in the **Procedure for Review of Disciplinary Decisions** (See below outline).

### **Procedures for Review of Disciplinary Decisions**

If you request a review of any disciplinary action, it will be conducted as follows:

1. You will submit a written grievance to your immediate supervisor within 5 working days after the disputed disciplinary action. If possible, the grievance will be resolved at this level.
2. If you are not satisfied with the first step, you may submit the grievance **in writing** to your Department Head. The Department Head will investigate the problem and respond to you in writing within 5 working days.
3. If you are not satisfied with the second step, you may submit the grievance **in writing** to your Division Chief. The Division Chief will review the investigation of the Department Head and conduct further investigation, if necessary, and respond to you in writing within 5 working days.
4. If you are not satisfied with the third step, a written appeal may be made to the Mayor. The mayor will make the final management decision within 10 working days and respond to all concerned parties in writing.

## **ACKNOWLEDGMENT**

In consideration of my employment, I agree to conform to the rules and policies of the City of Jonesboro. I understand that my employment and compensation can be terminated with or without cause, and with or without notice, at any time, at the option of either the City or myself. I understand that no manager or representative of the City has any authority to enter into any agreement for employment for any specified period of time, or to make any agreement contrary to the foregoing, and I state that no such agreement has been made.

I hereby acknowledge that I have read and understood the contents of the Employee Handbook. I agree to and will be cooperative in complying with the policies stated herein. I understand that revisions may be made to the Handbook at any time.

I also understand that the Employee Handbook is not a contract of any kind, implied or expressed, including one for employment, but is for my information only.

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Employee Name (Printed)

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Employee Signature

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Date

NOTE: Within seven (7) days, sign this page, tear it out, and return it to the Human Resources Director. This form will be placed in your personnel file.