

# Town of East Hampton

## Employee Handbook (Revised)

[www.easthamptonct.gov](http://www.easthamptonct.gov)



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## INTRODUCTION

### Welcome...

...to the Town of East Hampton. We want your work experience here to be a positive one for you and for our community. This handbook has been prepared as a practical guide to the current personnel policies and practices of the Town, and to serve as your personal reference in answering questions that you may have about your job. (Please note: where this handbook is in conflict with a collective bargaining agreement, the agreement will prevail). Please ensure that you read it thoroughly. If you do not understand anything in the Employee Handbook, please consult your supervisor or the Human Resources Department.

***This handbook is not a contract of employment or a guarantee of future employment for any particular period of time and should not be construed as such. This organization adheres to the policy of employment-at-will for all non-union employees, which enables either the employee or the employer to terminate the employment relationship at any time, with or without cause. The Town's policy of employment-at-will may be modified only by formal written contract, signed by both the employee and employer, evidencing the Town's intent to enter into a contract of employment in accordance with relevant Charter provisions.***

The Town of East Hampton's policies, benefits and rules as explained in this handbook may be changed from time to time as business, employment legislation and economic conditions dictate, notwithstanding the terms of any collective bargaining agreements in effect. Employees are expected to behave in a manner consistent with existing policies and codes of conduct.

Thank you.



David E. Cox  
Town Manager

**EMPLOYEE ACKNOWLEDGEMENT**

I acknowledge that I have received and will review a copy of the Town of East Hampton's Employee Handbook. I understand that it is my obligation to familiarize myself with and comply with all the policies and procedures set forth herein. I also understand that if I am a member of a union, the terms of the applicable collective bargaining agreement will apply if in conflict with the terms of this handbook. I further understand that the Town may change, delete, add to, suspend, or discontinue any of its policies and procedures.

Employee Name: (Please print) \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## **I. GENERAL EMPLOYMENT POLICIES**

### **Equal Employment Opportunity Statement**

The Town is an equal opportunity employer. No employee or applicant will be discriminated against because of race, color, religion, gender, national origin, age, marital status, disability, veteran status, pregnancy, sexual orientation, gender identity/expression, genetic information or any other applicable legally protected status. The Town will consider all individuals for any position for which they are qualified and able to perform. It is the Town's policy to administer all phases of its personnel activity, including recruitment, hiring, training, promotion, transfer, discipline, compensation and benefits and all other conditions or privileges of employment without regard to any applicable legally protected status. Rather, the Town employs individuals based on performance, experience, qualifications and ability.

#### **1. Accommodations for Qualified Individuals with Disabilities**

The Town is committed to complying with all applicable provisions of state and federal laws protecting the rights of qualified disabled individuals. It is the Town's policy not to discriminate against any qualified employee or applicant with regard to any terms or conditions of employment because of such individual's disability or perceived disability so long as the employee can perform the essential functions of the job with or without a reasonable accommodation. Consistent with this policy of nondiscrimination, the Town will provide reasonable accommodations to a qualified individual with a disability, as defined under applicable law, who has made the Town aware of his or her disability, provided that such accommodation enables the individual to perform the essential functions of his or her job and does not constitute an undue hardship on the Town. Applicants or employees with a disability who believe they need a reasonable accommodation to perform the essential functions of the job at issue should contact the Human Resources Coordinator.

#### **2. Attendance**

The Town expects employees to report to work on a consistent basis and in a timely manner. In the event that an employee is unable to report to work he/she is required to notify his/her supervisor as soon as practical. Whenever possible obtain advanced approval from your supervisor.

The Town reserves the right to inquire from employees who exhibit a pattern of absenteeism or in the Town's judgment abuse leave time, to provide appropriate documentation verifying the need to be absent from work. Abuse of leave time may constitute misconduct and lead to disciplinary action.

Employees who are absent from work for three (3) consecutive business days without notifying their supervisor of their absence are deemed to have abandoned their jobs. Except in extenuating circumstances such as a medical emergency that prevents the employee from contacting their supervisor, the employee shall be considered to have voluntarily resigned.

#### **3. Breast Feeding Policy**

An employee who wishes to utilize her break time to breast feed or express breast milk shall be provided a private space, other than a toilet stall, in which to do so.

#### **4. Business, Travel & Other Expenses**

Employees, who use their private automobiles for official Town business as authorized by the Town Manager, shall be compensated at the I.R.S. rate per mile. Claims for mileage reimbursement should be submitted monthly for the previous month. Evidence that automobile insurance is fully in effect is required for reimbursement. Such evidence must be provided annually at the start of the fiscal year.

The Town does not provide reimbursement for travel to and from work.

**Air/train/bus travel and lodging:** The Town will reimburse employee for work related travel (coach fare) and lodging with prior approval from the Town Manager.

**Meals and incidentals:** The Town will reimburse employees for the cost of meals incurred while traveling on official town business in accordance with the Town's standard reimbursement rates. Receipts will be required. Meal allowance may be reduced if meals are included in conference fees.

It is Town policy that when employees are entertaining potential or existing visitors, customers, colleagues or potential or current employees — whether such entertainment is reimbursed by the Town or not — that nothing occurs that is adverse to the interests of the Town. When entertaining any such individuals, employees are further required to avoid all unlawful activities.

The Town will reimburse other expenses that are reasonable, necessary, and are for a business purpose of the Town. An employee should consult with a supervisor before incurring these expenses. However, the Town does realize that not every situation can be anticipated.

An original itemized receipt, a brief statement describing the justification for the expense and a list of the attendees must accompany all reimbursement requests and must be submitted within sixty (60) days of the expenditure to be reviewed for reimbursement.

#### **5. Citizen Complaints**

The Town expects that any complaints filed by citizens against Town employees or services will be fully investigated and that corrective action, as warranted, will be taken.

The following procedures specify how Town departments, (except the police department), should respond to citizen complaints:

- The department head or his or her designee should handle more routine complaints of rude behavior, poor service, non-performance, etc.
- The Human Resources Coordinator should handle more serious complaints of corruption, discrimination or anything that could be considered a crime.
- The Town Manager should handle any complaints made directly against a department head.



- Any citizen who has a complaint should be asked to submit a detailed statement in writing regarding the factual basis for the complaint. If the citizen refuses or is otherwise unable to provide such a statement, the employee should obtain as much information as possible, (names, addresses, phone number, dates, witnesses, times, etc. and a detailed description of the complaint), and write up the same for investigation. The employee should further assure the citizen that his or her complaint will be investigated and that he or she will be informed of the outcome.
- All complaints must be fully investigated and a disposition must be determined in writing at the appropriate level (see preceding paragraphs 1-3). Anonymous complaints will be investigated to the extent that the information provided allows.

Copies of the completed investigation identifying the corrective action taken must be forwarded to the Town Manager.

## **6. Dress Code**

Dress, grooming and personal cleanliness standards affect the image the Town presents to its residents, visitors and others. It is expected that you will dress appropriately and in a manner consistent with the nature of the work you will be performing.

Generally the expected dress code is as follows:

- Town Hall and office employees – “Business casual” (e.g. collared shirts, sweaters, khaki or dress slacks, dresses, skirts, suits or jackets). Jeans in good condition are acceptable on casual Fridays.
- Public Works and Parks and Recreation – Uniforms supplied by the Town. No cut-off sleeves or shorts are allowed. Hemmed shorts are generally acceptable for the summer months. Uniforms shall be neat and free of holes, rips and tears. Approved safety shoes must be worn at all times.
- Police Department – Uniforms supplied by the Town.
- Field Personnel – Casual clothing (i.e. jeans and a collared shirt) is acceptable and should be appropriate for the given work situation. Field personnel generally have more contact and or exposure with the public and therefore it is important that they dress in a neat and presentable manner.
- Seasonal Park and Recreation, and Library Employees – Appropriate clothing as determined by the Director of Parks and Recreation, or the Library Director.

Employees working with the public or in the public view are prohibited from having any tattoos visible, wearing any facial/tongue piercing (except for religious purposes) or excessive earrings in each ear while working. Tattoos that contain images that may be offensive or insulting to others or that could cause disruption in the workplace should be covered at all times while at work.

Employees are required to wear their Town issued ID badge at work. Employees that operate machinery (i.e. Public works, Parks and Recreation employees and others as determined by their Directors) are not required to wear their ID badges as the badge may pose a safety hazard but must carry it with them while at work.

Any employee who reports to work inappropriately groomed or dressed may be asked to leave without pay and return properly groomed and dressed. If an employee continues to dress in

an inappropriate manner and counseling fails to bring the desired response, the supervisor may initiate disciplinary action.

## **7. Drug and Alcohol Free Workplace**

The Town of East Hampton is concerned about maintaining a safe and productive working environment for each employee and therefore the use of illegal drugs and the abuse of legal drugs and alcohol have no place in Town employment. Employees who use illegal drugs or abuse legal drugs or alcohol tend to be less productive on the job. They may be less reliable and may have performance and attendance problems. These conditions increase the cost, cause delay in services we provide and may cause increased risk of injury to other employees and to our customers.

The Town of East Hampton has a strong commitment to establishing and maintaining a drug-free work environment through this policy, designed to guide supervisors and employees in how to deal with substance abuse. The Town of East Hampton is committed to implementing this policy in a fair and equitable manner to promote a safe and drug-free workplace.

In an effort to provide a safe, drug-free work environment, the Town of East Hampton has adopted the following policies:

Employees are prohibited from using, selling, possessing or distributing illegal drugs or abusing legal drugs while on duty, whether on or off the Town of East Hampton property.

Alcohol may not be bought or consumed while at work, whether on or off town property, except when specifically authorized by the Town Manager.

Employees are prohibited from being under the influence of alcohol or drugs while at work. This includes the normal workday, scheduled evening meetings, or an emergency response. All employees shall report to work physically and mentally able to perform their jobs without impairment.

Employees who are required to have a Commercial Driver's License will be subject to federal DOT regulations requiring drug and alcohol testing.

Failure to cooperate fully with the requirements of any drug-screening test, including accurate completion of the required documentation, may result in termination of employment.

Criminal arrest, either on or off the job, for drug-related offenses generally will not constitute grounds for discipline unless the offense is confirmed by criminal conviction and/or independent investigation by the Town of East Hampton. However, an employee may be demoted, removed from the performance of safety sensitive duties, relieved from duty or be subjected to other personnel actions in the interests of public safety. Arrest or conviction may be grounds for other disciplinary action up to and including termination.

The legal use of prescribed drugs is permitted on the job if such use does not impair the employee's ability to work safely and does not endanger other employees. Employees must keep all prescribed medicine in the original container, which identifies the drug, date of prescription, dosage and prescribing physician.

Any employee convicted for any drug statute offense for a violation occurring in the workplace, must notify the Town Manager in writing within five calendar days of such conviction.

All employees of the Town of East Hampton are expected to abide by the terms of this policy.

The Town of East Hampton offers assistance to eligible employees who are faced with alcohol or drug-related problems, through the Employee Assistance Program (EAP). The Town encourages employees who may have a substance abuse problem to use the EAP for assistance before any disciplinary action is necessary. Employees who are recovering from substance abuse are expected to maintain satisfactory job performance and to remain committed to a rehabilitation plan. The Town will work with employees who successfully complete a rehabilitation program and who remain substance-free to continue to be productive members of its work force.

## **8. Freedom of Information Act**

It is the policy of the Town of East Hampton to abide by both the letter and spirit of the Freedom of Information Act (FOIA). The Act requires public entities to disclose information and documents related to Town business, with certain limited exceptions. The Act defines agency records subject to disclosure, outlines mandatory disclosure procedures and grants exemptions to the statute. It mandates that all meetings of public bodies be open to the public. (Connecticut General Statutes §1-200 et seq.).

## **9. Grievances**

Non-union employees can use the internal grievance procedure when they feel a work-related decision is not consistent with established Town policies and practices, including those outlined in our Employee Handbook.

To initiate the grievance procedure, the employee shall, within ten (10) calendar days of the occurrence of the grievance submit it in writing to the employee's immediate supervisor. Absent extenuating circumstances, the immediate supervisor shall meet with the employee within five (5) working days of the receipt of such grievance and use his/her best efforts to settle the dispute and shall issue a written decision within (5) working days of such meeting. If the employee is not satisfied with the decision rendered by the immediate supervisor and elects further processing, the employee may, within ten (10) working days of receipt of the immediate supervisor's decision submit the grievance in writing to the Town Manager. Absent extenuating circumstances, the Town Manager shall meet with the employee within five (5) working days of receipt of such grievance and use his/her best efforts to settle the dispute. Absent extenuating circumstances, the Town Manager's decision shall be submitted in writing to the employee within five (5) business days of such meeting. The Town Manager's decision shall be final and binding on the issue(s) in question.

Where employees believe it would be inappropriate to discuss their grievances with their immediate supervisor, they may bypass the supervisor and seek assistance from the next level of management, the Town Manager or the Human Resources department.

The Town will not permit any supervisor, manager, or employee to engage in any form of retaliation against any employee availing himself/herself of the grievance procedures.

## 10. Inclement Weather

"Inclement weather" shall mean severe weather that is accompanied by one or more of the following: public school closures, interruption of transit service, blockading of streets, significant power outages, and/or a determination by the Town Manager that only essential employees are to report to work. Generally inclement weather does not warrant the closing or delayed opening of Town operations. Essential employees must report to their regular work location according to their regular work schedules unless directed otherwise. Department Heads and Managers can use reasonable judgment in assuring that operations are covered and staff are safe.

"Essential personnel" shall mean those employees designated by management as such because their work directly supports efforts to maintain or restore public safety and include, but may not be limited to, utility workers, roadway maintenance workers, police officers and firefighters, Department Heads and Managers.

Depending on the timing of a severe weather event, a nonessential employee who is going to be delayed (unable to report to work on time) or decides to leave early shall:

- Notify their supervisor of their estimated time of arrival.
- Submit a Personal Action Request form for time taken using accrued vacation, personal or compensatory time. Sick time cannot be used unless the employee can establish to his or her supervisor's satisfaction that there is a bona fide reason for sick leave use.

If an individual employee decides not to report to work due to concerns about their personal safety, transportation problems, or child care issues they shall:

- Contact their supervisor as soon as possible.
- Upon return, submit a Personal Action Request form using accrued vacation, personal or compensatory time. Sick time cannot be used unless the employee can establish to his or her supervisor's satisfaction that there is a bona fide reason for sick leave use.

At the discretion of the supervisor, part-time employees:

- May make up lost time through an adjusted work schedule, but under no circumstances shall this result in overtime compensation.

Closing and or delay information will be announced on television channels NBC CT and WFSB; the Town website, [www.easthamptonct.gov](http://www.easthamptonct.gov); and/or automated phone calls to employee's home or cell phone on record.

## 11. Performance Evaluations

The Town of East Hampton strives for the most highly qualified employees possible. In an effort to ensure continued improvement and quality of service the Town requires that all staff receive their first Performance Evaluation after they complete their probationary period and then annually as they continue to be employed. Staff and Direct Supervisors are to use this opportunity to develop a road map for continued success and growth.

Staff is to use the Performance Evaluation form in Appendix A. At the completion of all Performance Evaluations a copy of the completed evaluation should be confidentially provided to the Human Resources Department so it can be included in the appropriate personnel file.

## **12. Personnel Files**

The Town keeps certain records relating to an employee's employment in a personnel file. The documents contained within that file are the property of the Town and must be maintained for government and Town record-keeping purposes.

The following items may be included in employees' personnel files:

- Employment application and résumé;
- Reference checks;
- Job descriptions;
- Records related to hiring, promotion, demotion, disciplinary actions, transfer, layoff, compensation, training, etc.
- Letters of recognition;
- Performance evaluations;
- Exit interviews;
- Termination records;
- Training records.

The following records will be maintained in files separate from employees' personnel files:

- Medical records;
- Equal employment opportunity documents identifying an individual's race and sex;
- Immigration forms.

All files connected with an employee are considered strictly confidential, and access will be limited only to Human Resources employees, the Town manager, and the direct supervisor or manager of an individual employee with a job-related need to know the information and who has been authorized to see the file. However, the Town may also be required to disclose certain personnel records to members of the public, pursuant to requests made under the Freedom of Information Act.

Any employee who wishes to review his/her personnel file should contact the Human Resources Department in writing to arrange for a mutually convenient time to review appropriate material. The Town requires that employees view their personnel files in the office of the Human Resources Department and in the presence of a Human Resources staff member.

Items in the personnel file may be copied at the expense of the employee.

Any employee who does not agree with the information in his/her personnel file has the right to challenge or appeal the information. Employees may have a statement of disagreement placed within the file. However, records may not be removed.

In the event of pending litigation, managers and supervisors are expected to suspend standard data destruction procedures and to maintain all personnel file documents and records relevant to the complaint.

### **13. Portable Music Devices**

The Town permits employees to bring iPods, MP3 players, and other portable music devices to work. However, it expects employees to adhere to the following guidelines to ensure their proper and safe use.

Employees may listen to music quietly at their desks, but the volume level must be kept low so that it does not block out voices or disturb co-workers. Employees who abuse this privilege will be prohibited from listening to their iPods or other portable music devices during working hours.

Employees are prohibited from walking around the office, attending meetings, or meeting with clients while wearing headphones.

Use of the Town's computers to download or stream music is strictly prohibited.

Listening to a portable music device and wearing headphones while driving a Town-issued motor vehicle is strictly prohibited.

### **14. Probationary Period**

Employees must satisfy a probationary period of employment, normally six months. During this time your attendance, attitude, performance, initiative and work habits will be carefully observed and evaluated. Your status as a regular employee will be determined after satisfactory performance on the job.

Should your productivity fall below what is expected, your supervisor will bring that to your attention so that your performance can improve. A determination about your continued employment will be made before the expiration of this period. The period of probation may be extended under unusual circumstances at the discretion of the Town Manager. Separations can occur at any time during the probationary period. Remember, even though you may successfully complete the probationary period, it is expected that your performance will remain at an acceptable level. Additionally, if you are promoted into a different classification, you will be expected to work through an additional probationary period since the scope of your job will have changed.

### **15. Promotion**

The Town policy on promotions encompasses the same equal employment opportunity philosophy as our hiring, discipline, and all other decision-making processes. Only objective job related criteria will be used to make selections; the same standards apply to everyone; and the Town will not raise or lower its standards for individual employees, consistent with any obligation to provide a reasonable accommodation in certain circumstances.

Factors to be considered in promotion include education, merit, experience, work ethic, and skill.

## 16. Staff Meetings

The Town Manager shall hold department head staff meetings at least twice per month, as a way to gather all department heads together, promote information exchange and common understanding of staff activities, projects, and concerns. Department heads shall be similarly required to hold staff meetings at least once per quarter.

## 17. Smoking

The Town will comply with all state and local ordinances controlling smoking in the workplace. State law prohibits smoking in public buildings. Therefore it is the policy of the Town of East Hampton that smoking (including tobacco and electronic cigarettes, pipes and cigars) is prohibited in all areas of Town property occupied by Town employees, including offices, hallways, waiting rooms, restrooms, lunch rooms, elevators, meetings rooms, and Town owned or leased vehicles, as well as at all Town-sponsored off-site conferences and meetings.

The policy applies to:

- all visitors to Town premises;
- all contractors and consultants and/or their employees working on Town premises;
- And all temporary employees.

Employees who smoke are only permitted to do so on their designated breaks in designated areas only. Employees are responsible for disposing of all smoking-related trash (butts, wrappers etc.).

Employees who violate this smoking policy will be subject to discipline, up to and including termination.

Employees with inquiries or complaints about smoking in the workplace are asked to report them to Human Resources.

## 18. Social Media Policy

The Town of East Hampton understands that social media can be a fun and rewarding way to share your life and opinions with family, friends and co-workers around the world. However, use of social media also presents certain risks and carries with it certain responsibilities. To assist employees in making appropriate decisions about social media, we have established these guidelines.

### a. Social Media for Personal Use (Page 53 Social Media Procedures)

In the rapidly expanding world of electronic communication, *social media* can mean many things. For the purpose of these policies, *social media* includes all means of communicating or posting information or content of any sort on the Internet, including to your own or someone else's web log or blog, journal or diary; personal web site; social networking or affinity web site; web bulletin board or chat room, whether or not associated or affiliated with the Town of East Hampton, as well as any other form of electronic communication.

Employees should refrain from participating in Social Media Websites during work hours or on Town provided equipment except as explicitly provided below in the section entitled "Business-Related Use." Employees using their own equipment to access websites must be limited to non-work times, i.e. breaks and lunch time. This may not be at the expense of an employee's job performance or interfere with the Town's business needs and operations or impose any costs. However, nothing in this policy shall be construed as preventing employees from engaging in protected activities with other employees concerning their wages, hours and working conditions.

Employees who choose to participate in Social Media Websites, away from work, during non-working hours and using non-employer provided equipment, should understand that they remain subject to all Town policies including, but not limited to, the Town's policies regarding the use or disclosure of confidential and proprietary information and anti-harassment and non-discrimination policies.

The same principles and guidelines apply to online activities. Ultimately employees are solely responsible for what is posted online. Before creating online content, consider some of the risks and rewards that are involved. Keep in mind that if an employee's conduct online adversely affects job performance, the performance of fellow employees or otherwise adversely affects the Town, it may result in disciplinary action up to and including termination.

Employees should express only their personal opinions. Employees should not represent themselves as a spokesperson for the Town unless they have been specifically authorized to do so. Employees should only use their personal email address, and not their Town address, for identification purposes when engaging in personal use of Social Media Websites.

#### **b. Business-Related Use**

Employees should refrain from visiting Social Media Websites during work hours, unless specifically authorized to do so for business-related purposes, either: (1) by virtue of job responsibilities; or (2) with express authorization from the Town Manager or department head. Those employees who do have authorization and post messages should understand that they are posting on behalf of the Town and must adhere to all professional standards, values, policies and applicable laws at all times.

#### **19. Solicitation/Distribution**

To avoid disruption of work related activities, the Town of East Hampton prohibits:

1. The distribution of non-work related literature for any purpose by employees in working areas, during working time on Town property.
2. Solicitation or distribution for any purpose to employees, customers or visitors by non-employees at any time on Town property within the Town's control.



## **20. Telephones**

### **A. Office Phones**

The Town maintains its telephone equipment for business purposes.

It is recognized that some personal telephone calls are necessary. Employees are allowed to make/receive a reasonable number of personal calls. However, they should be as brief as possible to avoid interfering with employees' normal work or with business use of the telephones.

If a supervisor believes an employee is abusing his/her telephone privileges, the matter will be handled under the Town's progressive discipline system (see Section VII).

The Town's telephone and voice-mail system is for business use only. The Town maintains the right to monitor all messages to ensure compliance with this policy.

When using the telephone, it is expected that all employees treat citizens, vendors, co-workers, and others with courtesy. Foul, inappropriate, or offensive comments or messages, including but not limited to racial, sexual, or religious slurs, are prohibited.

### **B. Cellular Telephones**

Town-owned cellular phones are to be used for Town business purposes only. Personal and incidental phone calls are discouraged. A personal call is one not related to the Town's service to the public. Incidental personal calls are defined as being of minimum duration and minimum frequency. Examples of incidental personal calls include, but are not limited to calls to arrange for care of a child or other family emergency, to alert a family member of an unexpected delay due to a change in work schedule, or to arrange for transportation in the event of car trouble.

Employees may be charged for personal use of cell phones. Also, cellular telephones issued by the Town are restricted to employees whose responsibilities require their use.

Cellular phones that are purchased by the Town are the property of the Town and must be returned upon the employee's termination or resignation. Employees who damage Town issued cell phones through their own carelessness shall be required to reimburse the Town for the cost of a replacement phone.

The Town encourages the safe use of cellular telephones and other wireless devices (e.g., Blackberries, PDAs) by employees when conducting business. No employee is to engage in the use of a cellular phone or device for business purposes while operating a car or other motor vehicle, unless it is used with a hands-free device.

Even with a hands-free device, while driving the use of electronic devices should be kept to a minimum, conversations should be as brief as possible and employees should refrain from making unnecessary calls. Where possible, even with a hands-free device, cellular phone calls should be made when the vehicle an employee is operating is not in motion. The only exception to this is when a phone call must be made in an emergency situation.

Camera phones may not be used in areas where employees have an expectation of privacy, such as restrooms and locker rooms. Employees are required to power off and put away camera phones in restricted areas.

Employees using cellular phones should not discuss confidential issues with others present who do not need to know such information.

Making calls or text messaging using personal cell phones should be done sparingly except during non-work time (e.g., authorized breaks), and in non-work areas (e.g., lobby, outside of building, cafeteria). Also, employees should keep personal cell phones on vibrate or turn the ringer off if the ring would be disruptive to other employees. Actual air time charges for calls related to Town business will be reimbursed when they are submitted on a properly documented and approved expense report.

Cellular phone "courtesy" should be practiced at all times. When other individuals are present, employees should refrain from talking loudly or in an offensive manner.

All cellular telephones and other electronic communication devices should be turned off or set to silent or vibrate mode during meetings or when communicating with customers/patrons.

By accepting a business cellular telephone you agree to answer Town-related calls at all times, including after-hours should there be an emergency.

## **21. Resignation**

Employees are encouraged to provide two weeks' notice to facilitate a smooth transition out of the Town. All resignations must be confirmed in writing. Employees who verbally resign will receive a Confirmation of Resignation notice within 24 hours. If an employee provides less notice than requested, the Town may deem the individual to be ineligible for rehire or other benefits, depending upon the circumstances regarding the notice given. Employees will not be allowed to rescind a resignation, whether given verbally or in writing, once the resignation has been confirmed by the Town.

All departing employees, regardless of the circumstances surrounding their departure, will be reported to those with a need to know (e.g., supervisors up the chain-of-command, payroll, front desk, IT and finance) on the last day of actual work for the Town.

Resigning employees will be scheduled for an exit meeting with the Town Manager to ensure that all tools and equipment are returned and to provide an opportunity to discuss any questions or concerns related to employment with the Town. Employees who fail to return any company property, including keys, credit cards, tools, uniforms, cellular phones, laptops and other equipment, will be deemed ineligible for rehire and may be subject to legal proceedings on behalf of the Town.

Departing employees will be asked to confirm their forwarding address to ensure that benefits and tax information are received in a timely manner. Final pay will be mailed to this address by the next payday unless state law or other procedures dictate otherwise. Accrued benefits will be paid out consistent with the Town's policy and state law requirements.

## 22. Safety & Health

### A. General

It is the policy of the Town to provide a safe workplace for its employees based on guidelines established by Occupational Safety and Health Administration (OSHA) and other available recommendations.

Safety and health protection has a high priority in all of our business activities. Our goal is to minimize human injury or illness and property loss or business interruption caused by accidents, fire, or other hazards. We believe this will be achieved to the degree that all Town members accept and fulfill the safety and health responsibilities inherent in each job. Individually, we must recognize hazards, anticipate possible exposures and risks, and then act to eliminate or control them.

The Town expects that its workers will give their best effort to promote workplace safety. The Town will provide the necessary direction and aid to accomplish this goal and will also reward or discipline employees according to their actions on behalf of safety or health concerns.

All employees must adhere to all OSHA, Federal, and State regulations and comply with the following general rules.

- All accidents or injuries must be reported immediately;
- Horseplay and practical jokes in work areas will not be tolerated;
- First-aid kits are available in designated areas;
- Smoking is prohibited in all areas throughout the premises (except for designated areas outside of the building);
- Employees are to be careful with their hands when operating any machinery and must see to it that others do not harm themselves on their machines;
- Operating shortcuts will not be tolerated and will result in immediate discipline.

Employees are responsible to themselves and to the Town for reporting unsafe conditions or practices to management. It is then management's responsibility to act as conditions warrant.

The first priority of every employee is the safety of residents, customers, other employees, and himself/herself. In case of a serious accident requiring the attention of a physician, call 911 immediately and then contact Human Resources.

No employee should ever perform a task or work with equipment that he/she considers to present an immediate physical danger. In such a case, employees should immediately notify their supervisor so the situation can be addressed.

The Town keeps records on every workplace injury and records any time one of our employees is unable to perform the employee's full duties because of a work-related injury or illness. Human Resources maintains these records. Any time an employee incurs a workplace injury, an accident form must be sent to Human Resources no matter how minor the injury is.

## **B. Communicable Diseases**

The Town recognizes its responsibility to provide a safe workplace for all employees, visitors and customers. Therefore, the nature of a communicable disease and its means of transmission will be considered when handling each specific illness.

To prevent outbreaks of communicable diseases in the workplace, employees are expected to comply with all health and safety standards. For example, employees with flu-like symptoms should remain at home to reduce exposing others. Also, employees should wash their hands regularly and cover their mouths with a tissue when sneezing or coughing.

When the Town has reasonable cause to believe that an employee is unable to perform assigned duties or is endangering the health or safety of others because of a communicable disease, it may request a fitness-for-duty exam to clarify the employee's condition. Any fitness for duty exam will be paid by the Town and conducted by a Town selected physician.

The Town recognizes that the employee's medical condition is confidential. Therefore, reasonable precautions will be taken to ensure information regarding an employee's health is provided only to those persons with a need to know.

## **C. Fire Prevention**

The Town expects each employee to do everything possible to safeguard Town facilities from damage by fire. Employees can help prevent such a disaster by keeping their work area clean and free of rubbish and by observing all rules regarding fire prevention. Our fire prevention policy is designed to ensure that all reasonable steps are taken to preserve life and property from exposure to fire hazards.

The Town will attempt to hold fire drills at least once a year to insure the prompt and safe exit of employees from all buildings in case of an actual fire. Prompt compliance to supervisors' and the fire department's instructions is required during these drills.

## **D. Hazard Communications**

The Town complies with all federal and state "Right to Know" laws, which means employees will be made aware of any chemical hazards they may face at the workplace. Employees will also receive special training concerning the labeling, handling, and disposal of hazardous substances, and what steps should be taken in the event of a spill.

If employees have any questions about how hazardous waste should be handled or stored, they should see their supervisor immediately.

Employees have a right to access records concerning their exposure to chemicals in the workplace. The Human Resources Department can provide additional information.

## **E. Violence in the Workplace**

The Town strives to maintain a safe and secure workplace and does not tolerate any acts or threats of violence in the workplace or while conducting Town business. Every effort has been

made to identify possible sources of violence and implement procedures to eliminate or minimize risks.

It is our policy to protect the security of our employees and our Town property through the establishment of necessary controls and procedures.

Security problems and violations cannot be handled in a constructive manner unless Town management knows about them. Our security policy; therefore, places a strong emphasis on reporting security-related incidents so that the proper action can be taken.

The following types of incidents should be reported:

- criminal acts on Town property, including gambling, possession or use of narcotics, and money lending at unreasonable rates of interest;
- bomb threats via telephone, mail, etc., or actual bomb incidents, (call 911);
- theft or misappropriation of Town assets;
- loss, theft or suspected theft of proprietary information and any inadvertent or unauthorized disclosure of proprietary data;
- damage to Town property or an employee's personal property while on Town premises involving actual or suspected mischief, vandalism, or criminal negligence;
- if something seems out of place notify someone;
- attempts by persons to misrepresent themselves as employees or agents;
- threats of physical violence.

## **F. Domestic Violence**

The Town of East Hampton recognizes the impact of domestic violence on the workplace.

In addition to exacting a tremendous toll on the individuals it directly affects, domestic violence often spills over into the workplace compromising the safety of both victims and co-workers.

Therefore, the Town does not tolerate any acts of threats of domestic violence against any employee while on Town property or while conducting Town business.

Employees who become aware of threats or acts of domestic violence that may occur or have occurred in the workplace must immediately inform their supervisor/manager.

Employees who have a restraining order that lists Town locations as being protected areas must provide management with a copy of the order so that the necessary safety precautions may be taken.

The Town will maintain employee confidentiality and will respect the rights of the employees involved, as well as any employee who reports an act or threat of domestic violence.

The Town will provide assistance to employees involved in domestic violence, including resource and referral information and special consideration at work for employee safety.

The Town will not discriminate or take adverse actions against any employee for being a victim of family violence or for having to attend or participate in a court proceeding related to a civil case in which the employee is a family violence victim.

### **23. Tuition Reimbursement**

The Town shall provide for reimbursement for all tuition and books needed by a non-bargaining unit employee attending an accredited school on job related courses, approved by a supervisor and the Town Manager and with documentation of a C or better grade once they have completed one year of service.

Reimbursement of all tuition, books and other costs are up to a maximum of \$1,500 per calendar year for undergraduate or work-related courses and up to \$2,000 per calendar year for graduate-level courses.

Seminars and conferences are to be approved by supervisor and the Town Manager. Any books purchased will remain the property of the Town.

### **24. Use of Town Owned Property**

All employees are expected to exercise care in the use of Town property. Negligence in the care and use of Town property, or unauthorized removal or personal use of Town property, may be cause for discipline. All Town-furnished equipment, furniture, lockers, cabinets, desks, computers, telephones, cellular phones, voice mail systems, e-mail, and all other like items and systems are considered Town property and furnished to employees for business purposes and must be returned when employment with the Town is terminated, either voluntarily or involuntarily. If Town property is not returned, employees will be responsible for the value of the property.

Employees are allowed to remove Town property from the premises so long as the use of such property is for official Town business and has been authorized by his or her supervisor.

All Town property is subject to inspection, monitoring, and searching by the Town, with or without notice to the employee, at any time. Therefore, employees are advised to keep items out of the work place if they are private, personal, and not business-related.

Employees have the responsibility to cooperate with searches of the Town property in their possession.

### **25. Use of Town Vehicles**

Town vehicles are provided for official Town-related business. Operation of a Town-owned vehicle without possession of a valid Connecticut operator's license is prohibited. Employees shall immediately notify their supervisor if their license is suspended or revoked. Employees shall not operate Town-owned vehicles while under the influence of alcohol or drugs.

Employees operating Town vehicles are required to operate the vehicle in a safe manner, obey all applicable laws including the mandatory use of seat belts and the prohibition of talking on the phone or texting while driving.

Employees who are required to have a Commercial Driver's License (CDL) must keep their license and medical card up to date and on file with the Town.

The Town shall provide insurance, maintenance, fuel and other operating costs of the vehicle. The vehicle operator is responsible for parking fines, moving violations, and other tickets. The vehicle operator shall notify his or her supervisor immediately in case he or she receives a moving violation ticket or is involved in an accident with a Town-owned vehicle.

If an employee becomes involved in an accident involving his/her assigned vehicle, he/she will be required to report the accident immediately to local authorities and his/her immediate supervisor or the Town Manager and submit to post accident drug and alcohol testing when required. The vehicle should not be moved unless instructed to by local authorities. An "Employee Incident Report" should be completed and submitted within 24 hours to the office of the Town Manager. Employees will be liable for all damages to persons, vehicle, structures, etc. if involved in an accident involving unauthorized use of his/her assigned vehicle.

Passengers in Town vehicles shall be limited to other Town employees, Town officials and persons otherwise having a legitimate Town business-related reason for being passengers. Except as authorized below, family members or other persons shall not be passengers in Town vehicles except in cases of an emergency, acts of mercy or infrequent situations of family necessity.

All use of Town vehicles shall be Use Category 1 except as noted below.

*USE CATEGORY 1.* Employees may be assigned Town-owned vehicles for use only during the hours that they are on duty. The vehicles are to be used only for travel in the performance of their job duties. Town-owned vehicles are not to be used for personal errands. Town vehicles may be used with the approval of the department head to obtain coffee or meals during work.

*USE CATEGORY 2.* (Fire Chief, Fire Marshall, On-Call Joint Facilities Waste Water Operator, Director of Public Works and Public Works Foreman.) Employees may have a Town-owned vehicle assigned to them for use during the workday and to take home. Such employees may be called out for emergencies or may supervise Town activities beyond the normal workday. These employees may also use the vehicle for occasional personal use. Such use may occur during approved breaks or in route to or from work so long as such use does not bring discredit on the Town. No off-duty use of the vehicle for personal reasons is permitted unless authorized by the Town Manager. During off-duty hours, the employee will keep the vehicle at his or her primary residence and park it off the street. Overnight travel with a Town vehicle is prohibited without expressed prior authorization of the Town Manager.

*USE CATEGORY 3.* (Town Manager Public Utilities Administrator, Joint Facilities Superintendent, and Chief of Police) When required by employment contracts or public safety, an employee may have a vehicle assigned for their daily use, which includes use while off duty. This facilitates rapid deployment of personnel during public safety emergencies. Such employee may use the vehicle for personal use within the State of Connecticut so long

as such use does not bring discredit on the Town. During off-duty hours, the employee will keep the vehicle at his or her primary residence and park it off the street. Personal use of a vehicle outside of the State of Connecticut shall only be as specifically authorized by the Town Manager.

## **26. Whistleblowing**

The Town will protect employees who report in good faith what they reasonably believe to be a violation of state or federal law or conditions or practices that would put the health or safety of employees or others at risk.

We ask that employees first report the alleged violation, condition or practice to their supervisor or the Human Resources Department and give the Town time to remedy the situation. No employees will be discharged, threatened or discriminated against in any manner for reporting in good-faith what they perceive to be wrongdoing.

## **27. Workers' Compensation**

Workers' Compensation Insurance provides benefits for job-related injuries. All employees are covered and the entire cost of this insurance is paid by the Town.

Each employee shall be eligible to receive benefits under the terms of the Worker's Compensation Act for injuries which occur while the employee is engaged in the performance of his or her duties. Employees are covered by Worker's Compensation Insurance and are paid stated amounts due to injuries received on duty. The Town, in case of injury incurred in the line of duty, shall supplement the payments of the insurance company so the employee will receive his full base rate of pay during any absence which the Town, in its sole discretion, may authorize in accordance with applicable law. Any supplemental payments provided by the Town in this regard shall only be made, if at all, for the duration of any legally required absence necessitated by the injury, and in any event, shall only be made for a period not to exceed one hundred eighty (180) days. Any employees who are eligible for available light duty assignments shall be required to report to work and are not eligible for any supplemental payments by the Town.

One way to keep our Workers' Compensation costs under control is to work safely and follow all rules and regulations. The Town will enforce all safety rules, and employees who violate them will be disciplined, up to and including termination.

Employees should report injuries immediately so that they can receive fast and effective treatment. Forms for reporting injuries may be obtained in the Human Resources office. If the employee is unable to fill out an injury report due to the nature of the employee's injury, his/her supervisor should obtain a form and fill it out for the employee.

The Town of East Hampton participates in an Employers Medical Care Plan filed with the Connecticut Workers Compensation Commission. The Employer Medical Care Plan allows the Town of East Hampton to direct employees to a network of medical providers for treatment of work related injuries and illnesses. Employees are obliged to obtain treatment from providers in the approved network; failure to do so may suspend the employee's right to receive workers compensation benefits, subject to the order of Workers Compensation Commissioner.



## **28. Workplace Privacy and Monitoring**

In order to prevent any misunderstandings regarding privacy, the Town of East Hampton believes that every employee should be aware of the following policies.

The Town reserves the right to inspect employees' work areas and to monitor employee activities through the use of mechanical or electronic devices or other methods in accordance with applicable legal requirements.

Employees are prohibited from using personal locks on any Town property, including computer passwords. All passwords and keys should be provided to the Town so as to ensure access to Town property in the employee's absence.

Intrusions on another employee's privacy will not be tolerated.

The Town reserves the right at all times to review, access and/or intercept all messages created, received or sent over the Town's communications systems at any time. The Town also may implement monitoring systems, such as GPS or video monitoring, to ensure employee productivity and performance.

### **.II. COMPENSATION AND BENEFITS**

#### **1. Pay**

The workweek begins on Sunday and ends on Saturday; unless specified otherwise in your union contract.

Employees are paid on a bi-weekly basis every other Thursday. Paychecks will be released to employees after 12:00 noon. If the designated wage payment date falls on a holiday, employees will be paid on Wednesday. Direct deposit is mandatory.

The Town expressly prohibits any employee from filling in, changing, or damaging any other employee's time record. It is a violation of Town policy to change or falsify a time record. Any employees who do so may be suspended or terminated at the discretion of the supervisor and department head.

#### **2. Longevity Payments**

Longevity pay will be paid annually after the employee meets the service requirement as follows:

- 5 years                      \$ 200.00
- 10 years                     350.00
- 15 years                     500.00
- 20 years                     650.00
- 25 years                     800.00
- 30 years                     950.00
- 35 years                     1,100.00

Annual longevity payments shall be made in full upon the anniversary date of employment. This benefit is subject to change.

All new employees hired after the date of ratification by Town Council will not be eligible for longevity pay.

### **3. Medical Insurance**

Medical insurance benefits will be provided to eligible employees and their eligible dependents in accordance with the terms of the Town's group plans and will be subject to premium cost shares and co-pays. Cost shares and co-pays may be increased from time to time as financial circumstances warrant. For more information please contact the Human Resources Department.

### **4. Life Insurance**

Group term life insurance shall be one (1) times the annual salary rounded to the highest one thousand (\$1,000) dollars up to a maximum of \$125,000. Benefit is reduced to 50% upon reaching age 70. Please refer to the policy, available in the Human Resources Department, for additional details. This benefit is subject to change.

### **5. Retirement**

The Town's present and existing retirement plan (the "Retirement Plan") shall remain in force and effect unless modified and approved by the Town's legislative body. Please refer to the Summary Plan Description for details, available in the Human Resources Department.

## **III. HOURS OF WORK**

### **1. Regular Work Schedule**

Employees work a regularly scheduled work week, typically consisting of either 35 or 40 hours per week, depending upon the Department to which they are assigned. Each employee is expected to work a normal workday and workweek and work whatever reasonable additional hours may be required by his/her supervisor to meet the Town's needs. The normal workweek/workday for any employee may vary from time to time subject to the requirements of the job and the operating needs of the Town as directed by the Town Manager or his/her designee. If any change in the employee's regular work schedule is expected to last for more than a two (2) week period, the Town Manager or his/her designee will meet with employees at least two (2) weeks in advance to discuss. Employees may be required to attend evening meetings or meetings at other times outside of the employee's normal work schedule.

### **2. Breaks and Meals**

In general, full time employees are granted two (2) fifteen minute breaks and one unpaid meal break per day. Breaks for part time employees are dependent upon his/her schedule. The immediate supervisor will inform employees of scheduled break and/or lunch periods. Employees are not entitled to skip their lunch and/or break periods to alter their regular daily hours of work.

Employees who take their meal breaks at their desks are required to refrain from working during that time. The Town encourages employees to leave their work area during mealtime. Employees who work during their meal breaks will not be compensated for the time worked unless authorized in advance by their supervisor.

### **3. Overtime**

No employee will work overtime without direct authorization from his/her immediate supervisor. Employees are expected to work overtime as required. Every effort will be made to find a replacement for an employee who has a previous commitment or emergency situation.

All non-exempt employees who work authorized overtime must be compensated at the rate of time and one-half (1 ½) of his/her regular base rate of pay for all hours worked over 40 in a given week. The Town will make every reasonable effort to distribute overtime as equitably as possible among employees qualified to do the work; however, the Town cannot guarantee such "equity."

### **4. Compensatory Time**

Exempt employees are not entitled to overtime and are compensated on a salary basis for all hours worked. Exempt employees may be awarded compensatory time off upon authorization from the Town Manager for hours worked substantially beyond reasonable requirements for the position. Compensatory time is awarded on an hour for hour basis with the following considerations and at the discretion of the Town Manager.

In order to be eligible for compensatory time:

- The employee is called back into work for an emergency or non-emergency situation beyond the normal work day;
- The employee has staffed two evening or weekend meetings without compensation;
- Requests for non-emergency compensatory time shall be preapproved by the Town Manager using an "Advanced Request for Authorization of Overtime/Compensatory Time" form. (See Appendix B)

Employees are not eligible for compensation for:

- The hour before or after their normal work day hours;
- Attending conferences, seminars, training or travel time;
- Working beyond the regular work schedule to catch up on work.

Employees who have earned compensatory time must take the compensatory time within (1) one month. Extending the use of compensatory time beyond (1) one month is at the discretion of the Town Manager.

No compensatory time will be paid or used upon separation from the Town service for any reason.

## 5. On-Call

Employees may sometimes be required by their supervisor to remain on-call outside their regular hours of employment. Employees who are required by their supervisor to remain on-call after their regular workday or workweek should carry a cellular phone at all times. Employees are expected to respond to the call and travel to work within a reasonable amount of time.

Employees on an approved leave of absence are not subject to being on-call. Exempt employees who perform on-call duties will receive no additional compensation for this duty, since they are exempt from overtime compensation. Compensatory time policy will apply.

## 6. HOURS OF OPERATION

The following office hours currently apply:

- Town Hall (860 267-4468)
- Youth & Family and Social Services (860 267-7300)
- Building Department (860 267-9601)
- Police Department non-emergency (860 267-9544):

Monday, Wednesday & Thursday: 8:00 AM – 4:00 PM

Tuesday: 8:00 AM – 6:30 PM

Friday: 8:00 AM – 12:30 PM

- 
- Library (860 267-6621):  
September through June:  
Monday, Tuesday, Wednesday: 10 AM - 8 PM  
Thursday, Friday, Saturday: 10 AM - 5 PM  
Closed Sunday

July and August:

Monday, Tuesday, and Wednesday: 10 AM - 8 PM

Thursday, Friday: 10 a.m. - 5 p.m. Saturday: 10 AM - 1 PM.

Closed Sunday

- 
- Public Works Department (860 267-4747):

Monday-Friday 8:00 AM - 3:30 PM (summer hours may apply)

- 
- Senior Center (860 267-4426):

Monday, Tuesday, Wednesday & Thursday 8:30 AM - 4:00 PM

Friday 9:00 AM - 4:00 PM

- 
- Joint Facilities/WPCA (860 267-2536):

Monday through Friday, 8:00 AM - 4:00 PM

- 
- Parks & Recreation (860 267-7300):

Monday – Friday 8:00 AM - 4:00 PM

#### **IV. LEAVE POLICIES**

##### **1. Sick Leave**

Sick leave based on an employee's current rate of pay is granted to employees who are unable to perform their jobs due to their own illness or injury. Sick leave shall be earned by full time employees at the rate of (1) one and (1 1/4) one-fourth working days for each complete calendar month of continuous service, based on the employee's regular work week for a maximum of 15 sick leave days per 12 months. Earning of sick leave begins after a full time employee's 6 month probationary period. Sick leave may be taken in a minimum of two (2) hour increments.

The use of sick leave for medical, optical or dental treatments that must take place during work hours shall be scheduled utilizing the least amount of time as possible. However, employees should schedule medical, dental or optical treatments outside of regular work hours as often as possible. Requests for the aforementioned use of such sick leave are subject to supervisors' approval.

Any abuse of the sick leave policy may result in disciplinary action, up to and including discharge.

All new employees hired after the ratification of this handbook will accrue sick leave in the amount of 1 day for each calendar month of completed work and an employee will be limited to carrying a total of 30 sick days from year to year.

The Town reserves the right to require a fitness-for-duty certification from all employees on a medical leave of absence, not just those returning from FMLA leave. When possible, modified work assignments will be made available to employees to facilitate the return to full duty. Accommodations made for the employee will take into consideration their medical restrictions, as well as the welfare and safety of the employee, co-workers, customers and/or clients. To be eligible for modified work assignment, the employee's injury/illness must be temporary, not permanent, and must prevent the employee from performing the full duties of his/her position for a minimum of two (2) weeks.

For short-term income protection in the event of actual illness or injury of the employee, unused sick leave may be accrued up to a maximum of one hundred twenty (120) days.

Upon resignation in good standing with a minimum of two weeks' notice, an employee shall receive 50% of his unused accrued sick leave, up to sixty 60 days maximum\*.

Upon retirement or death of a full time employee, the employee or his/her estate shall receive 80% of his/her unused accrued sick leave, up to ninety (90) days maximum.

Upon layoff without prejudice an employee may elect to receive compensation for 50% of his unused sick leave, up to sixty (60) days maximum.

Unless superseded by union contract.

## **2. Family and Medical Leave**

It is the policy of the Town of East Hampton to grant up to 12 weeks of family and medical leave during any 12-month period to eligible employees, in accordance with the federal Family and Medical Leave Act of 1993. Full time employees shall use accrued paid leave first. FMLA leave may include unpaid time once accrued paid leave time is fully utilized, or for those eligible employees with no accrued leave time balances.

FMLA leave is authorized under the following circumstances:

1. The birth, adoption or placement of a child;
2. An employee is caring for a spouse, son, daughter or parent with a serious health condition;
3. An employee's own serious health condition renders him/her unable to perform the functions of the employee's job;
4. An employee is donating an organ or bone marrow;
5. An employee who is a spouse, son, daughter, parent or next of kin of a covered service member is needed to care for the serious injury or illness of such individual.
6. An employee whose spouse, son, daughter or parent is on active duty (or has been notified of an impending call or order to active duty) in the Armed Forces (including a member of the National Guard or Reserves) in support of a contingency operation is eligible to take family leave for the following qualifying exigencies: (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) other activities which arise out of the covered military member's active duty.

Contact the Human Resources Department for specific eligibility details and notice requirements.

## **3. Vacation Leave**

Regular full-time employees are eligible for annual vacation leave paid based on the employee's normal weekly salary at their straight time pay rate exclusive of overtime. The earning and using of vacation time is based upon full years of employment and the employee's anniversary date of employment (not calendar year).

Vacation leave is earned using the following length of continuous service schedule:

- Less than one (1) year: Zero (0) days\*
- Upon completion of one (1) year: Ten (10) days
- Upon completion of one (1) year, department heads and supervisors: Fifteen (15) days
- Upon completion of five (5) years: Fifteen (15) days
- Upon completion of ten (10) years: Twenty (20) days

- Upon completion of fifteen (15) years: Twenty five (25) days

\*After successful completion of probationary period an employee may be permitted to take five (5) days of vacation from the ten (10) earned.

Employees shall be allowed to accumulate unused vacation leave from year to year up to a maximum of thirty (30) vacation days. An employee will not be charged for vacation time when a holiday occurs during a regular vacation. Vacation time can be taken in a minimum of two (2) hour increments.

The Town may pay an employee separating from employment in good standing all remaining earned accrued vacation time up to a maximum of thirty (30) days. Otherwise upon termination or resignation without a minimum of two weeks' notice, all accrued vacation leave is forfeited. Retiring employees may not utilize vacation time to extend their retirement date. In the event of the death of an employee, all vacation time accrued shall be paid to the employee's estate, up to the maximum days permitted.

#### **4. Personal Time**

Full time regular employees will be granted three (3)\* personal leave days at the beginning of each fiscal year. Personal days must be used within one fiscal year and will not accrue into any later years. At the discretion of the supervisor, an employee may combine personal days with vacation.

Upon voluntary or involuntary termination of employment, no employee will be paid for any unused personal time. \*Unless superseded by union contract.

#### **5. Holidays**

The Town observes the following twelve (12) holidays for which most Town's business operations are closed. Full time employees receive pay based on their regular rate of pay for the hours they would otherwise have worked on the holiday. The holiday schedule will be determined and publicized several weeks before the start of the New Year.

- New Year's day
- Martin Luther King Day
- President's Day
- Good Friday
- Memorial Day
- Independence Day
- Labor Day
- Columbus Day
- Veteran's Day
- Thanksgiving Day
- Day after Thanksgiving
- Christmas Day
- Two (2) floating holidays after successful probationary period. All new employees hired after the ratification of the handbook will not be eligible for floating holidays.

## **6. Jury Duty**

Full-time employees unable to work because of an order to serve on jury duty will be provided full pay for up to 5 days. After that, full-time employees will receive their regular pay, less the amount of the jury pay received from the State in accordance with Conn. Gen. Stat 51-247. Part-time employees will receive time off without pay for jury duty. All employees summoned to appear in court as a witness will be allowed unpaid time off.

Employees will give the Town advanced notice, a copy of the summons, and finally proof of service documentation, once jury/witness duty is completed.

Once dismissed from jury duty the employee shall return to work so long as one half a work day or more remains to be worked.

## **7. Bereavement Leave**

Full time employees will be granted bereavement leave without loss of pay to attend funeral services and/or for a period of bereavement limited to the following:

- Three (3) working days in the event of the death of a spouse, significant-other, child, stepchild, parent, stepparent, sibling, grandparent;
- Two (2) working days in the event of the death of a spouse's or significant-other's parent, sibling or grandparent;
- One (1) working day in the event of the death of an employee's aunt, uncle, niece or nephew;
- One (1) additional working day at the discretion of the Town Manager.

With authorization from his/her supervisor, employees may attend funerals/wakes or other services for individuals other than those referenced above but must utilize accrued vacation or personal leave.

## **8. Military Leave**

The Town will grant military leaves of absence as required by federal and state law. The Town makes it a policy not to discriminate in any way against employees who are members of the military. An employee's job will not be in jeopardy if a military leave of absence is requested or taken in accordance with the law.

## **9. Crime Victim/Witness Leave**

Pursuant to state law, the Town will not take any adverse employment action against an employee who:

- obeys a lawful subpoena to appear in court as a witness in a criminal proceeding;
- is a victim of a crime, including domestic violence, and attends a related court proceeding; or



- obtains a restraining order or a protective order.

## **10. Unpaid Leave of Absence**

Regular full-time and part time employees with one year of service may be granted an unpaid emergency leave of absence. Such leave of absence may be taken only when approved in advance at least two (2) weeks by the Town Manager, at her/her sole discretion based on the reasons for the request and on the impact to business needs.

Management retains the right to deny requests for unpaid leaves of absence unless required under the FMLA, state or other local law. Leaves of absences are not intended for employees who are leaving the employment of the Town or engage in other employment temporary or otherwise.

A written request must be submitted to the immediate supervisor outlining the duration and reasons for the request. Upon return from an approved unpaid leave, an employee shall be reinstated in the same or equivalent position held. An employee who does not return to work at the expiration of the leave of absence will be considered to have resigned.

## **V. ETHICS/CODE OF CONDUCT**

### **1. General Principles**

The Town of East Hampton requires that all public officials and employees be independent, impartial and responsible to its citizens. The public judges its government by the way public officials and employees conduct themselves in the positions for which they are elected, appointed or hired for. The people have the right to expect that all public officials and employees will conduct themselves in a manner that will preserve the confidence and respect for government in which they represent.

This confidence and respect can be achieved and promoted if all elected or appointed public Officials and employees:

- Treat all citizens with courtesy, impartiality, fairness and equality under the law;
- Avoid both actual and potential conflicts between their private self-interest and the interest of the public;
- Keep the community informed on Town affairs;
- Encourage communication;
- Seek to improve the quality and image of public service;
- Recognize that the function of local government is to serve in the best interest of all the people.

These behaviors are meant to preserve the rights of everyone and to ensure cooperation. They require common sense, good judgment and acceptable interpersonal behaviors. This code is to serve as a guide and is not intended to be an all-inclusive list. (Adopted by the East Hampton Town Council 1/28/03. Reviewed October, 2010.)

The Town prides itself on high standards of excellence, and expects its employees to uphold these ideals when dealing with individuals both internally and externally. The Town expects that every employee will act in strict compliance with all laws and with the highest ethical standards. The Town believes that there should never be a conflict between good business practices and proper ethical conduct, although the issues involved may sometimes make it difficult to choose the best course of action.

Town executives, managers and supervisors are responsible for assuring their employees' understanding of, and compliance with, the Code of Conduct. They should actively encourage employees to learn and use the Code of Conduct.

Employees should always act in the Town's best interests. Those best interests lie in obeying the law and upholding the highest ethical standards. Employees should avoid any activity that may compromise these interests. Employees should not be subjected to influences, outside interests or relationships that might jeopardize the Town's integrity.

The Town recognizes the importance of credibility, integrity and trustworthiness to our success as a business. Therefore, we are committed to the principles of honesty and truthfulness. The Town will not communicate any information that is false or deliberately misleading and expects the same from its employees. Employees should deal fairly and honestly with our citizens, customers, vendors, suppliers and any others with whom the Town does business.

No employee should use his/her position with the Town or information acquired during employment in a manner that may create a conflict of interest between the personal interests of the employee and the interests of the Town.

Various circumstances and relationships might constitute a conflict of interest or violate the Town's Code of Conduct. In general, any situation in which an employee's activities could conflict with the employee's responsibilities to the Town or to others with whom it does business should be avoided.

Our managers understand that our Code of Conduct is intended to ensure ethical business conduct and high standards of integrity. It is not intended to give a manager the right to invade employee privacy. Whenever there is a suspected conflict of interest, an employee should be given a chance to explain his/her side of the story. The Town reserves the right to determine when an activity or behavior conflicts with the Town's interests and to take whatever action is necessary to resolve it. If necessary, this action can include terminating the employee.

All employees who suspect violations of the Town's Code of Conduct are required to report their concerns to their supervisor, the Town Manager or to the Human Resources Department. All allegations of improper or illegal behavior will be investigated promptly, thoroughly and confidentially. No adverse action shall be taken against any employee for communicating concerns in good faith. The confidentiality of reported violations will be protected as best as possible, but it cannot be guaranteed.

## **2. Guidelines for Compliance**

The following acts are strictly prohibited: acts of dishonesty, fraud, and theft, as well as falsifying employment applications, time cards, personnel information, or other Town documents or records. The following are guidelines to assist you in the most common issues

that may arise. Please note that this list is not intended to be all-inclusive or comprehensive. If an employee has any questions regarding proper behavior under specific circumstances, they should speak with their supervisor, department head and/or Town Manager.

### **3. Nepotism**

The Town of East Hampton permits the employment of qualified relatives of employees as long as such employment does not, in the opinion of the Town, create actual conflicts of interest. For purposes of this policy, "relative" is defined as a spouse, child, parent, sibling, grandparent, grandchild, aunt, uncle, first cousin, corresponding in-law, "step" relation or any member of the employee's household. The Town will use sound judgment in the placement of related employees in accordance with the following guidelines:

- Individuals who are "relatives" as defined above are permitted to work for the Town, provided no direct reporting or supervisor to subordinate relationship exists. That is, no employee is permitted to work within "the chain of command" when one relative's work responsibilities, salary, hours, career progress, benefits or other terms and conditions of employment could be influenced by the other relative.
- Related employees may have no influence over the wages, hours, benefits, career progress and other terms and conditions of the other related staff members.
- Employees who marry while employed, or become part of the same household are treated in accordance with these guidelines. That is, if in the opinion of the Town, a conflict arises as a result of the relationship, one of the employees may be transferred at the earliest practicable time.

No person should be hired for a position when to do so would violate this policy.

### **4. Financial Reporting**

Employees are prohibited from setting up or maintaining any unrecorded fund, reserve, asset, or special account for any purpose. No false entries shall be made in Town books, records, or accounts and no payment or transfer of funds or assets shall be made for any purpose other than that specifically authorized by the Town.

Employees are responsible for accurate and timely record-keeping for all Town assets, revenues, and expenses. Compliance with accepted accounting rules and controls is required. All books, records, and documents must accurately and completely describe the transactions they represent.

No employee should falsify, alter, or destroy any account, record, or other business-related document.

No employee should disclose or use "inside" information that isn't generally known to the public and that could influence a person or business decision.

### **5. Gifts**

To avoid even the appearance of a conflict of interest and to demonstrate the Town's commitment to the highest ethical standards, employees are prohibited from accepting gifts or gratuities from individuals and firms with which the Town does business. We feel the

acceptance of such gifts is unprofessional and places employees in compromising positions that aren't in the best interest of the Town.

Employees are also prohibited from giving gifts to clients and customers who do business with us. No employee will give or accept any cash, gifts, special accommodations, favors, or use of property or facilities to or from suppliers, vendors, or customers.

Similarly, employees and members of their immediate families may not accept any discount on personal purchases of products from a Town supplier if it can be perceived as a strategy to influence the business relationship. Discounts from suppliers that are made available to all Town employees are acceptable.

Employees are allowed to participate in business-related functions and activities that occur in conjunction with exhibits, meetings, seminars, and presentations involving lunches, dinners and entertainment.

Employees are not allowed to accept invitations to hunting, fishing, golfing, etc., trips or other sporting events from current or prospective Town suppliers or contractors that may create feelings of Town obligation. If employees can show that such activities will serve a useful business purpose, such invitations may be approved by management.

Employees should select and deal with those who are doing or seeking to do business with the Town in a completely impartial manner without any considerations other than the best interests of the Town. Any appearance of possible impropriety must be avoided.

If there is any question as to the propriety of any gift or activity, it should be rejected as contrary to Town policy. Employees receiving gifts that are prohibited by this policy should return them to the donor immediately with an explanation.

If it is not possible to return the gift, it should be given to a charitable organization. Management and the donor should be informed of this action as soon as possible.

Employees are allowed to accept gifts of nominal value.

## **6. Confidential information**

"Confidential Information" shall mean all information that is not known to the public respecting the business of the Town or any subsidiary relating to research and development, processes, customers, employees and strategies.

Except as may be required by law, no officer, official or employee of the Town shall disclose any confidential information concerning the employees, property, government business of affairs or the Town and neither shall he/she use such confidential information to advance the private financial interest of himself/herself or a close relative or business associated of his/her, for personal gain, political reasons and/or the economic detriment of the Town.

Employees are not permitted to discuss confidential Town matters with other employees who do not have a right to know or with those who do not work for the Town, except as required to fulfill their job responsibilities or legal obligations. When such discussion is necessary, employees should take precautions to ensure that the only individuals involved are those who have a business reason to know and that such discussion takes place in private so it is not

overheard by others. These principles apply to all confidential oral, written and electronic communications.

“Private personal information” (PPI) is sensitive information about individuals. Sensitivity is sometimes determined by the context in which the item appears and could change over time. Therefore, it is not feasible to provide an inclusive list of all sensitive data items. Rather, examples are: social security numbers, credit card information, protected health information bank account numbers, etc.

Employees are expected: to follow all security policies aimed at safeguarding information; to protect confidential information against unauthorized use; not to use any of the confidential information except for business purposes; and not to directly or indirectly, reveal, report, publish, or disclose the confidential information unless required by law.

If an employee becomes aware of a security breach in maintaining the confidentiality of information, his/her personal information or the personal information of a co-worker, the employee should report the incident to the Town Manager and/or the Human Resources Department. The Town Manager and/or the HR Department has the right to investigate the incident and take corrective action.

Under no circumstances shall the social security numbers of employees be released in any form.

## **7. Fair Competition & Dealing**

The Town does not permit or condone bribes, kickbacks or any other illegal or improper payments, transfers or receipts. This prohibition applies both to the giving and the receiving of payments.

No employee shall offer, give or transfer any money or anything else of value for the purpose of obtaining or retaining business; or receiving any kind of favored treatment.

No employee may discuss or agree with competitors regarding bids, settling prices or boycotting suppliers.

Fees, commissions, and expenses paid to outside agents must be based upon proper billings, accurate record-keeping and reasonable standards for services rendered.

## **VI. Policy to Prevent Sexual Harassment and Discrimination**

### **1. General Policy Statement**

The Town will not tolerate verbal, graphic or physical conduct by anyone that discriminates against any employees or other individuals in the workplace on the basis of any applicable legally protected status, or which harasses, disrupts or interferes with an employee's work performance or which creates an intimidating, offensive or hostile working environment, including but not limited to any form of discrimination or harassment based on race, color, religion, national origin, sex, age, disability, pregnancy, marital status, veteran status, sexual orientation, genetic information or gender identity/expression.

Discrimination or harassment can take many forms. It may be, but is not limited to: words, conduct, adverse job action, intimidation or physical contact/violence.

## **2. Sexual Harassment**

While all forms of discrimination and harassment based on an individual's legally protected characteristic are prohibited, it is the Town's policy to emphasize that sexual harassment is illegal. Sexual harassment includes, but is not limited to the following:

- Making unwelcome sexual conduct or requests for sexual favors as a condition of an employee's continued employment; or
- Using an employee's submission to or rejection of such conduct as the basis for making employment decisions (e.g., promotions, raises); or
- Creating a work environment in which conduct of a sexual nature interferes with an individual's work performance or creates an atmosphere that is intimidating, hostile or offensive to employees, contractors, vendors, residents or other members of the public.

Although not an inclusive list, the following are examples of the type of conduct prohibited by the policy against sexual harassment:

- Unwelcome sexual advances, propositions or flirtations;
- Unwelcome attention of a sexual nature such as degrading comments, suggestive or lewd remarks, jokes, tricks or noises;
- Unwanted hugs, touches, kisses;
- Cartoons, photos, e-mails, etc. of a sexual nature;
- The threat or suggestion that continued employment, advancement, assignment or earnings depend on whether or not the employee will submit to or tolerate harassment;
- Retaliation for rejecting and/or complaining about sexual harassment.

Harassment is not limited to conduct occurring solely during regular business hours or at the work site. Instances in which it can occur may include during work-related meetings out of the office, social events, or other non-work related occasions. Behavior defined in this policy as sexual harassment may occur between people of the opposite or the same gender.

All employees are further advised that sexually oriented, explicit or offensive materials have no place within Town facilities. Such material may not be posted, displayed, shared or even possessed within Town facilities. Possession of such material, even if it is not posted or publicly displayed, will be considered a violation of Town policy and will subject the individual to disciplinary action up to and including termination of employment.

Any employee who believes that the actions or words of an individual in the workplace constitute any type of unwelcome harassment or unlawful discrimination has a responsibility to report such conduct to his/her immediate supervisor if the employee is unable to make a direct request that the conduct cease or if any such direct request made is ignored. If an employee is uncomfortable raising his/her complaint with someone to whom he/she reports, or if the complaint involves someone in his/her direct line of command, then that employee should bring the complaint to the Human Resources Coordinator or the Town Manager. If

the complaint involves the Town Manager, the employee should bring the complaint to the Human Resources Coordinator (who will contact any member of the Town Council) or directly to the Town Council Chair (who will then be responsible for contacting an HR Consultant or the Towns Labor representation to schedule a duly noticed meeting to determine further action).

The Town will take prompt action upon the receipt of a complaint of unlawful harassment or discrimination. All allegations of unlawful harassment or discrimination will be investigated promptly by the appropriate designated individual, including but not limited to, the Town Manager, the Human Resources Coordinator and/or an outside investigator. Confidentiality of the individual reporting the incident and of the investigation process itself will be preserved to the extent possible in accordance with applicable law. In this regard, the reporting individual, the alleged harasser or discriminator and any other individuals aware of the incident are required to treat this information in a confidential manner.

Any employee determined to have committed unlawful harassment or discrimination will be subject to appropriate disciplinary action, up to and including termination of employment. Moreover, any individual who makes unwelcome advances, threatens, in any way discriminates, or harasses another individual based on a legally protected characteristic may be personally liable for monetary damages for such actions and their consequences. Finally, any individual who knowingly makes a false statement during the course of any investigation of unlawful harassment or discrimination will be subject to appropriate disciplinary action, up to and including termination of employment.

The Town will not tolerate any reprisals against an employee who in good faith files a complaint of unlawful harassment or discrimination or who participates in the investigation of such a complaint. However, any individual who knowingly makes a false complaint or knowingly provides false information during the course of any investigation of unlawful harassment or discrimination will be subject to appropriate disciplinary action, up to and including termination of employment.

A romantic or sexual relationship between a supervisor and his/her supervised employee is expressly prohibited. The Town considers sexual relationships between supervisors and their employees, even if deemed to be mutually consenting relationships, to be a basic violation of professional ethics and responsibility when one party has *any* professional responsibility for the other's job performance or professional future. Because of the asymmetry of these relationships, "consent" may be difficult to assess, may be deemed not possible, and may be construed as coercive. Such relationships also may have the potential to result in claims of sexual harassment for all staff.

If you have any questions regarding the interpretation of this policy, or questions regarding your rights under this policy, please contact the Human Resources Coordinator or the Town Manager.

## **VII. DISCIPLINE/DISCHARGE**

The Town has established disciplinary guidelines to promote fairness and consistency. All employees are expected to behave in an orderly, courteous manner and to fulfill the obligations set out in their job descriptions. If employees knowingly and willingly violate Town

rules of conduct or any of the policies outlined in this Handbook, their immediate supervisor will discipline the employees in accordance with these general guidelines.

All employees are expected to comply with the Town's standards of work-related behavior and performance. When noncompliance becomes evident, the Town, acting through its supervisory structure, will administer discipline in any manner it sees fit. Normally, the process will involve the following steps:

- Initially, the Town will counsel the employee concerning the noncompliant conduct. The fact that counseling has occurred will be documented in the employee's personnel file, but it will not be considered to be part of the disciplinary process. This will give the employee an opportunity to remedy the problem before the progressive discipline process begins.
- If the conduct continues, the Town, at its sole discretion, may provide the employee with an opportunity to remedy the problem through its progressive discipline process.
  - a) The first step in that process is a written warning.
  - b) The second step in the progressive discipline process is probation or a suspension without pay.
  - c) The third step is termination from employment with the Town.

Flagrant disregard for policies and practices, such as gross insubordination or physical violence, may warrant immediate discharge. Major offenses, such as dishonesty, breach of trust, unlawful distribution of drugs while conducting Town business and unlawful possessing or transporting firearms in Town vehicles, are so serious in nature that an employee may be discharged for the first violation. Discharge from employment will also occur when the probation period progress reviews indicate that the employee's performance or conduct has not improved during probation or at the end of probation.

In other cases, behavior or performance problems may warrant immediate severe disciplinary action including, but not limited to, suspension without pay or termination.

Supervisory employees are responsible for the good conduct and job performance of their subordinates. When discipline is required, the supervisor shall issue the discipline in consultation with the Town Manager.

Records of disciplinary action shall be maintained in the employee's personnel file and a copy given to the employee.

The object of disciplinary action is to correct problem situations and mistakes and to minimize employees' loss of dignity and self-esteem. Disciplinary action is not punitive in nature and should not be undertaken with the intent to punish.

Disciplinary actions will be handled on a fair and equitable basis. They will be non-discriminatory in their application and be reasonable in their appropriateness to the problem situation.

The Town reserves the right to bypass the disciplinary steps and base its disciplinary action on the severity, frequency or combination of infractions when circumstances warrant



immediate action. The above list is not inclusive of all offenses that may lead to termination. Indeed, for at-will and probationary employees, the Town reserves the right to discharge at any time.

## **1. Termination**

In the event it may become necessary for the Town to terminate an employee's employment, a recommendation to terminate will typically be made to The Town Manager by the employee's supervisor or manager, unless applicable law or the Town's Charter or Ordinances require otherwise or unless circumstances warrant otherwise. Prior to making any such recommendation, the supervisor or manager should ensure that all the requirements of any applicable Town's processes have been satisfied. When submitting the recommendation, the supervisor or manager should further provide the Town Manager with any applicable documentation in support of termination.

Nothing contained in this Handbook is intended to create, nor shall be construed as creating, an express or implied contract of employment or guarantee of employment for any term. In case of a conflict, any applicable union contract/collective bargaining agreement, ordinance, statute or charter shall control; however, in the absence of such a provision, employment is at-will, and may be terminated by the Town or the employee at any time without or without cause.

Employees who decide to leave the Town through resignation are expected to give at least two (2) weeks' notice and more if possible. Failure to give proper notice will become part of the employment record and will be noted in any reference requests, and will serve to deny the employee any right to any post-termination benefits.

Upon both voluntary and involuntary termination, Human Resources may conduct an exit interview with the terminated employee.

## **VIII. Comprehensive Town Communication Policy and Procedures**

### **1. LOGOS**

#### **A. Use of Town Logo**

The Town of East Hampton's logo serves as a formal visual cue and identity device that promotes the Town's historic qualities and characteristics. The Town encourages consistent and respectful use of the Town logo and requires use of the Town logo on all of the following:

- Town and department web sites;
- Third-party electronic media outlets, if feasible;
- Employee business cards;
- Administrative or department and individual letterhead;
- Administrative and department fax cover pages;
- Business envelopes;
- Town or department newsletters and brochures;
- Department sponsored single event flyers;
- Print display advertising not required by law;
- Town presentations; e.g., PowerPoint, etc.;

- Public access television announcements or bulletins.

## B. Public Safety Department Logos

Public Safety Departments and related personnel use formal logos to convey definite identity and to maintain public visibility and awareness of their role in the community. The East Hampton Police Department, East Hampton Volunteer Fire Department, the Office of the East Hampton Fire Marshall and Emergency Management will substitute their respective logos for the Town logo, though placement of these logos shall follow the Town's Visual Identity Standards.

## C. Regional Organization Logos

The Chatham Health District and Water Pollution Control Authority will also substitute their respective logos for the Town logo but are not required to conform to Visual Identity Standards.

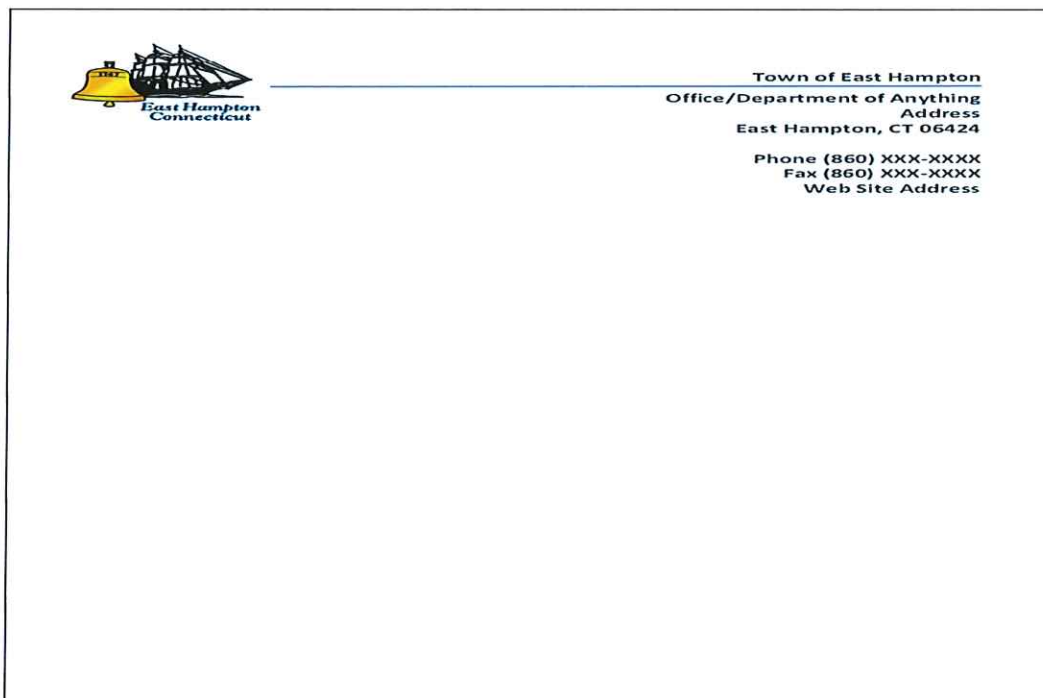
## D. Visual Identity Standards

The Town of East Hampton uses letterhead, envelopes, business cards, and other similar communication elements to convey the Town's identity clearly and consistently.

- **Letterhead**

Letterhead shall include the Town's official logo or official Public Safety logo and may be formatted in one of two ways.

### Administrative Office or Department Letterhead



- Administrator/Department Head Stationery




First and Last Name

Director of Anything

Office/Department of Anything • Address • East Hampton, CT 06424  
Phone (860) XXX-XXXX • Fax (860) XXX-XXXX • email name @address

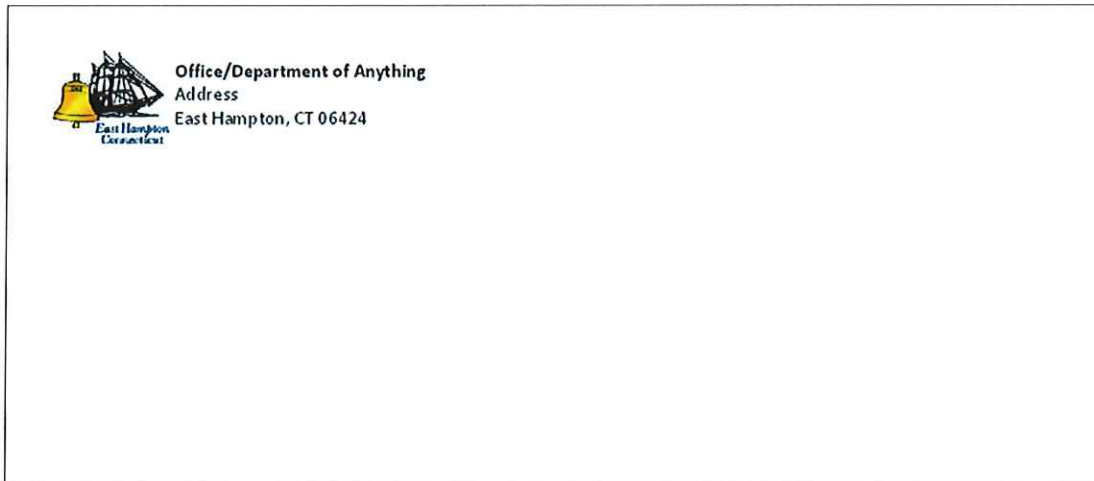
- **Fax Cover Sheet**

Fax cover sheets should be developed with emphasis on maintaining a unified look for the Town or Public Safety Department, respectively. Other department logos may be included with secondary emphasis only.

 <p>East Hampton Connecticut</p>	<p>Office/Department of Anything Address East Hampton, CT 06424</p>
<p>Phone: (860) XXX-XXXX Fax: (860) XXX-XXXX</p>	
<h1>FAX</h1>	
Date : _____	No. Of pages including this one : _____
To : _____	From : _____
Fax : _____	Phone : _____
Message:	
<p>Department Logo, if Applicable</p>	

- **Envelopes**

All envelopes should have the same format whether standard size #10, executive or larger and feature the Town or Public Safety Department logo.



- **Business Cards**

Business cards are another element that conveys Town or Public Safety Department identity and are intended to provide Town business information only. No additional logos may be printed on the front of the business card but additional information may be printed on the backside of the card. Allowable additions include other department logo, motto, or mission statement.



- **Employee e-Mail Signatures**

All employee email signatures must include the following information, in this order:

1. Name
2. Title
3. Department Name
4. Department's physical address
5. Phone number
6. Fax Number
7. e-Mail address
8. Town logo or Public Safety logo (suggested)
9. Department logo, if applicable (not required)
10. Department motto or mission statement, if applicable (not required)

## 11. Confidentiality notice, if applicable

The e-mail signature shall not contain any message that is political or religious in nature or a message otherwise in conflict with or in violation of Town policies.

- **Out-of-Office e-Mail Reply**

For non-emergency department heads, using an out-of-office email reply is encouraged and will follow purpose and number of day guidelines set by the Town Manager. Example messages:

*Thank you for your email. I am out of the office and will return on Day, Month X, 20XX. If you need immediate assistance, please contact Name at 860.XXX.XXX or [name@easthamptonct.org](mailto:name@easthamptonct.org)*

*Thank you for your email. Our (offices, center, library) are closed from Day, Month XX, 20XX @ time to Day, Month XX, 20XX. I will have limited access to email during this time. Your message is very important to me, and I will respond when I return to the office on Day, Month XX, 20XX.*

- **Employee Voice Mail Messages**

Voice mail messages tie to the Town of East Hampton's goal to provide high-quality service to residents, taxpayers, customers, and vendors using a consistent presentation. Telephones with voice mail capability should include standard messages that are clear, concise, and which deliver relevant information to the caller.

### **Guidelines**

1. Each department's or employee's general voice mail should provide the caller with a friendly greeting, an invitation to leave a message and an alternate extension where the caller can get immediate assistance, if needed.
2. Each of the Town's general office numbers should include an after-hours greeting. This greeting should convey the following information: Department/Office hours of operation; options for caller, and if applicable, information about critical services available after normal business hours.
3. Messages may also be used to promote Town department events, programs and services.

- **Away From Desk Reply**

For non-emergency department heads, using an away from desk reply is encouraged. Example message:

*Thank you for calling. I am either on the phone or away from my desk. Your call is very important to me, so please leave a message and I will get back to you as soon as I can.*

- **Town Web Site**

The Town's official web site, [www.easthamptonct.gov](http://www.easthamptonct.gov), represents the municipality and is intended to publicly describe and communicate the official business functions of town government conveniently, efficiently, and cost-effectively. The web site will strive to be the go-to place through which citizens should expect to find accurate, consistent, and timely information about Town services, activities, projects, and initiatives. General policies are:

- The Town Manager shall determine what information will be highlighted on the Town web site's home page.
- Town departments shall adhere to appropriate graphical standards, including consistent use of a True Type font, as determined by the Town Manager or a designee.
- Town departments shall adhere to linking, privacy, security, non-disclosure, and disclaimer policies set by the Town Manager or a designee, or as otherwise required by law.
- Town department heads shall be responsible for ensuring respective department web pages are kept current, according to standards established by the Town Manager.
- All secondary web and other Internet-resident sites maintained by Town departments shall link to and from the Town's official web site and where feasible and appropriate, include the Town logo or Public Safety logo, as appropriate.
- Direct commercial advertising or monetizing ads on the Town web site or any other Internet-resident site maintained by Town departments is prohibited.

## **2. Media Communications**

The Town of East Hampton seeks to inform its residents, businesses, and visitors by engaging in a pro-active communications program. This program recognizes that one of the most effective and quickest ways to communicate Town policies and activities to citizens is by working in partnership with the news media.

### **A. Overview**

Inquiries from the news media are given a high priority by the Town of East Hampton and should be responded to as quickly and efficiently as possible. Every effort should be made to meet media deadlines and to ensure that all information released is accurate.

The Town Manager's Office is responsible for the Town's media relations, with the exception of most public safety issues. All Town employees should notify the Town Managers Office about all media inquiries. Because the media often works on tight deadlines, it is important that all departments respond as soon as possible when department information or a spokesperson for the media is requested. Specific guidelines for responding to media requests follow.

### **B. Town Spokespersons**

- Town Manager;
- Department Heads;
- Public Information Officer, as defined in the Town's Emergency Response Plan;
- Police Department and Fire Department Public Information Officers (Police and Fire have specific media policies that govern their procedures) ;
- Exceptions regarding departmental spokespersons may be made at the discretion of the Department Head.

### **C. General or Routine Issues**

**Broadcast media:** Calls from broadcast media (TV and radio) should always be referred to the employee's department head; who will coordinate a response including designating a spokesperson.

**Local print media:** Calls from local print media regarding most departmental issues and programs may be handled by each department's director. On occasion the department head

may designate an employee in their department to respond to specific questions from print media.

#### **D. Town-Initiated Information**

Most proactive media contact is initiated through the Office of the Town Manager and by department heads. This includes issuing press releases and media advisories, either online or in print, about day-to-day events, programs, and services provided by Town government.

#### **E. Sensitive or Controversial Issues, Including Litigation**

All television, radio, newspaper or other media inquiries regarding sensitive or controversial issues should always be referred immediately to the Town Manager's Office. A coordinated response, including designating a spokesperson, will derive from consultation with the Town Manager's Office and the appropriate department head or Public Safety personnel.

#### **F. Public Safety Issues**

Because the Police and Fire Departments operate 24/7 and their work generates a high volume of media calls, those departments have designated sworn personnel as media spokespersons and follow specific guidelines when releasing information. Any media calls to other City staff regarding a Police or Fire issue should be referred immediately to the Police Department or Fire Department, as appropriate. All information released to the media by the Police and Fire Departments should be provided to the Town Manager at best opportunity.

#### **G. Crisis Communications**

Crisis communication policies are designed to aid the Town of East Hampton in responding to a public health emergency or other disaster that occurs within the Town's limits and/or the surrounding area. The Emergency Response plan also serves as an all-hazard response plan should East Hampton need to assist other communities that are acting as lead agencies during a disaster response.

Town employees shall adhere to all policies outlined in the Town of East Hampton's Emergency Response Plan.

#### **H. Non-Legal Advertising and Promotions**

This section speaks to print newspaper display ads, none required by law. Such ads and notices intend to provide the public with general information about the Town or specific information about upcoming programs, events, and forums sponsored by the Town or its departments. Examples:

General policies are:

- The authoring department shall notify the Town Manager's Office when a display ad is being proposed for publication;
- A copy of any display ad proposed for publication shall be sent to the Town Manager's Office for information purposes and comment prior to publication;
- All display ads shall include the Town logo or Public Safety logo, as appropriate.

Legal notices shall separately follow requirements and standards that identify the notices as legal advertisements from the Town of East Hampton.



## **I. Newsletters and Brochures**

The Town and its departments may periodically publish general interest newsletters or brochures to provide the public with information about Town programs, services, projects, issues, events, or activities.

### **Guidelines**

- Newsletters/brochures should be created and designed for publication at regular and publicized intervals; e.g., annually, quarterly, monthly, seasonally.
- Newsletters/brochures may be issued or delivered to the public in paper form, electronically, or by both means. Examples include:
  - a. Newspaper inserts;
  - b. Downloadable PDF (Portable Document Format);
  - c. Electronic delivery, by subscriber request to opt in to the delivery.

The Town Manager, or a designee, shall maintain a listing of recurring newsletters and their respective publication patterns, for inclusion on the town web site.

## **J. Social Media**

The Town of East Hampton recognizes social networking and Internet services as a way to inform the public as well as a way to deliver feedback, information, and perspective. The Town considers social media content to be official town communication.

The Town defines Social Media as third party hosted online technologies that facilitate informing the public about Town programs, services, projects, issues, events and activities. Social media uses many technologies and forms, including but not limited to Really Simple Syndication (RSS) and other syndicated web feeds, blogs, wikis, photo sharing, video sharing, podcasts, mashups, widgets, social networking, social bookmarking, and micro blogs.

The Town of East Hampton maintains social media sites as a public service and supports the secure use of social media to further the goals of the Town and the missions of its departments, where appropriate.

### **Related policies are:**

- All official Town of East Hampton presences on social media sites or services shall be considered an extension of the Town information networks and shall be governed by Town policies, including e-mail, Internet usage, computer, and open records policies.
- All Town social media sites shall adhere to all applicable federal, state, and local laws, regulations, and policies.
- The Town Manager shall review and approve department work plans for social media sites.
- Each social media site shall have a responsible administrator assigned; however, online Town representation on social media sites is ultimately the responsibility of department heads.
- Content and entries shall be posted only by authorized Town of East Hampton employees. Department heads may allow or disallow employee participation in any social networking activities undertaken by their departments.
- Social media web sites shall be consistently branded in order to communicate a clear association with the Town. Branding should include, but is not limited to inclusion of

the Town or Public Safety logo, as appropriate, with secondary emphasis on a department logo, if available.

- Content shall be kept current and updated as appropriate. If resources are not available to maintain and update records on a Town-sponsored social networking page, the Town Manager may direct that the sight be taken down.
- If you are assigned to a Town-authorized social media site, please do correct your mistakes and don't alter previous posts without indicating that you have done so. Frame any comments or opposing views in a positive manner.
- Law enforcement may use social media as an investigative tool as governed by Police Department rules, regulations, and policies.

**The following are prohibited on Town of East Hampton social media sites (page 45 Social media Policy):**

- Providing information that does or may tend to compromise the safety and security of Town information networks or the public.
- Information that compromises the privacy of citizens or the information the Town holds. Privacy protection laws, i.e., HIPPA or sensitive and confidential Town information shall at all times be observed.
- Political statements, including posts or comments that endorse or oppose political candidates or ballot propositions.
- Religious statements, including posts or comments that endorse or oppose any type of religious opinions or activities.
- Posts or comments that promote, foster, or perpetuate discrimination or harassment on the basis of any legally protected status including race, color, age, religion, gender, marital status, status with regard to public assistance, national origin, disability, or sexual orientation.
- Posts or comments that include vulgar, offensive, threatening or harassing language, personal attacks, or unsupported allegations.
- Obscene or sexual content or links to obscene or sexual content, illegal activity or encouragement of illegal activity.
- Plagiarized material; private, personal material published without consent; or potentially libelous material.
- Content that violates copyright or fair use laws.
- Comments not topically related to Town programs, services, projects, issues, events, and activities.
- Soliciting funds or posts or comments that promote or advertise commercial services, entities, or products.

**Outside Linking or Embedded Content on Social Media Sites**

Town of East Hampton or department social media sites are intended specifically to share information about Town programs, events, and services. The Town of East Hampton or its departments may, however, select links to other social media sites and outside web sites that offer helpful resources for users.

The Town is not responsible for the content that appears on these outside links and provides these links as a convenience only. As such, all departments using social media should make users aware that external pages and sites, and the information found on those pages and sites, are not controlled by, provided by, or endorsed by the Town of East Hampton. The Town

and Town Departments shall also make clear that once an individual links to another page or site, the Town's policies no longer apply and users become subject to the policies of that page or site.

### **Guidance for Employees Using Non-Town Related Social Media Sites**

The Town of East Hampton recognizes that its employees may also be using social media on their own and as such, the lines between work and personal life can become blurred. In general, what you do on your own time is a personal decision. However, activities in or outside of work that affect your job performance, the performance of others, or the Town's or public interests inform the following policies:

- Each Town staff member shall be held responsible for the content he or she publishes in any form of social media or type of social media site. Be thoughtful about how you present yourself in online social networks.
- Personal social media account names should not be tied to the Town; e.g., *EastHamptoncop*, *EHroadcrew*, etc.
- If you identify yourself as a Town of East Hampton employee or the Town as your employer, either directly or as part of a user profile, ensure your profile and related content is consistent with how you wish to present yourself to the Town, the public, your colleagues, business contacts, and peers.
- Even if you do not explicitly identify yourself as a Town employee, you should assume that your posts will be seen and read by colleagues and citizens and that they will presumptively associate your posts with the Town of East Hampton.
- Use common sense. Refrain from posting items that could reflect negatively on the Town or otherwise embarrass public services, including comments or other posts about profanity, drug or alcohol abuse, off-color or sexual humor, and other inappropriate conduct.
- Do not use ethnic slurs, personal insults, obscenity, or engage in any conduct that would otherwise be unacceptable in the workplace.
- Show proper respect for people's privacy and for topics that may be considered objectionable or inflammatory, such as politics and religion.
- Respect the law, including those laws governing defamation, discrimination, harassment, and copyright and fair use.
- Do not disclose Town of East Hampton (or anyone else's) confidential information
- Do not reference Town staff members, suppliers, vendors, or co-workers without their approval.
- If you publish content to any website outside of your regular social networking responsibilities, but it has something to do with work you do or subjects associated with your job, use a disclaimer such as this: "The postings on this site are my own and don't necessarily represent the Town's positions, plans, or opinions."
- If what you are publishing is, in fact, East Hampton official business, be sure that that you are authorized to make such statements on behalf of the organization. If there is any doubt, check with your supervisor.
- Ensure that your social networking conduct is consistent with the all policies contained in the Town of East Hampton's Employee Handbook, including Harassment, Sexual Harassment, Confidential Information, and Computers.
- Make sure that your online activities do not interfere with your job performance.

In total, trust is an essential ingredient in the constructive culture of Town employment. All of your social media interactions should balance risk vs. reward.

### **Surveys and Focus Groups**

The Town of East Hampton may periodically and formally conduct surveys or convene focus groups. The purposes of these endeavors are to invite civic engagement and to collect and objectively assess resident input about services provided by local government and/or other factors related to quality of community life. The survey results may be used by Town Administration, staff, elected officials and other stakeholders for community planning and resource allocation, program improvement and policy making. Related policies are:

- The Town Manager shall be solely responsible for approving all town-wide survey and focus group efforts; approving the methodology of any approach; e.g., paper, electronic, in-person, or combination.
- The Town Manager may charge Town department heads with supporting surveys or focus groups, or supporting third party consultants or facilitators charged with same.
- Spot surveys may be executed by Town departments if survey content is intended to capture one-time public input about a program, event, service, or service experience. Surveys may be executed in-person, on paper, or via an online survey tool or social media.

### **K. Comcast Public Access Channel**

The Town of East Hampton and its departments may periodically elect to submit content to Comcast's local area Public Cable Access Channel (Channel 15) which provides free bulletin board service to non-profit and community groups. For information and guidance on using the service, link to <http://www.publicaccessstudios.com/middletown.html>.

### **L. Staff/Employee Bulletin Boards**

Staff bulletin boards serve as information centers for Town employees and a place to find regular updates on workplace interests. Each department, in collaboration with Human Resources, shall encourage appropriate use of bulletin boards to convey current, non-confidential information to Town employees, including but not limited to:

- Connecticut and federal labor posters required by law;
- Town employment opportunities;
- Notices of required training or other informational workshops offered by the Town to Town employees;
- Information about programs and services offered to Town employees and their families; e.g., discounts, health and wellness programs, etc.
- Emergency or routine communications about events that affect workplaces and workplace schedules.
- Notices from collective bargaining units, if applicable.

Staff bulletin boards should be located in high-traffic staff areas to ensure maximum visibility.

Staff bulletin boards shall not be used to post content political in nature or be directed at a small group of employees or individual employee.

### **M. Public Bulletin Boards and Distribution of Materials Policy**

The Town of East Hampton and its departments may maintain bulletin boards, literature racks, and counter or tabletop displays for the posting and/or passive distribution of informational materials.

#### **Guidance to Town Departments**

Department may at their discretion, maintain bulletin boards and brochure racks to post and/or distribute free materials such as community pamphlets, flyers, calendars of events, newsletters, and other information for public awareness and convenience.

Public bulletin boards should generally feature (a) community, local and state government information (b) local nonprofit community events announcements or (c) announcements on cultural and economic development activities offered within our community, region, and state. Items may be posted or made available for distribution at the discretion of Town staff with preference given to information about Town programs and activities, subject to Town Manager input.

#### **Prohibited Use**

- The bulletin boards and handout racks are not available for personal or family use, or for purely social use.
- Items shall not contain language that may be deemed insulting, offensive, foul, or abusive. In addition, graphics containing sexual references are strictly forbidden.
- In general, no items devoted solely to the sale, advertising, solicitations or promotion of commercial products or services for a single profit making business will be accepted.
- Any material asking visitors to sign a petition or letter.
- Materials that support or oppose any current or pending ballot measure or political candidate.
- Religious proselytizing.

**APPENDIX A**  
**Town of East Hampton**  
**Performance Review and Development**

Employee Name:	
Position Title:	
Hire Date:	
Date of Evaluation:	Date of last Evaluation:
Evaluator:	Updated job description? ___Yes___ No
Reason for Evaluation: Annual ___ Promotion ___ Probationary Period ___ Other ___	

1. Key responsibilities: List major responsibilities, primary duties or important functions of this employee.
  
  
  
  
  
  
  
  
  
  
  
2. Accomplishments: Review each key responsibility area and note any accomplishments the employee has made.
  
  
  
  
  
  
  
  
  
  
  
3. Key performance factors: Review the employee's performance in each area listed and note where the employee excels and where improvement is necessary.

*Rating Scale:*

1. **Excellent** – Individual performs all tasks in an exceptional manner. Requires little or no supervision.
2. **Good** – Individual performs many tasks well, and all other tasks adequately. Requires little or no supervision.
3. **Satisfactory** – Individual performs all tasks satisfactorily. Requires normal supervision.
4. **Fair** – Individual performs most tasks satisfactorily, but not all. Requires more than normal supervision.
5. **Unsatisfactory** – Individual fails to perform many tasks, requires close and constant supervision.
6. **N/A-not applicable**

Key Performance Factor	Comments	Rating
	Describe how the employee's performance compares to stated expectations and objectives communicated at last appraisal and throughout the rating period. Identify employee strengths in the areas of specific knowledge, skills and abilities to do the job. Identify areas where you see improvement is necessary.	
<b>Job knowledge</b> Consider degree of job knowledge relative to length in time in the current position. Consider the individual's efforts to learn new skills and maintain up-to-date job related information. Applies technical and procedural know-how to get the job done; understands job duties and responsibilities; has necessary job skills and knowledge; understands and promotes department mission and values; keeps informed of the latest developments in the area of specialty; monitors events which impact functional areas.		
<b>Communication</b> Effectively conveys and receives ideas, information and directions; seeks to clarify and confirm the accuracy of their understanding of unfamiliar or vague terms and instructions; listens effectively; demonstrates good verbal and written communication.		
<b>Teamwork/Collaboration</b> Successfully works with others to achieve desired results; contributes to team projects; exchanges ideas, opinions; helps prevent resolve conflicts; develops positive working relationships; is flexible, open-minded; promotes mutual respect.		



Key Performance Factor	Comments	Rating
<b>Productivity</b> Maintains fair work load; takes on additional responsibilities as needed; manages priorities; develops and follows work procedures; completes assignments on time and to specifications.		
<b>Planning and Organizing</b> Develops realistic plans; balances short and long term goals; uses time and resources effectively; prioritizes duties in a manner consistent with organizational objectives and emergencies; meets deadlines and follow through; requests assistance when necessary to complete duties.		
<b>Problem Solving</b> Anticipates and prevents problems; defines problems, identifies solutions; overcomes obstacles; helps team solve problems.		
<b>Initiative</b> Pursues goals with commitment and take initiative eagerly; results-oriented; desires to excel on the job; works steadily and actively; demonstrates self-confidence and positive attitude.		
<b>Customer orientation</b> Listens, identifies and responds quickly and effectively to internal and external customers' needs and sets work activities accordingly; goes beyond what is expected and follows up to ensure customer satisfaction.		
<b>Quality</b> Demonstrates accuracy, thoroughness and reliability; manages time and priorities; develops and follows work procedures.		
<b>Diversity</b> Treats everyone equitably and fairly; embraces diversity in daily work life; works with diverse group of employees comfortably and willingly.		

Key Performance Factor	Comments	Rating
<p><b>Attendance</b> Consistently is on time and ready to work at the start of shift and after breaks; requires no start-up time; always provides proper notification or advance notice for absence or tardiness.</p>		
<p><b>Contributions to Community</b> Participation on committees, task forces or events; participation in community based service activities.</p>		
<p><b>Leadership</b> Orients, guides, motivates, trains and develops staff.</p>		
<p><b>Budgeting</b> Cost-consciousness; meets or stays with budget.</p>		

## Objective for Upcoming Review

- I. **Performance Plan:** Identify specific actions/behaviors the employee needs to start doing, stop doing and/or continue in the upcoming performance period.
  
- II. **Development Plans:** Identify specific work assignments and topics for training designed to increase individual's effectiveness on present job and prepare for future job assignments.
  
- III. **Employee Comments:** Enter below any comments you wish to make about your appraisal or the objectives for the upcoming year.

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

(Your signature does not necessarily signify your agreement with the appraisal; it simply means that the appraisal has been discussed with you).

Evaluator Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**APPENDIX B  
OVERTIME/COMPENSATORY TIME  
TOWN OF EAST HAMPTON, CONNECTICUT**

**ADVANCE REQUEST FOR AUTHORIZATION OF OVERTIME / COMPENSATORY TIME**

From: \_\_\_\_\_ Title: \_\_\_\_\_ Date of Request: \_\_\_\_\_

Reason for overtime / compensatory time: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Authorized in advance by: \_\_\_\_\_ (Department Head) \_\_\_\_\_ (Date)

Employee is authorized to work overtime / compensatory time as indicated below:

Date	Time of Day		Hours Authorized	Hours Worked Actual
	From	To		
<b>TOTAL</b>				

(To be signed after actual work performed)

\_\_\_\_\_  
Signature of Employee

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Supervisor

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Department Head

\_\_\_\_\_  
Date