



HUMAN RESOURCE POLICIES AND PROCEDURES

Effective: October 2017

WELCOME

The City of Osceola was established in 1837 and is currently residence to over 7300 Citizens. The City was first named Plum Point and was the original county seat of Mississippi County. Osceola is conveniently located in Northeast Arkansas and is presently a river port serving an array of diverse agricultural and manufacturing needs.

The City is governed by an elected Mayor and City Council who oversee the day-to-day functioning of City business which include police, fire, light and power, water, sanitation, parks and recreation, code enforcement, streets and finance departments. Being a member of the Arkansas Municipal League enables Osceola to be an active participant in State government.

The employees of the City of Osceola are proud to offer the best possible services and conveniences to the citizens of the community.

The City is committed to providing and maintaining an atmosphere of equal opportunity in regards to all Human Resource actions without regard to race, color, religion, sex, national origin, disability, military status, citizenship, ancestry or age.

The Mayor, City Council Members and employees of the City welcome you.

ACKNOWLEDGMENT

I acknowledge receipt of the Employee's Handbook for the City of Osceola. I understand that it is my responsibility to read the policies and procedures outlined in this handbook and to conform to them.

Policies and procedures can be changed periodically by the Mayor and City Council of the City of Osceola. The contents of this handbook cannot be deemed an employment contract nor can they alter the employment-at-will relationship between the City of Osceola and me.

Questions, comments, concerns or suggestions regarding the information contained in this Handbook or regarding the responsibilities of my position should be addressed with my supervisor or Human Resource Representative.

Employee Signature _____

Printed Name _____

Date _____ Social Security Number _____

(Revised Handbook Effective 10/01/2017)

EMPLOYMENT POLICIES

*Equal Opportunity Employer

The City of Osceola is committed to providing equal employment opportunity without regard to race, color, religion, national origin, sex, age, disability, genetic information or military status, or any characteristic protected by applicable federal or state laws. The City's commitment extends to all employment-related decisions, terms conditions of employment, including job opportunities, promotions, pay and benefits.

*At-Will Employer

The City of Osceola is an at-will employer. This means that the city of Osceola or any city employee may terminate the employment relationship at any time for any reason with the understanding that neither has an obligation to base that decision on anything but his or her intent not to continue the employment relationship. No policies, comments, or writings made herein or during the employment process shall be construed in any way to waive this provision.

All employment relationships with the City of Osceola are at-will. Although the City of Osceola hopes that the relationship with employees are rewarding, The City reserves the right to terminate the employment relationship at any time. The Mayor and/or Department Manger has the authority to hire and fire.

All city employees should understand that this Handbook is not intended to create any contractual or other legal rights. It does not alter the city's at-will employment policy nor does it create an employment contract for any period of time.

*Post Offer Pre-Employment Drug Testing

Post-Offer pre-employment drug testing will be required for every applicant to be hired for the city. Such testing shall be paid for by the city and shall be performed by SMC Regional Medical Center or NEAC of Osceola. Only in cases of emergency may an employee begin work prior to the post-employment job offer drug test, but employment is subject to an applicant's passing such test.

Only a summary report will be provided to the Human Resources Director to be kept in a confidential file apart from the Personnel file. Should there be a dispute concerning such testing the report shall be made available to the necessary legal and supervisory or administrative personnel within the City Government.

*Fitness for Duty Exam

Employees who become incapacitated due to mental or physical disabilities from performing the essential job functions with or without reasonable accommodation or who pose a direct safety threat shall be subject to a fitness for duty examination. Based on the findings of the exam and other job restructuring factors, the Human Resources Director and the Departmental Manager shall take such action that is necessary for the good of the service.

*The Omnibus Transportation Employee Testing Act of 1991

It is the city of Osceola's intent to comply with all regulations and requirements of the Omnibus Transportation Employee Testing Act of 1991. City employees required to have a Commercial Driver's License (CDL) must comply with all regulations in the 1991 Omnibus Transportation Act. The Act requires alcohol and drug testing for all city employees CDL's. These tests include pre-employment, post-accident, random, reasonable suspicion, and return to duty and follow up testing. The City of Osceola will not permit an employee who refuses to submit to required testing to perform or continue to perform any activity that requires a CDL. All CDL drivers must obtain from the City Human Resources Director the city's written substance abuse policy. CDL drivers are required to read this material and sign a statement acknowledging that they have received a copy of the city's Substance Abuse Policy.

*Other Drug and Alcohol Testing

Employees other than those with a CDL are subject to testing for the use of alcohol and illegal substances as outlined in the city's policy on this subject. All employees must obtain from the City of Osceola the City's written anti-drug policy. Employees are required to read this policy and sign acknowledging that they have read and understand the policy.

CUSTOMER SERVICE

Our goal is to provide the best possible service to our citizens. To achieve that end, it is important that we exhibit a positive, friendly attitude toward all individuals at all times. This includes contacts made face-to-face, over the phone and in writing.

The City's customer service policy is comprised of three steps. These steps are as follows:

1. Smile
2. Be helpful
3. Say Thank You

Employees of the City shall at all times be civil, orderly and courteous in their conduct and demeanor. In each contact with the public and employee must be aware that their appearance, actions and statements are in essence those of the city.

In dealing with the public, each employee must attempt to make his conduct on which inspire respect for both themselves and the city and further one that generates the cooperation and approval of the public.

Not everyone an employee may meet in the course of his or her duties will be courteous. However, an employee should treat the public as they would like to be treated... with courtesy, patience, respect and understanding. This attitude or approach to public service cannot be overemphasized.

When an employee is not certain of the correct response to an inquiry from the public, he or she should refer the inquiry to the individual or the department that can provide the most satisfactory response to the inquiry. It is better to admit lack of knowledge than to provide erroneous information.

To create a friendly atmosphere in which to work, it is important that we treat our fellow employees with the same customer service philosophy as we do our customers. By projecting a friendly, positive attitude, we can maintain an atmosphere of productivity which allows us to meet the organizational challenges that we face on a daily basis.

DRESS STANDARDS

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.

Employees who are provided uniforms shall wear uniforms at all times while on duty. Employees must not wear uniforms while off duty except to and from your scheduled shift or work assignment. It is essential that an employee not be viewed by the public as a representative of the City in any official capacity unless authorized to do so. Information regarding City uniforms can be obtained from your supervisor.

Selected Departments are required to wear protective clothing and equipment to meet safety standards. Failure to wear prescribed safety clothing and equipment can lead to disciplinary action.

Employees not required to wear uniforms should dress neatly, in clothing that is suited for your job and does not pose a safety hazard. If you are not sure what appropriate dress is, you should ask your Supervisor or Department Manager.

Examples of Unacceptable Attire:

- Any clothing that is worn, torn, frayed, has patches or holes.
- Sweat clothing or work out attire.
- Low cut blouses or dresses.
- Shorts above the knees.
- T-Shirts with inappropriate logos/offensive language.
- Skirts/skirts split higher than three inches above the knee.
- Rubber flip-flops
- Clothing that reveals undergarments

Management reserves the right to determine appropriate dress and grooming at all times. The City reserves the right to ask an employee who is inappropriately dressed to change clothing. If necessary for the employee to return home to do so, the employee will not be paid for this time.

Violations to the dress code policy will be dealt with as a policy violation. Disciplinary actions for policy violations can lead up to and include termination.

Should questions regarding the dress code policy arise, please contact your supervisor or Human Resource Representative.

BENEFITS

All employees, who work on average 30 hours per week, after applicable waiting periods, are eligible for the following benefits:

- * Retirement Plan
- * Group Medical
- * Group Dental
- * Group Vision
- * Paid Holidays
- * Paid Vacation
- * Paid Sick Days
- * Tuition Reimbursement Program

*Retirement (Non-Uniformed)

It is the policy of the City of Osceola that employees are eligible for normal retirement on the first day of the month following the month in which they reach age sixty-five. With limited exceptions, employees who want to continue working past age sixty-five may do so provided their job performance is satisfactory.

Employees who have been employed for at least 20 years may elect early retirement on the first day of the month following the month in which they reach age 62, or at any time after that, by submitting at least three months' advance written notice to the Human Resources Department.

Employees who choose to take normal retirement are requested to give Human Resources as much advance notice of their intent as possible, or at least three months. Employees who have given notice of either normal or early retirement may be called upon to assist in the training of their replacements.

Employees who qualify for retirement under this policy become eligible to receive Dental/Vision and Life insurance benefits in accordance with the provisions of the Company's employee benefit plans. Retiring employees are eligible to receive pay for accrued, but unused vacation. All employee benefit plans and programs are subject to amendment or termination, even after retirement, at the City's sole discretion.

More details on these benefits can be found in the plan booklets located in the Human Resource Office. Please contact your supervisor or Human Resource Representative for further information.

PERFORMANCE APPRAISALS

Performance appraisals are conducted for all employees at least once a year by the Supervisors, Department Heads and Office Management.

Probationary Period

Each department within the City has a 6-month set probationary period. During this time, the employee will be expected to perform at the standard outlined in the Employee Handbook, Safety Handbook and as established by the supervisor. Violations of policies or failure to meet standards during this probationary period can result in immediate termination.

Sometime during the probationary period, a performance appraisal will be conducted. This appraisal will be used to determine the employee's performance as it relates to the position and to the standards outlined. Based on the outcome of the appraisal, one of the following actions will occur:

1. Performance will be deemed at standard and the employee will be taken off the probationary period. At this time, the employee will be extended continued employment as defined by the employment-at-will clause.
2. Performance will be deemed below standard and the employee will be discharged.

Performance Appraisals

Performance will be evaluated at least once a year. After the probationary performance appraisal, the next performance appraisal will be conducted during the month that the assigned department is evaluated. Supervisors may conduct performance appraisals prior to the annual evaluation at their discretion. At any time, should an employee's performance fall below the standards set forth, the employee will be placed on performance warning. Recommendations for future performance improvement will be made. Failure to improve can lead to termination.

Employees will be evaluated in such areas as job knowledge, quality and accuracy of work, productivity and City policies and procedures. All performance appraisals will become part of the employee's permanent human resource file.

WAGE INCREASES

*Merit Increases

Merit increases are directly related to the employee appraisal process. Employees who are evaluated as in "good standing" will be eligible for consideration for a merit increase based on evaluated performance, the employee's position and pay range of the department. Employees are considered for merit increases only once a year.

Employees who are placed on performance warning due to performance not meeting City standards will not be given an increase until formally removed from performance warning. Back pay will not be given for the time spent on performance warning.

Merit increases are not necessarily given every time performance evaluations are conducted. All wage information is considered confidential and should be treated as such.

POLICIES AND PROCEDURES

These policies and procedures have been established for all employees. They are fundamental in character and are designed for the convenience and protection of all employees, as well as to ensure professional and efficient business practices.

*Personal Phone Calls and Visitors

All employees should restrict their personal phone calls and visits with family and friends during working business hours. Visitors and personal phone calls cause disruption and often lead to poor customer service practices. Failure to abide by this policy will result in disciplinary action up to and including termination.

*Employment of Relatives

Family members of current employees are eligible to be considered for employment by the City. No family member will be considered based on relationship, but rather upon the basis of their qualifications to meet job requirements.

An immediate family member may not be hired, however, if such employment would:

- a. Create a direct or indirect supervisor/subordinate relationship with a family member, or
- b. Create either an actual conflict of interest or the appearance of a conflict of interest.

Employees who marry or become members of the same household may continue employment as long as there is not: a) a direct or indirect supervisor/subordinate relationship between employees or b) an actual conflict of interest or the appearance of a conflict of interest. Should one of the above situations occur, the City will attempt to find a suitable position within the City to which one of the affected employees may transfer. If accommodations of this nature are not feasible, the employees will be permitted to determine which of them will resign.

Family members referred to in this section are: Spouse, parent, daughter, son, brother, sister, step-children, father-in-law, mother-in-law, son-in-law, daughter-in-law, niece, nephew, aunt, uncle, or any member of the employee's immediate household.

*Position Assignment

During employment with the City of Osceola, it may become necessary to move the employee from one position to another within a department or from one department to another to meet customer service, budgetary or human resource needs.

*Updating Name and Address

Changes in marital status, name, address, phone or number of dependents should be reported to a Human Resource Representative. It is important to keep this information updated.

*Residency Requirements

Effective 1/1/95, qualified applicants living within the City limits of Osceola will be given priority over qualified applicants residing outside City limits. City employees must reside within the City limits of Osceola.

*Alcohol and Drug Abuse

Alcohol and drug abuses are recognized problems in the workplace effecting health, productivity, safety and security. The use of, distribution of, sale of or personal possession of alcohol or illegal drugs is strictly prohibited on city property during working and non-working hours. All employees are prohibited from reporting to work under the influence of illegal drugs or alcohol. The City of Osceola prohibits the possession, smoking, or otherwise use of medical marijuana on city premises. The City of Osceola prohibits employees from working under the influence of marijuana on employer premises or during employment hours. City of Osceola reserves the right to take action based upon the good faith belief that a qualifying patient was under the influence of marijuana while on the premises of the employer or during the hours of employment, provided that a positive test result for marijuana cannot provide the sole basis for the employer's good faith belief. Individuals in violation of the alcohol and drug policy will be terminated. The City does reserve the right to do random, post-accident and reasonable suspicion drug testing for employees of all departments.

*Gambling

Gambling is strictly prohibited on City property. Employees engaging in gambling or gambling related games would be subject to disciplinary action, which can include immediate termination.

*Human Resource Records

Employees may review their Human Resource Records at reasonable intervals during the year. An appointment must be made with a Human Resource Representative. All information is considered confidential and should be treated as such.

*Requests for Personal Information

Human Resource Representatives or individuals acting in that capacity are unable to give out personal information (including full name, address or phone number) to outside organizations or agencies or fellow employees. All Human Resource information is considered confidential and should be treated as such.

*AIDS Policy

The City of Osceola will not discriminate in its employment practices or in any manner toward individuals testing HIV positive or who have relatives or acquaintances testing HIV positive. Employees testing HIV positive will be extended the same employment and advancement opportunities, benefits and privileges as employees considered HIV negative. It is the policy of the City that employees with infectious, long-term, life threatening, or other serious diseases may work as long as they are physically and mentally able to perform the duties of their job without undue risk to their own health or that of other employees or customers.

*Rehire

Former employees who have left the City in good standing may be considered for re-employment with the City, but must wait six months before reapplying. Former employees who quit without notice or who were dismissed for cause may be considered for re-employment 3 years from their date of termination. Continuous Service will be lost when an employee resigns or is terminated for any reason.

*Solicitations and Distributions

- a. Solicitations and distributions not directly related to day-to-day business by non-employees during business hours are prohibited on any and all City property.
- b. Employees of the City are prohibited from soliciting when any individual involved is engaged in the performance of job duties. No solicitations are allowed by employees in public areas of City property or in otherwise restricted areas.
- c. Distribution of literature by employees is prohibited when an individual involved is engaged in the performance of job duties. No distributions are allowed by employees in public areas of City property or in otherwise restricted areas.
- d. Distributions and solicitations by employees are restricted. No distributions or solicitations of the following are allowed:
Gambling schemes; organizational information that discriminates on the basis of race, color, religion, sex, age, national origin, citizenship or disability; lottery schemes; labor organizations; outside insurance; pyramid selling organizations; chain letters and the like.
- e. The City maintains bulletin boards to communicate City information to employees and to post notices require by law. These bulletin boards are for the posting of City information and notices only and only persons designated by the Human Resource Manager may place notices on or take down material from City bulletin boards. The unauthorized posting of notices, photos and other printed or written materials on bulletin boards or any other City property prohibited and will lead to disciplinary action up to and including termination.

Any violations to the solicitation and distribution policy should be reported to a Supervisor, Department Head or Human Resource Representative immediately.

*References

The City of Osceola and its management staff are unable to give out reference information on current or past employees to prospective employers, credit bureaus or collection agencies. All requests for reference information should be directed to the Human Resource Office. Human Resource Representatives will confirm date of employment (beginning and ending dates) and pay (beginning and ending pay) only.

*Unlawful Harassment

The City of Osceola expressly prohibits any form of unlawful employee harassment based on race, religion, color, gender, national origin, age, disability, or status as a veteran or special disabled veteran.

Harassment is any annoying, persistent act or actions that single out an employee, to that employee's objection or detriment, because of race, sex, religion, national origin, age (over 40) or disability. Harassment may include, but is not limited to following actions:

1. Verbal abuse or ridicule;
2. Interference with an employee's work;
3. Displaying or distributing sexually offensive, racist or other derogatory materials;
4. Discriminating against any employee in work assignments or job-related training because of one of the above-referenced basis;
5. Intentional physical contact with either gender-specific portions of a person's body or that person's private parts;
6. Making offensive sexual, racial or other derogatorily innuendoes;
7. Demanding favors (sexual or otherwise), explicitly, as a condition of employment, promotion, transfer or any other term or condition of employment.

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

- A. An employee should report harassment or suspected harassment to the Department Head. If the department head is the alleged harasser, then the complaint should be reported to the supervisor in the chain of command. This complaint should be in writing.
- B. Anytime an employee has knowledge of harassment he/shall inform the Department Head in writing, who will determine whether further investigation is warranted.
- C. Each complaint shall be fully investigated and a determination of the facts and an appropriate response will be made on a case-by-case basis.

The City of Osceola will not tolerate harassment or any form of retaliation against an employee who has either instigated or cooperated in the investigation of alleged harassment. Disciplinary action against offenders.

*Conflict Of Interest

No employee shall have any financial interest in the income from any contract, service or other work done or performed by the City; nor shall any employee either personally acting as an agent have any financial interest in any contract or sale of goods or services to the City. No employee shall accept free or preferred service, benefit or commission from any person or company in return for special consideration. Any employee who violated the provisions of this policy will be subject to disciplinary action.

*Accepting Personal Gifts

No reward, gift or other form of remuneration in addition to regular compensation shall be received from any source by employees for the performance of their duties unless approved by the Mayor. If a reward, gift or other form of remuneration is made available to any employee, it shall be reported to the Mayor who shall return such gift to the donor, credit it to a designated employee fund, contribute it to a charitable organization, or approve its acceptance for use by all City employees.

*Use of City Equipment/Vehicles

City-owned equipment and vehicles, regardless of size or value, are to be used only for City business and only by City employees. Use of City vehicles for personal business is prohibited whether it is during working hours, while on break, on call or when taken to an employee's residence. Examples of personal business, but not limited to, are banking, doctor visits, bill paying, going to employee's residence, Walmart, transporting relatives, etc. Only City vehicles and equipment that has been specifically assigned directly to an employee may be taken to the employee's place of residence. The Mayor or Department Heads will assign city-owned vehicles to those employees who are required by the nature of their jobs to make use of City vehicles. Only employees receiving approval from the Mayor, Department Head or supervisor may operate a City vehicle.

All City-owned vehicles must be operated by employees holding valid drivers' licenses. If a City employee loses their driver's license at any for any reason they must report it immediately to their Department Manager/Supervisor. City owned vehicles must, at all times, be operated within the driving laws of the state. Failure to abide by state law will lead to disciplinary action.

Out of town use is prohibited except by special permission from the Mayor to the Department Head or the Department Head to the employee. Any time a City vehicle leaves the City of Osceola the driver must call Sherry Delancey and log his/her department, time of departure, destination, and estimated time of return.'

Violation under this policy will result in immediate termination.

*Affirmative Action

It is the policy of the City to take affirmative action to offer equal employment opportunity to all qualified employees and applicants regardless of race, religion, color, sex, age, national origin, disability, citizenship, genetic information or military status.

It is the City's policy to provide equal employment in all areas of employment practices. This policy applies to all terms, conditions and privileges of employment, including hiring, training, promotion, transfers, compensation, benefits, termination, retirement, employee facilities, educational assistance, lay-off and recall.

The City will not tolerate any conduct calculated to intimidate, retaliate, harass or otherwise discriminate against any employee. Any employee who feels that his or her rights have been violated under this policy should immediately contact the Human Resource Manager so that an investigation can be made and if justified, the condition corrected immediately. Violation under this policy can lead to disciplinary action up to and including termination.

*Proprietary Assets

It is the policy of the City that internal business affairs of the organization, particularly confidential information, represent proprietary assets that each employee has a continuing obligation to protect. Information considered public information is defined in the "Arkansas Freedom of Information Handbook" available in the Human Resource Office.

- a. All media inquiries should be directed to the office of the Mayor. Employees are not allowed to release information to the newspaper, television or radio without the prior consent of the Mayor or representative of the Mayor.

*Filling of Vacancies

It is the policy of the City to allow inter-department transfers if the qualifications, skill level, previous experience and performance record while with the City of the employee requesting transfer match that required of the available position and the move in no way jeopardizes the functioning of the City department. Notification of a vacancy will be posted in each department, for all non-exempt positions for a period of 5 working days. To apply for a posted position the employee must complete a Job Change Request form from the Human Resources Department. If the employee is eligible for a job opening, the Human Resources Department should forward the request for transfer to the employee's supervisor and arrange an interview between the candidate and the department head that has the job opening. The department head with the job opening will make the final transfer decision, subject to the approval of the Human Resources Department. Supervisors and department heads may initiate the procedure and propose employees for a position. If a normal job vacancy cannot be filled from the employees who applied for the position, the City will then conduct a search based on both qualified persons from within and outside the City. An employee who applies and is accepted for a posted vacancy will not be eligible to apply for another posted vacancy for a period of twelve (12) months. The twelve (12) month period may be waived or shortened by the mutual consent of the employee, their Department Manager and the Human Resources Manager. Should the same Job become vacant again within (30) days, the job will not be posted, but the applicants from the previous job posting will be given first consideration.

Pay for employees moving into a posted job vacancy generally will be handled as follows:

- (a) Employees transferred to a job within the same salary range will continue to receive their existing rate.
- (b) Employee transferred to a job in a higher salary range will be paid at the higher rate.
- (c) Employees transferred for disciplinary reasons, lack of work, budgetary reasons, City or department reorganization, or at their own request to a job in a lower salary range will be paid at the lower rate beginning with the start of the new job rate
- (d) Employees transferred, for management's convenience, to a job in a lower salary range will usually be paid at their former rate. At management's discretion, however employees may be paid at the rate of the new job.

*Outside Employment

Employees of the City may engage in additional employment outside official hours of duty. No employee may accept employment with an agency, company or organization that will place the employee in conflict of interest with the City. If at any time the employee's performance falls below the standards set forth, the employee will be placed on performance warning. While engaged in outside employment, the employee shall refrain from using any City uniforms, equipment or property.

*Recording Devices

No employee or visitor to any department, work location or job site within the City of Osceola will be permitted to have in his or her possession any “recording device” without the written permission of the Department Manager. Recording device means any device such as a photographic camera, video recorder, tape recorder, etc.

*Telephones

Telephones are to be used to conduct City business. Long distance or toll calls of a personal nature are prohibited unless prior approval is received in writing from the Department Manager. Although occasional, limited personal telephone calls are permitted, they should be kept to a minimum in time and frequency and should not interfere with work performance of the employee or the employee’s colleagues. Discretion should be used in discussing confidential information using cellular communication. Employees are responsible for taking reasonable precautions to prevent theft and/or vandalism of cellular equipment. City-issued cellular or mobile telephones should be used for City business-related purposes. Personal calls are to be minimized. The City reserves the right to monitor the billing and use of all City-issued cellular/mobile telephones and has the authority to withhold any unauthorized amounts from the employee’s wages. By accepting the use of City-issued cellular telephones, employees agree to promptly reimburse the City for all personal calls made which are deemed by the City to be excessive in frequency or duration.

Any employee who violates the conditions of these policies relating to cellular/mobile phone usage is subject to having the use of the employee’s City-issued cellular/mobile phone terminated.

*Smart Phone Use

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. To address the use of smart phones by City employees and any individual performing services for the City, such as those from a temporary employment agency during work time and non-work time, the following procedures apply: 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 official activity, and can 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 member 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 a work, employees may not engage in behavior with their smart phones that would violate the City’s policies, especially the harassment prevention policy, or state or federal laws.

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 on behalf of the City unless authorized by the Chief of Police or the Mayor. Smart phones may not be used to make a video recording of anyone on City property on behalf of the City 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 on behalf of the City, without the consent of all individuals being photographed. This policy applies only to secure or other designated non-public areas of City property.

Employees must use extreme caution not to photograph anything constituting confidential or proprietary information, especially when taking photographs on City property. Photographing confidential or proprietary information is considered a serious violation of this policy and 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, sounds, words, drawings, or cartoons.

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

*Social Media Policy

The intended purpose behind establishing City of Osceola social media sites is to disseminate information from the City, about the City to its citizens. The City of Osceola has an overriding interest and expectation in deciding what is spoken on behalf of the City on City social media sites. Examples of social media include, but are not limited to, Facebook, blogs, Myspace, RSS, YouTube, Twitter, LinkedIn, Snapchat, Instagram, Pinterest, and Flickr. For the purpose of this policy, "comments" include information, articles, pictures, videos, or any other form of communicative content posted on a City of Osceola social media site.

The establishment and use by a City department of City social media sites are subject to approval by the Mayor.

- City social media sites should make clear they are maintained by the City of Osceola and that they follow the City's Social Media Policy.
- Wherever possible, City social media sites should link back to the official City of Osceola website for forms, documents, online services and other information necessary to conduct business with the City of Osceola
- The City reserves the right to restrict or remove any content that is deemed in violation of this Social Media Policy or any applicable law.
- All City social media sites shall adhere to applicable federal, state and local laws, regulations, and policies.
- Comments on topics or issues not within the jurisdictional purview of the City of Osceola may be removed.
- Employees representing the City government via City social media sites must conduct themselves at all times as a representative of the City and in accordance with all City Policies.

Comment Policy

As a public entity, the City must abide by certain standards to serve all its constituents in a civil and unbiased manner. The intended purpose behind establishing City of Osceola social media sites is to disseminate information from the City, about the City, to its citizens. Comments containing any of the following inappropriate forms of content shall not be permitted on City of Osceola social media sites and are subject to removal and/or restriction by the Mayor or his designees:

- Comments not related to the original topic, including random or unintelligible comments;
- Profane, obscene, violent, or pornographic content and/or language; Content that promotes, fosters or perpetuates discrimination on the basis of race, creed, color, age, religion, gender or national origin; Defamatory or personal attacks;
- Threats to any person or organization;
- Comments in support of, or in opposition to any political campaigns or ballot measures;
- Solicitation of commerce, including but not limited to advertising of any business or product for sale;

- Conduct in violation of any federal, state, or local law;
- Encouragement of illegal activity;
- Information that may tend to compromise the safety or security of the public or public systems; or
- Content that violates a legal ownership interest, such as a copyright, of any party.

The City of Osceola reserves the right to deny access to the City of Osceola's social media sites for any individual, who violates the City of Osceola's Social Media Policy, at any time and without prior notice. Departments will monitor their social media sites for comments requesting responses from the City and for comments in violation of this policy.

When a City of Osceola employee responds to a comment, in his/her capacity as a City of Osceola employee, the employee's name and title should be made available, and the employee shall not share personal information about himself or herself, or other City employees.

*Employees Personal Social Media Site(s)

The City of Osceola recognizes that employees may use social media websites or similar media including, but not limited to, blogs, chat rooms, online journals, personal websites, Facebook, Instagram, Twitter, LinkedIn, etc. (hereinafter referred to as "personal websites").

Employees are reminded that information posted on personal websites can be viewed by members of the public and by other employees (including management). Employees should remember that almost all input online is archived, so even posts that have been deleted may be uncovered or recovered by someone. Social media content may also be reposted and shared, and may reach individuals the user had not intended to reach.

Employees' should also be aware that their actions outside of work, including those on social media sites could affect the workplace. The same principles and guidelines found in the City of Osceola's policies apply to employees' activities online.

Employees that violate City policies while on social media may face discipline. Threats of violence, harassment, discriminatory behavior, derogatory comments regarding fellow employees, the City or work related issues will not be tolerated by the City of Osceola, no matter the medium, and no matter when such posts are made (whether during or outside of work hours).

Employees should refrain from using social media while on work time unless they are specifically authorized to do so by a supervisor or other authorized city official. Do not use your City of Osceola email address to register on personal websites.

Nothing in this section should be construed to limit an employee's right as a private citizen to discuss a matter of public concern during non-work time.

Employees may utilize the City's Problem Resolution Policy to resolve work issues.

*Computers and other Technological Resources

To help maximize its employees' efficiency in carrying out their respective job duties, the City of Osceola provides various information and technology resources such as email, computers, software/ computer applications, networks, the internet, the intranet, facsimile machines, cell phones, pagers, and other wireless communication devices and voice mail systems. Please remember that these tools are City property and must be used in a manner that reflects positively on the City and all who work here. Occasional, limited personal use of these resources is permitted, but should not interfere with your work

performance, or the work performance of your colleagues. Employees, however, should have no expectation of privacy as to their use of City property. The City has the right to access and monitor any and all messages and files on electronic equipment owned by it and will do so as deemed necessary and appropriate. Employees will be held accountable for all usage of their systems and shall keep their keywords and passwords confidential to protect their assigned equipment and their files from misuse. Employees shall not access or copy software or data belonging to others or to the City. Reading another employee's files is prohibited unless authorized by the department head. Employees shall not transport software or data provided by the City to another computer site without prior authorization from the department responsible for the data. The City will not tolerate inappropriate or illegal use of these assets and reserves the right to take appropriate disciplinary actions, as needed, up to and including termination of employment. Such inappropriate use of these resources can include, but is not limited to, the following: • Hacking; • Pirating software or audio/video files; • Soliciting • Distributing literature for outside entities; • Sending inappropriate emails; • Accessing, viewing, or downloading inappropriate web sites, i.e., sites advocating hate, violence, sexually explicit material, or promoting illegal activities; • Distributing confidential information to persons/entities who are not entitled to such information; • Storing or placing unlawful information on a computer or the network; • Copying system files without proper authorization; • Copying copyrighted materials without proper authorization; • Use of abusive or otherwise objectionable language in either public or private messages; • Sending messages that are likely to result in the loss of the recipient's work or systems use; • Sending "chain-letters," jokes, lists, or any other types of use that would cause congestion or disrupt the operation of the networks or otherwise interfere with the work of others; • Decryption of system or user passwords. Only software which has been purchased or approved by the City of Osceola may be loaded or used on any of its computers. All software, programs, applications, templates, data, and data files stored in, residing on, or developed with City computers, networks, or storage media are property of the City and shall not be removed from the workplace without proper authorization. The City's software and software manuals should not be duplicated or reproduced in any manner which would violate the license agreements which pertain to usage of the software. Computer equipment, including software, should not be removed from City premises without prior written approval from the Department Manager. The City reserves the right to monitor and inspect, without notice, the use of its information and technology resources

*Internet Access

Internet access is provided to employees to conduct City business. Employees accessing the Internet are to do so for business-related purposes only. The City reserves the right to monitor Internet use to assure that Internet use is for legitimate business purposes and that access to the Internet is not abused by any one employee. Downloading files without the express consent of the department head is prohibited. Files downloaded from the Internet, or any other outside service, may contain a computer virus and must be scanned by a virus checking software prior to being used on a City computer. Uploading to the Internet is prohibited unless authorized by the department head to avoid interception and unauthorized access to information.

*Disciplinary Actions

Disciplinary action for violations can take the form of oral or written warnings, demotions, probation pending improvement, suspension without pay and immediate termination depending upon the seriousness of the offense. There are times when an employee may be placed on an unpaid suspension while a specific situation is investigated.

All violations will be dealt with in a fair and equitable manner that will be applied uniformly to all employees. The City will handle violations that are willful, destructive or discriminatory in a fair but firm manner. Should an employee's performance, work habits, overall

attitude, conduct or demeanor become unsatisfactory and in violation of either of the below-referenced items or any other city policies, rules or regulations, and employee will be subject to disciplinary action up to and including dismissal.

EXAMPLES OF VIOLATIONS THAT LEAD TO AND INCLUDE TERMINATION

1. Excessive absenteeism or tardiness
2. Failure to sign/record own time record correctly
3. Leaving own department or job during working hours without permission
4. Creating or contributing to unsanitary conditions
5. Unauthorized operation of machines, tools or equipment
6. Horseplay, running, throwing things or otherwise causing a disturbance
7. Participating in a fight on City property at any time
8. Loitering or wasting time during working hours
9. Threatening, intimidating, coercing or interfering with employees at any time
10. Gambling or any games of chance on City property at any time
11. Abusive or obscene language to any individual on City property
12. Failure to report an accident
13. Failure to observe safety standards and guidelines or wear safety equipment
14. Failure to adhere to cash drawer policies
15. Posting, removing or tampering with bulletin board notices without authority
16. Violations of the solicitation and distribution policy
17. Dress code violations
18. Failure to meet customer service standards
19. Violation of the personal phone call and visitor's policy
20. Intentionally misleading or providing false information
21. Issuing a bad check against the City
22. Failure to pay City utility bills
23. Taking extended breaks or meal periods
24. Violation of the City's smoking policy
25. Violation of the City's sexual harassment policy
26. Violation of the City's affirmative action policy
27. Violation of the City's AIDS policy
28. Failure to report absence from work when scheduled
29. Removing City property without authorization
30. Any violation that disrupts the regular course of business
31. Violation of the City's Safety policy.
32. Violation of the City's social media policy.

EXAMPLES OF VIOLATIONS THAT LEAD TO IMMEDIATE TERMINATION

1. Use of City-owned vehicles without authorization
2. Falsification of City records, including the employment application
3. Knowingly signing/recording the time record of another employee
4. Insubordination. Including failure to carry out any reasonable order of a supervisor or refusal to work on jobs assigned by a supervisor
5. Possession of weapons on City property unless authorized (as in the case of the Police Force)
6. Misuse or removal from City property, without authorization, of any employee lists, City records or confidential information of any kind
7. Abuse, misuse or deliberate destruction of City property, tools, equipment or

- employee property of any kind
8. Reporting to work under the influence of illegal drugs or alcohol or the use, sale, dispensing or possession of illegal drugs or alcohol
 9. The making or publishing of false, vicious, or malicious statements concerning any employee of the City, City Official or City property
 10. Starting a fight on City property or while on City business at any time
 11. Theft or misappropriation of City property or employee property
 12. Possession or use of drugs or alcohol on City property at any time
 13. Sabotage
 14. Immoral conduct or indecency
 15. Unauthorized sleeping during working hours
 16. Leaving City premises during working hours without permission
 17. Gross or willful negligence
 18. Willfully endangering employees, customers or property of the City
 19. Failure to report to work for three or more consecutive working days without notification
 20. Failure to report to work upon completion of a leave of absence of any kind
 21. Rude, discourteous or insolent conduct toward a fellow employee or customer.

The above lists are not all inclusive. Disciplinary action will be based on the evaluation of the Human Resource Department and the Mayor.

*Problem Resolution

The City of Osceola strives to ensure fair and honest treatment of all employees. Supervisors, Managers, and employees are expected to treat each other with mutual respect. Employees are encouraged to offer positive and constructive criticism.

If a situation occurs when an employee believes that a condition of employment or a decision affecting them is unjust or inequitable, they are encouraged to make use of the following steps. The employee may discontinue the procedure at any step.

1. Employee presents problem to immediate supervisor after incident occurs.
If the employee believes it would be inappropriate to contact their immediate supervisor, the employee may present the problem to their Department Manager.
2. Supervisor/Manager responds to problem during discussion or after consulting with appropriate management, when necessary. Supervisor/Manager documents discussion.
3. Employee presents problem to Human Resources Director if problem is unresolved.
4. Human Resources Director counsels and advises employee, visits with employee's manager(s).
5. If problem is still unresolved employee may present problem to Mayor in writing. Mayor reviews and considers problem. Mayor informs employee of decision and forwards copy of written response to the Human Resources Director for employee's file. The mayor has full authority to make any adjustment deemed appropriate to resolve the problem.

Not every problem can be resolved to everyone's total satisfaction, but only through understanding and discussion of mutual problems can employees and management development confidence in each other.

*Workplace Monitoring

Workplace monitoring may be conducted by the city to ensure quality control, employee safety, security, and customer satisfaction.

Employees who regularly communicate with customers may have their telephone conversations monitored or recorded. Telephone monitoring is used to identify and correct performance problems through targeted training. Improved job performance enhances our customers' image of the city as well as their satisfaction with our service.

Computers furnished to employees are the property of the city. As such, computer usage and files may be monitored or accessed.

The city may conduct video surveillance or non-private workplace areas. Video monitoring is used to identify safety concerns, maintain quality control, detect theft and misconduct, and discourage or prevent acts of harassment and workplace violence.

Employees can request access to information gathered through workplace monitoring that may impact employment decisions. Access will be granted unless there is a legitimate business reason to protect confidentiality or an ongoing investigation.

Because the city is sensitive to the legitimate privacy rights of employees, every effort will be made to guarantee that workplace monitoring is done in an ethical and respectful manner.

PAY AND TIMEKEEPING PROCEDURES

* Circumstances In Which The City May Make Deductions From Pay

Deductions from pay are permissible when an exempt employee: is absent from work for one or more full days for personal reasons other than sickness or disability; for absences of one or more full days due to sickness or disability if the deduction is made in accordance with a bona fide plan, policy, or practice of providing compensation for salary lost due to illness; to offset amounts employees receive as jury or witness fees, or for military pay; or for unpaid disciplinary suspensions of one or more full days imposed in good faith for workplace conduct rule infractions (see policies on penalties for workplace conduct rule infractions). Also, the City is not required to pay the full salary in the initial or terminal week of employment; for penalties imposed in good faith for infractions of safety rules of major significance, or for weeks in which an exempt employee takes unpaid leave under the Family and Medical Leave Act. In these circumstances, either partial day or full day deductions may be made to the extent allowed by law.

*Non-Exempt and Exempt Employees

Non-Exempt employees are subject to the Fair Labor Standards Act (FLSA) overtime requirements and therefore are subject to the overtime policies set forth in this Handbook.

Exempt employees are not subject to the Fair Labor Standards Act overtime requirements. Certain employees are classified as exempt based upon the nature of the work, conditions of employment and by the criteria set forth in the rules and regulations of the Fair Labor Standards Act. Exempt employees shall not be eligible for overtime.

*City Policy

It is our policy to comply with the salary basis requirements of the FLSA. Therefore, we prohibit all supervisors from making any improper deductions from the salaries of exempt employees.

*What To Do If An Improper Deduction Occurs

If you believe that an improper deduction has been made to your salary, you should immediately report this information to your Department Manager or Human Resources. Reports of improper deductions will be promptly investigated. If it is determined that an improper deduction has occurred, you will be promptly reimbursed for any improper deduction made.

*Timekeeping

All non-exempt employees are required to keep an accurate record of starting time, ending times, and break periods. It is the policy of the City to have all employees perform their duties while "on the clock". It is not permitted for employees to perform work without recording time. Recording of inaccurate time worked can lead to disciplinary action. No employee can record time for another employee. Doing so can lead to disciplinary action including immediate termination.

Employees should not report to work or sign in for work any earlier than five minutes before their scheduled shifts unless requested by a supervisor. Likewise, employees should sign out no later than five minutes after their scheduled shifts unless requested by a supervisor or dealing with an unforeseen situation requiring immediate attention.

Unapproved absences will not be considered as hours worked for pay purposes.

*Paychecks

Paychecks are issued on a biweekly basis and can be picked up in the department. The employee may be required to show proper identification and to sign for the check. Any discrepancies in pay should be reported to a supervisor immediately. Lost or stolen checks should immediately be reported to a supervisor or Human Resource Representative. Written permission from the employee prior to picking up the check is required for family members or friends to sign for an employee's check.

*Pay Advances

It is the policy of the City not to give out pay in advance of the current pay system.

*Overtime Pay

The City will pay overtime in accordance with the Fair Labor Standards Act. For non-uniformed, Non-Exempt employees of the City who work more than forty (40) hours during any given week, the employee shall be paid at the rate of one and one-half times regular pay for all hours in excess of forty for the week. Only hours worked count in calculating overtime. Pay for holidays, vacations, sick time, jury duty and the like do not count as hours worked. Emergency call-ins will be at overtime rates. Hours worked on Sunday will be at the regular rate unless in excess of forty (40) hours in the week. Overtime will be permitted only with prior approval of the Department Manager or Supervisor prior to the commencement of such work or when absolutely necessary due to emergency conditions. Failure to obtain prior approval before working overtime will result in disciplinary action.

Uniformed firefighters and police officers will be paid overtime in accordance with state and federal laws. See your supervisor for further details.

*Personal Finances

It is the policy of the City to require employees to meet and discharge their financial obligations in a timely manner.

The City may conduct credit checks on current employees being considered for promotion or transfers to positions where financial status may have an impact on an employee's qualifications to perform the job.

The Human Resource Manager and Finance Director are the only persons authorized to receive a writ of garnishment or attachment, a notice of levy by any taxing authority, or any other similar order requiring payment of a portion of an employee's compensation to someone other than the employee. The amount deducted will not exceed that permitted by law. No employee will be terminated because of the fact that his/her earnings have been subject to one garnishment. However, repeated garnishments for more than one indebtedness may result in disciplinary actions, up to and including termination.

*Scheduling

Scheduling is done on an individual basis within each department to meet departmental needs and to maintain safety and business standards. Employees with concerns regarding their schedules should contact their departments directly. The City is unable to guarantee a set shift for any employee. Employees may be requested to work weekends, holidays or night shifts to meet business needs. Pay will be adjusted as specified in the corresponding policies printed in this handbook.

*Meal Policy

The Department Head or supervisor will set meal periods. Part time employees working five consecutive hours or more will be afforded an unpaid meal period. Employees must record meal periods for accurate timekeeping purposes. Failure to return from a meal period or failure to return in a timely manner will result in disciplinary action, which can lead to and include termination.

*Break Policy

An employee will receive one 15-minute break for every four hours worked. Breaks should be taken with the permission of the supervisor and should not interrupt the general course of business. Failure to return from break or failure to return from break in a timely manner will result in disciplinary action which can lead to and include termination.

*Attendance/Tardy Policy (revised 1/10/11)

Not arriving to work for a scheduled shift or arriving to work late for a scheduled shift is a serious matter. The City expects that all employees adhere to their scheduled shifts. Employees are required to be at their work area, ready to work at the scheduled starting time. It is the responsibility of the employee to make arrangements to replace a scheduled shift that cannot be worked. All requests for days off, including vacation days, must be requested in advance.

The following policy will be used for disciplinary action regarding attendance and tardiness:

Policy:

Unauthorized absence and/or tardy):

2 times in 6 months = verbal warning

3 times in 6 months = 1st written warning

4 times in 6 months = 2nd written and final warning

5 times in 6 months = termination

A rolling calendar is used for purposes of the absence/tardy policy.

Employees should notify their supervisor as far in advance as possible whenever they are unable to report to work, know they will be late or must leave early. Employees who are delayed in reporting to work more than 30 minutes and who have not notified their supervisor of expected tardiness may lose their right to work the balance of the workday.

Employees are expected report to work during inclement weather conditions.

Any employee who fails to report to work for three consecutive days without notifying a supervisor or Human Resource Representative during that same time period will be considered as having voluntarily quit and will be terminated.

*Tuition Reimbursement

City will provide educational assistance to all full-time employees. An employee may be reimbursed 100% of the cost of tuition and fees, excluding books and materials, upon satisfactory completion of an eligible course, which has been approved by their Department Manager in advance of registration, provided the employee registered for the course after becoming employed by the City. To maintain eligibility employees must remain on the active payroll and be performing their job satisfactory through completion of each course. The City has the sole discretion to determine whether a course relates to an employee's current job duties and the cost of tuition is reasonable. Eligible courses should be taken at a fully accredited university, college, or technical institute requiring attendance in person.

An employee is eligible to apply for financial assistance under this policy provided the employee does not receive educational benefits from the Federal Government and provided all or any part of the tuition and fees are not paid for or waived because of a fellowship, scholarship or other comparable financial assistance. If tuition and fees exceed the amount of educational benefits received from other sources, the City's tuition reimbursement shall apply to those excess costs. Financial assistance will only apply to courses completed toward an Associates or Bachelor's Degree.

Courses taken must involve completion of their requirements outside the regular work schedule of the employee. This policy does not apply to courses or training which employees are directed by the City to take in fulfillment of the responsibilities of the City.

EMPLOYEE LEAVES

*Holidays (Non-uniformed employees)

All benefit eligible employees are to be paid for the eleven-(11) holidays, whether they work the holiday or not. An employee who works 1000 hours or more during a calendar year (full time) will receive eight hours or pay at the straight hourly rate. Paid specific holidays are earned as the date that they occur and cannot be used in advance. The eleven holidays are:

Holidays Paid Specific

1. New Year's Day
2. Memorial Day
3. Independence Day
4. Labor Day
5. Thanksgiving Day
6. Day after Thanksgiving Day
7. Christmas Eve
8. Christmas Day
9. The Employee's Birthday

Non-Paid Specific Holidays

1. (2) Floating Days

Floating holidays must be scheduled in advance with an employee's immediate supervisor. The employee can take floating holidays on any day they choose at the discretion of their Supervisor/Department Manager. Floating holidays cannot be taken the day before or the day after a scheduled holiday. Also, floating holidays must be taken in (1) day increments and cannot be taken consecutively.

Any employee who is absent due to an unscheduled absence on the last scheduled working day before or first scheduled working day after a designated holiday will not be paid for that holiday.

Uniformed employees

All benefit eligible employees are to be paid for the eleven (11) holidays, whether they work the holiday or not. An employee who works 1000 hours or more during a calendar year (full time) will receive eight hours or pay at the straight hourly rate. Paid holidays are earned as the date that they occur and cannot be used in advance. The eleven holidays are:

Holidays Paid Specific

1. New Year's Day
2. Martin Luther King Day
3. President's Day
4. Memorial Day
5. Independence Day
6. Labor Day
7. Thanksgiving Day
8. Day after Thanksgiving Day
9. Christmas Eve
10. Christmas Day
11. The Employee's Birthday

In order to provide consistency of service and protection to the citizens of Osceola on various recognized holidays, the Fire Chief and Police Chief shall be responsible for assigning actual work duty during normally recognized holidays.

Any employee who is absent due to an unscheduled absence on the last scheduled working day before or first scheduled working day after a designated holiday will not be paid for that holiday.

*Vacation

Employees of the City are eligible to receive a paid vacation after 12 months of service. The time at which a vacation may be used must be scheduled with an employee's immediate supervisor. Changes to this schedule will be made at the discretion of the Department Head. Vacation time will be charged to the employee in not less than 1/2 day units.

Each employee shall be granted vacation time based on his or her length of service with City in accordance with the following schedule:

1. 1 year and 2 years-----10 days
2. 3 years and 4 years-----10 days
3. 5 years to 15 years-----15 days
4. Over 15 years-----20 days

Employees are encouraged to take all of their vacation time each year. The City recognizes this may not always be possible. Therefore, employees may sell back to the city, with the approval of the Department Head, up to 5 days of unused vacation one time per year if they accumulated 10 days and can sell 10 days if they have accumulated 15 or more vacation days. There are however, no provisions for the accumulation of vacation time. In other words, vacation time not taken within one year from the time it is earned is forfeited. Employees who have earned vacation time who are separated from the City's employment and who are in good standing shall be compensated for unused vacation time.

Uniformed firefighters and police officers will be given vacation time and compensation for unused vacation in accordance with state law. Your Human Resource Manager or Department Head will provide a vacation schedule for you.

*Court Duty

All employees shall be given necessary time off with pay for performing jury duty or when subpoenaed as a witness in any legitimate court. Employees must submit a copy of the relevant court-related paperwork as early as possible to the Human Resources Director upon receipt thereof. If an employee is in court for one half day, he/she will be required to report to work for the remaining half day.

*Death in the Family

All employees are eligible for a paid bereavement leave for a period up to and not exceeding (3) working days to attend the funeral of a family member. For purposes regarding the use of these days, leave constitutes the day before, the day of and the day after a family members funeral. If the funeral is to take place on a weekend the same use applies unless the funeral is out of town. Out of town for purposes of this section is considered overnight, long-distance travel. The employee must complete a Bereavement Leave request form and give to the Department Manager. Leave will be granted by the Department Manager.

Bereavement leave will be granted for the following reason:

Death of a member of the employee's immediate family. Immediate family for purposes of this section shall include the employee's spouse, child, father, mother, father-in-law, mother-in-law, brother, sister, grandparent of employee or spouse, son-in-law, daughter-in-law, grandchild, or member of immediate household. The City reserves the right to ask for verification of death.

*Unpaid Leave Of Absence

The Mayor may grant an employee leave of absence without pay when requested by the employee's Department Head for a period not to exceed 30 days in a calendar year when it is in the interest of the City to do so. Leaves are generally not granted during busy periods. Any vacation due must be taken before an employee can begin an unpaid leave. An approved leave of absence shall not constitute a break of service with respect to tenure, retirement, seniority and the like. Failure to return from a leave will be considered a resignation and will result in immediate termination. Employees taking leaves should be aware that the position and rate of pay offered upon the return to work may or may not be the same as prior to the leave. The City will provide health insurance and other benefits to employees on leave as required by law. Benefits that accrue according to length of service, such as paid vacation, holiday, personal and sick days do not accrue during periods of leave.

*Medical Leave

Uniformed firefighters and police officers will receive paid leave in accordance with state law. Please see your Human Resource Manager or Department Head for an explanation of the Uniformed Medical Leave Policy.

Employees of the City not classified as firefighters or law enforcement officers are eligible for leave with pay after 12 months of continuous service. Leave is earned on the first day of the calendar year.

Each full time employee will receive twenty (20) days per year of which three (3) can be used as sick days. The remaining seventeen (17) will accrue for short term disability. "Short Term Disability" will be any illness, injury or disability (including pregnancy) that requires the employee to be unable to work for more than 5 consecutive working days. A physician's note must be presented before short term disability will be paid and periodically throughout the leave. Short-term disability leave will accrue up to a maximum of sixty (60) days.

Employees are not required to present a doctor's statement, unless requested by a supervisor, for use of the three sick days. A doctor's written statement will be required for payment under the "short term disability leave". The City may require, at its own expense, a second opinion from a doctor of the City's choosing.

The policies governing the utilization of sick leave are as follows:

1. An employee is eligible for sick leave for any one of the following reasons:
 - a. Personal illness or physical incapacity resulting from causes beyond the employee's control.
 - b. Quarantine of any employee by a physician or officer to comply with community health regulations.
 - c. Illness in the employee's immediate family which would require the employee

- to personally take care of his/her family. Immediate family for the purpose of this definition shall include the employee's spouse, children and parents.
2. An employee who is unable to report to work due to one of the above reasons shall report the reasons for his/her absence to a supervisor or Department Head before he/she is expected to report to work. Sick leave with pay shall not be allowed unless this requirement is met.
 3. Bon a fide evidence or full justification for every absence receiving benefits under this section must be presented when requested by the Department Head or supervisor.
 4. Absence for part of a day that is chargeable to sick leave shall be charged proportionately in an amount not less than 1/2 day.
 5. Sick leave or short-term disability will not be granted when an injury is incurred while the employee is performing work for compensation for an employer other than the City of Osceola.
 6. At the time of retirement, resignation or termination, employees shall not be entitled to receive compensation for any unused sick leave that may have accrued during the employee's years of service to the City.
 7. An employee cannot collect both short-term disability and workers' compensation congruently.
 8. Employees who are on approved Sick Leave/STD, workers' compensation or FMLA may not perform work for another employer during that leave.

*Family & Medical Leave

The Family Medical Leave Act (FMLA) of 1993 requires cities with fifty (50) or more employees to offer up to twelve (12) weeks of unpaid, job-protected leave to eligible employees for certain family and medical reasons. Eligible city employees may take up to twelve (12) weeks of unpaid leave for the following reasons:

- The birth and care of the employee's child;
- The placement of a child into an employee's family by adoption or by foster-care arrangement;
- The care of an immediate family member (spouse, child or parent) who has a serious health condition; and
- The inability of a city employee to work because of a serious health condition which renders the employee unable to perform the essential functions of his or her job.

The Federal Act requires that the city maintain the employee's health coverage under any group plan during the time the employee is on FMLA leave. To be eligible for the FMLA benefits employees must:

- Be employed by the city for at least one year;
- Have worked 1250 hours over the previous 12 months preceding the leave request.

City employees must use vacation or accrued leave before FMLA leave will be granted. City employees are required to provide advance leave notice (at least 30 days) when leave is foreseeable (such as childbirth, adoption or planned medical treatment). Depending on each individual situation, the city may require a medical certification to support a request for FMLA leave because of a serious health condition and require a fitness for duty report to return to work.

The city understands that upon return from FMLA leave, most employees must be restored to their original or equivalent positions with equivalent pay, benefits and other employment terms. Furthermore, the use of FMLA leave cannot result in the loss of any employment benefit that accrued prior to the start of an employee's leave. Employees wishing additional information should consult with their Human Resource Manager. Again, this is an unpaid leave.

*Military Leave

A military leave of absence will be granted if an employee enlists, is inducted, or is recalled to active duty in the Armed Forces of the United States for a period of up to four years. Employees who perform and return from military service in the Armed Forces, the military Reserves or the National Guard will retain such rights with respect to reinstatement, seniority, vacation, layoffs, compensation, and length of service pay increases are required by applicable federal or state law. Any employee who leaves the City's service for compulsory military duty shall be placed on military leave without pay. Any accrued vacation leave as he/she may be entitled to at the time of departure will be paid upon request of the employee. No accumulated sick leave will be paid. It will be held in trust and credited toward the employee upon his/her return to employment by the City.

*Miscellaneous Leave

The attendance of employees at seminars and training programs is considered part of continual professional development. Department Manager must pre-approve attendance at these meetings. If employees are required to attend these meetings at a location requiring an overnight stay or travel time in excess of the employee's normal work day, overtime will not be paid. However, the city will pay all reasonable out-of-pocket expenses for lodging, travel costs, meals, etc., pursuant to its regular expense policy.

*Occupational Injuries

All employees of the city are covered under the Arkansas State Worker's Compensation Law. Any employee incurring an "on-the-job" injury should immediately notify their supervisor who will arrange for appropriate medical treatment and prepare the necessary reports required for the employee to be compensated.

An employee who is absent from work due to work related illness or injury will be on Workers' Compensation status from the first day, or partial day, of absence due to the work related illness or injury. An employee who is on Workers Compensation will be paid in accordance with the regulation of the Arkansas State Workers' Compensation. There are no additional supplemental payments by the City of Osceola permitted. An employee who is on Worker's Compensation will be required to pay the City of Osceola on a monthly basis, for any Medical Benefit or voluntary deductions. Failure to pay can result in the cancellation of these benefits.

EMPLOYEE SUGGESTION PROGRAM

It is the policy of the City of Osceola to encourage employees to make constructive suggestions for the improvement of operations. Because of this policy effective 6/1/99 the City of Osceola will implement an Employee Suggestion Program to give appropriate recognition and rewards for suggestions that are properly submitted and accepted.

Program Guidelines

1. Employees of the City below the level of Department Manager are eligible to participate in the Suggestion Program.
2. An eligible suggestion for the purposes of this program is defined as a constructive idea that has design and purpose for the resolution of a problem, the improvement of the operations or procedures, or the improvement of the City's working environment. Examples of eligible suggestions include:
 - a. More efficient ways to do a job or reduce costs;
 - b. Improvements to customer service or quality of service;
 - c. Ways to reduce waste;
 - d. More efficient ways to use work areas;
 - e. A new source for obtaining parts, materials, or supplies;
 - f. Ideas for improving attendance;
 - g. Methods of making work areas safer or cleaner;
 - h. Better ways to safeguard City property;
 - i. Revisions or improvements to City policies;Topics not eligible for consideration include complaints and criticisms, wage issues, and non-business concerns.
3. To be considered for evaluation, all suggestions must be submitted in writing. Suggestion forms are available from the Human Resources Department. Each suggestion form must be signed, dated, and delivered to the Human Resources Department. The Human Resources Department will mail to the suggesting employee's home address an acknowledgment that includes the date the suggestion was submitted to the Mayor for evaluation.
4. The Mayor will evaluate all properly submitted suggestions and determine which will be accepted or rejected. Those suggestions accepted will be referred to the appropriate Department Manager for implementation. The Human Resources Department will notify the suggestor and make any appropriate announcements.
5. Awards for implemented suggestions will be a onetime award of a Wal-Mart Gift card in the amount of \$50.00.
6. All suggestions, once submitted, become the property of the City. The City may modify, change, or eliminate the Suggestions Program at any time, at its discretion.

EMPLOYEE SERVICE AWARDS

It is the policy of the City to recognize employee service to the organization by presenting employee service awards to eligible employees according to the guidelines below.

All full-time employees are eligible to receive a service award upon completion of five years of service and at the end of every five years of service. Service does have to be continuous to count toward service credit for the award.

Service awards generally will be presented to the individual at the end of the quarter in which their anniversary falls and they become eligible.

The Human Resources Department is responsible for identifying the employees who will be honored, notifying the presenter, ordering the awards, and arranging for the appropriate announcements and publication of awards, both internally and externally.

SAFETY

The City places a strong emphasis on safety. It is the responsibility of each employee to maintain a safe working environment for the wellbeing of all employees, customers and citizens.

All unsafe/hazardous conditions or potentially unsafe conditions should be immediately reported to a supervisor. Additionally, a supervisor or Department Head should be immediately contacted if an employee is unsure of proper operating/safety procedures.

Safety policies specific to each department are found in the "City of Osceola Safety Handbook". The policies outlined in this text are designed to prevent employee/customer accidents and to create a safe environment. Failure to follow safety procedures can lead to disciplinary action.

All employee and customer accidents, no matter the amount of injury, must be immediately reported to a supervisor, Department Head or Human Resource Representative.

REPORTING OF EMPLOYEE ACCIDENTS

-Contact a supervisor, Department Head or Human Resource Representative immediately, regardless of the extent of injury.

-The supervisor or Human Resource Representative will help obtain first aid or medical attention.

-Complete the "Employee Accident Form" and answer questions regarding the injury.

A supervisor or Department will conduct -An investigation of the accident Head.

REPORTING OF CUSTOMER ACCIDENTS

-Contact a supervisor, Department Head or Human Resource Representative immediately, regardless of the extent of injury.

-Stay with the customer until a supervisor arrives.

-Do not say anything to the customer about the accident. Do not touch the accident scene (leave everything as is).

-Discuss details of the accident with the supervisor only.

-If there are witnesses, get their names, addresses and phone numbers, and give this information to the supervisor. Ask them to talk to the supervisor. Do not detain if they want to leave.

* Eye Protection Policy

The City of Osceola believes their employees are their most important assets and recognized that safeguarding their health and safety cannot be overemphasized. Furthermore, we recognize the fact that accidents cause untold suffering and financial loss to our employees and their families.

In fulfilling our goal of providing a place of employment free from recognized hazards, with the safest of possible working condition, the City of Osceola establishes this Eye Protection Policy.

Safety Glasses are required to be worn while performing any appropriate work activities. Eye protection is not required in office areas or city vehicles unless maintenance work in these areas require eye protection. If the work being done requires use of goggles or face shields they may be worn with or in place of safety glasses.

Non-prescription safety glasses must be company approved and will be provided by the city.

The city will reimburse the employee for one-half the cost of prescription safety glasses for other than standard eyewear, as needed, in accordance with the following:

Employee must obtain (at his/her expense) a prescription for other than standard eye. This may be obtained from their own optometrist.

Prescription eyewear must be city approved if not purchased through the city approved vendor.

The approved vendor frames are located at Dr. L.B. Keller's office in the Osceola, Arkansas.

Supervisors and Managers are to provide means for prompt corrective action when safety glasses are not being used. Employees are to abide by the above Eye Protection Policy to insure their safety and that of fellow employees.

AMENDMENT

This handbook outlines pertinent policies and procedures for the employees of the City of Osceola. Nothing in this handbook constitutes a contract of employment or is deemed to alter the employment-at-will relationship which exists between the employee and the City of Osceola. The City reserves the right to change any policy at any time through action of the City Council. The Human Resource Office is available to answer questions regarding the contents of this handbook.

