

**WATER BOARD OF TRUSTEES**  
**Regular Meeting**  
**August 13, 2015**  
**4:00 PM**  
**Location: 1208 South St.**

**Agenda**

1. Approve Agenda.
2. Approve Minutes of the July 13, 2015 Regular Meeting, and July 16, 2015, and August 5, 2015 Wastewater/Water Working Committee meetings.
3. Approve Invoices and Financial Statements.
4. Customer Forum.
5. Discussion and Consideration of Oskaloosa Municipal Water Department Employee Manual.
6. General Manager's Update.
7. Miscellaneous.
8. Adjourn.

## **INFORMATION CONCERNING AGENDA ITEMS:**

### **Agenda Item #4**

“This is the item reserved to receive comments from the community, our customers, for concerns whether or not they are included in the current agenda. The community is encouraged to come and speak before the Water Board of Trustees and asked to keep statements brief. Any questions are to be asked of the Water Department staff and Board of Trustee members prior to speaking to the full Board of Trustees so concerns may be properly researched and answered away from the meeting. Comments are to be directed to the Board of Trustees only.”

There are no items to present at this time.

### **Agenda Item #5**

The employee handbook has been revised to account for changes that were suggested at the June Board of Trustees meeting. I will attach a copy of the handbook to the email for your review. Joe expressed some concern about wanting to compare OMWD’s handbook with the City’s before moving forward with approval. If nothing else, this gives the Board an opportunity to review the changes and have further discussions. Major changes from the last draft; moving probation from 90 days to 180 days, eliminating verbiage about Plant Operation Employees (shift employees) because there are no longer shifts being worked at the plant, changing vacation increments from 4 hours to 1 hour, adding Martin Luther King Jr. day to match City operations for wastewater.

### **Agenda Item #6**

Nothing jumps out that needs addressed right now.

### **Agenda Item #7**

There were two leaks this last month;

Avenue West between South G and South H, 4” main shear break  
Carbonado Road 4” main, hole in the pipe.

**OSKALOOSA MUNICIPAL WATER  
DEPARTMENT**

**EMPLOYEE MANUAL**

Revised: August, 2015

## TABLE OF CONTENTS

<b>SECTION 1 - INTRODUCTION</b>	<b>3</b>
<b>SECTION 2 - EMPLOYMENT POLICIES</b>	<b>4</b>
A. Commitment to Equal Employment Opportunity	
B. ADA Compliance	
C. GINA Compliance	
D. Harassment	
E. Prohibition of Sexual Harassment	
F. Employment of Relatives	
G. Personnel Records	
H. Mileage Reimbursement	
I. Job Postings	
J. Driving Records	
K. Physical Examinations	
L. Probationary Period	
M. Employee Licenses and Certifications	
N. Inclement Weather	
O. Smoke-Free Workplace	
P. Direct Deposit	
<b>SECTION 3 - WAGE AND HOUR PRACTICES</b>	<b>10</b>
A. Hours of Work	
B. Overtime	
C. Time Cards	
D. Lactation Breaks	
<b>SECTION 4 - LEAVE BENEFITS</b>	<b>12</b>
A. Vacation Pay	
B. Sick Leave	
C. Funeral Leave	
D. Paid Holidays	
E. Family and Medical Leave Act (FMLA)	
F. FMLA For Military Families	
G. Military Leave	
H. Jury Duty and Witness Duty	
I. Voting Leave	
J. Pregnancy Leave	
<b>SECTION 5 - INSURANCE BENEFITS</b>	<b>20</b>
A. Health Insurance	
B. Dental Insurance	
C. Eye Insurance	
D. Life Insurance	

<b>SECTION 6 - GUIDELINES REGARDING CONDUCT AND DISCIPLINE</b>	<b>21</b>
A. Disciplinary Guidelines	
B. Conduct Guidelines	
C. Alcohol and Controlled Substance Policy	
D. No Solicitation	
E. Company Vehicle	
F. Gifts	
G. Investigations	
H. Workplace Privacy and Searches	
I. Use of Workplace Technology	
J. Social Media	
<b>SECTION 7 - COMPLAINT PROCEDURE</b>	<b>30</b>
A. Resolving Employee Questions and Complaints	
B. Open Door Policy	
<b>APPENDIX A -EMPLOYEE ACKNOWLEDGEMENTS</b>	<b>31</b>

**SECTION 1**  
**INTRODUCTION**

The purpose of this employee manual is to generally describe Oskaloosa Municipal Water Department (hereinafter referred to as O.M.W.D.) personnel guidelines and procedures. The manual contains only general managerial guidelines, and shall not constitute or create an express or implied contract or promise of employment or of any particular terms, benefits or duration of employment. Employment with O.M.W.D. is at will. O.M.W.D. or the employee may terminate the employment relationship at any time, with or without cause. Except as otherwise required by law, O.M.W.D. reserves the right to handle each employee and employment issue as it deems most appropriate. O.M.W.D. may add to, revoke or modify the guidelines, policies and benefits described below without prior notice. Employees are required to stay up to date with new policies and procedures.

## **SECTION 2** **EMPLOYMENT POLICIES**

### **A. Commitment to Equal Employment Opportunity**

O.M.W.D. will not discriminate against applicants or employees on the basis of race, color, creed, sex, pregnancy, age (if over the age of eighteen (18)), religion, ancestry, national origin, marital status, sexual orientation, gender identity, genetic information, status as a military veteran, disability, including those related to pregnancy or childbirth, membership or non-membership in a labor organization, or any other characteristic protected under federal, state or local law. All employees are responsible for understanding, adhering to and strictly enforcing this policy.

In furtherance of this policy, O.M.W.D. will:

1. Continue to recruit, hire, train, transfer, promote, compensate, discipline, discharge, and otherwise treat employees in all job classifications without regard to any protected characteristics.
2. Continue to base employment decisions upon legitimate, non-discriminatory factors including, but not necessarily limited to, an individual's skills, experience, disciplinary record, performance, attendance records, development potential, and qualifications.
3. Continue to ensure that personnel actions such as hiring, compensation, benefits, layoffs, discipline and termination will be administered without regard to protected characteristics.

The responsibility for carrying out this Equal Employment Opportunity policy is assigned to all personnel involved in employment practice decisions.

If you feel you have been unlawfully discriminated against, we encourage you to bring this to the attention of your supervisor, the General Manager, or a member of the Board.

### **B. ADA Compliance**

The Americans with Disabilities Act (ADA) and its amendment, prohibits discrimination against qualified individuals on the basis of disability. It is the policy of O.M.W.D. to comply with the ADA. O.M.W.D. will not discriminate against any qualified employee or job applicant with respect to any terms, privileges, or conditions of employment because of that person's physical or mental disability. In compliance with the ADA, O.M.W.D. will consider reasonable accommodations that do not pose undue hardship to the O.M.W.D. to enable qualified applicants or employees with disabilities to perform the essential functions of the position. O.M.W.D. encourages applicants or employees to make suggestions regarding reasonable accommodations to their supervisors, department heads, or the O.M.W.D. ADA Coordinator.

### **C. GINA Compliance**

The Genetic Information Nondiscrimination Act of 2008 (GINA) prohibits employers and other entities by GINA Title II from requesting or requiring genetic information of an individual or family member of the individual, except as specifically allowed by this law. To comply with this law, O.M.W.D. asks that employees not provide any genetic information when responding to requests for medical information. 'Genetic information,' as defined by GINA, includes an individual's family medical history, the results of an individual or an individual's family member's genetic test, the fact that an individual or an individual's family member sought or received genetic services, and genetic information of a fetus carried by an individual or an individual's family member or an embryo lawfully held by an individual or family member receiving assistive reproductive services.

### **D. Harassment**

Harassment, retaliation, coercion, interference, or intimidation of any employee due to that employee's race, religion, color, sex, creed, age, national origin, sexual orientation, gender identity, disability or any other characteristic protected by local, state, or federal law is strictly forbidden. Harassing conduct in the workplace includes, but is not limited to: epithets, slurs, or negative stereotyping; threatening, intimidating, or hostile acts or words; and written or printed materials that denigrate or show hostility to an individual or group made or posted in the workplace or in the course of employment for O.M.W.D. Such conduct is a prohibited form of discrimination under state and federal employment laws and is also considered misconduct subject to disciplinary action up to and including termination.

If you believe that you are being harassed or subjected to discrimination of any kind, you should use the complaint procedure for sexual harassment allegations. Complaints will be investigated and appropriate action taken. There will be no retaliation against anyone who submits a good faith harassment complaint or participates in an investigation relating to such a complaint.

### **E. Prohibition of Sexual Harassment**

O.M.W.D. forbids sexual harassment in the work environment. Sexual harassment has been defined as illegal discrimination on the basis of sex.

It may include unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual or harassing nature when:

1. Submission to such conduct is made a term or condition, either explicitly or implicitly, of an individual's employment.
2. Submission to or rejection of such conduct by an individual is used as a factor in decisions affecting that individual's employment.
3. Such conduct has the purpose or effect of substantially interfering with an individual's work performance or creates an intimidating, hostile or offensive working environment.



Any behavior of a sexual nature not welcomed by the Employee or found to be personally offensive is expressly forbidden. Sexual harassment may consist of a variety of behaviors, including, but not limited to the following examples:

1. Repeated verbal conduct such as sexual innuendo, suggestive comments, jokes of a sexual nature, sexual propositions or threats;
2. Continued non-verbal or visual materials such as derogatory posters, photography, graffiti, cartoons, drawings or gestures;
3. Repeated physical conduct such as unwelcome touching, hugging, kissing, coerced sexual contact or assault;
4. Repeated threats or demands to submit to sexual requests in order to keep your job or receive some job-related benefit; or
5. Retaliation for reporting or threatening to report harassment.

If you believe that you are being subjected to sexual harassment, you should:

First: Tell the harasser to stop.

Second: Make a record and immediately report the incident to your Supervisor or the General Manager.

Third: If the conduct continues, it should be immediately reported to the above individuals.

Any reported incident will be investigated. Complaints and actions taken to resolve complaints of sexual harassment will be handled as confidentially as possible, given O.M.W.D.'s obligation to investigate and act upon reports of such harassment. If, at any time, you feel your complaint is not being investigated and handled appropriately, immediately advise your supervisor or the General Manager of your concerns (see the procedure outlined in Section 7 "Complaint Procedure" page 30). Violation of this policy will result in discipline up to and including termination. All employees shall be protected from coercion, intimidation, retaliation, interference, or discrimination for filing a complaint under this policy, participating in an investigation or filing a complaint with a state or federal agency.

#### **F. Employment of Relatives**

Relatives of current employees of O.M.W.D. may be hired if they will not be working together in the same reporting chain or in a position to influence one another's compensation.

If employees become relatives after employment commences, the two (2) employees will be given the option of deciding who will transfer, if possible, or who will terminate employment. If the two (2) employees cannot make the decision in a timely manner, length of service in the

department will be the deciding factor and the least senior employee will be transferred, if possible. Otherwise, the employment of the least senior employee will be terminated. The Board may grant a waiver of this policy if it determines it is in the best interest of the Utility.

For the purposes of this policy, a relative is defined as parents, children, brothers, sisters, brothers-in-law, sisters-in-law, father-in-law, mother-in-law, spouses, and individuals who are not legally related but who reside with the employee.

#### **G. Personnel Records**

O.M.W.D. maintains personnel files for all employees. Personnel files are the property of O.M.W.D. Access to personnel files is generally limited to supervisory and executive personnel. Employees may review their own personnel records by submitting a written request to the General Manager, who will make the necessary arrangements for the employee's review of their personnel records.

#### **H. Mileage Reimbursement**

In the event an employee uses their own personal vehicle to attend a water department related function or perform other water department related matters, the water department will reimburse that employee for the miles driven. The amount of the reimbursement will be based on the current federal guideline mileage reimbursement rate.

#### **I. Job Postings**

Whenever a position becomes available, a notice of such opening will be posted at the Water Department Office for at least ten (10) calendar days before the deadline for filling the position. The notice will contain the position title, a brief job description and minimum hiring specifications. O.M.W.D. reserves the right to use other recruiting sources to fill open positions at their discretion.

Applicants, including current employees, shall be considered on the basis of ability, performance, experience, training, aptitude, disciplinary record and other job-related qualifications. Military service may also be a factor in hiring decisions, as provided by Iowa's Veteran's Preference law.

#### **J. Driving Records**

O.M.W.D. reserves the right to request the disclosure of an applicant's driving record prior to hire, and upon request thereafter as a condition of continued employment, if the applicant may be responsible for the operation of any type of vehicle at any time during employment.

#### **K. Physical Examinations**

O.M.W.D. may require Employees to submit to a job-related medical examination by a qualified physician designated by O.M.W.D. and at the O.M.W.D.'s expense after the employee has been offered a position, and before the employee begins work, if such examination is required of all entering employees in the classification. The job offer may be conditioned on the results of a post-offer medical examination. The results of the examination will be kept in a confidential file, separate from the employee's personnel file.

Employees may also be required to submit to a job-related physical examination when necessary to determine if the employee is still able to perform the essential functions of the position, or for fitness for duty examinations required by federal, state or local law. Also, voluntary medical examinations may be conducted as part of the O.M.W.D.'s employee health programs.

**L. Probationary Period**

Each new hire shall be "on probation" for one hundred eighty (180) days. Employment during the probationary period is at the exclusive discretion of the employer. No explanation or justification for failing to continue employment need be given. Completion of a probationary period does not change an employee's status as an at-will employee and does not restrict the O.M.W.D.'s right to terminate employment.

During the probationary period an employee accrues, but cannot use vacation leave. Sick leave is not accrued until the employee successfully completes the probationary period. Probationary employees do not receive paid holidays.

**M. Employee Licenses and Certifications**

It is the employee's responsibility to keep their licenses and/or certifications current. All required licenses and certificates shall be brought to the appropriate department head to be copied for the employee's personnel file. Failure to keep licenses and certificates current may result in termination.

**N. Inclement Weather**

In the case of a severe snowstorm (blizzard conditions as determined by the National Weather Service) the following policy will be in effect:

1. If an employee is unable to get to work, he/she may request to be allowed to charge such an absence to vacation, compensatory time or personal time provided he/she has the time accumulated. If no paid time is available, the employee may choose to take the time off without pay.
2. An employee may request to leave work early because of blizzard conditions. If the request is approved, the employee may use accumulated comp time, vacation or personal time. If no paid time is available, the employee may choose to take the time off without pay.
3. Benefit accumulation and eligibility will not be affected if an employee chooses to take the time off without pay.
4. Employees may be required to report to work during severe weather conditions when their presence is needed to serve the public.

In extreme circumstances, the General Manager may determine that it is necessary to close the offices/facilities. In this case, the employee may use accumulated vacation, compensatory time or personal time. If the employee does not have any accumulated time, he/she may be allowed to make up the lost time with approval of the department head.

**O. Smoke-Free Workplace**

The O.M.W.D. building is designated as a non-smoking facility. Smoking is prohibited in all portions of the facility, as well as on the grounds. Employees who smoke should observe all fire and safety rules when working around or near hazardous chemicals or materials. Additionally, state law prohibits smoking in company-owned vehicles.

**P. Direct Deposit**

All employees hired on or after July 1, 2015 are required to arrange for their paychecks to be direct deposited into a personal bank account.

### **SECTION 3**

#### **WAGE AND HOUR PRACTICES**

##### **A. Hours of Work**

The work week begins on Monday and ends on Sunday. Work hours are scheduled as required by workload, production flow, customer needs and the efficient management of personnel resources. Employee work hours thus may change from time to time.

##### **Office and Distribution Employees:**

Normal work hours are from 8:00 AM to 5:00 PM, Monday through Friday with a one hour lunch break. Distribution employees will work rotating weekend shifts at the Water Treatment Plant. Scheduled hours are subject to change.

##### **Plant Operation Employees:**

Plant Operators normal work hours are 7:00 AM to 3:30 PM Monday through Friday with a ½ hour lunch break. Plant Operators will work rotating weekend shifts at the Water Treatment Plant. Scheduled hours are subject to change.

When Distribution or Plant Operators are scheduled to work a weekend shift, they will take two days off during the week, prior to working the weekend.

There shall be no "organized" work breaks. Each employee is allowed a fifteen minute break for each four hour period of time worked. The timing and location of breaks shall vary with work site circumstances. Breaks are not to be used to extend the lunch hour or to allow employees to leave prior to the scheduled ending time.

Only managers and supervisors are authorized to change an individual's work hours. Wages shall be paid for hours actually worked. No wages shall be paid for any other time away from the work place, other than authorized vacation, sick leave, funeral leave, jury duty or paid holidays.

##### **B. Overtime**

Overtime hours paid to hourly employees are defined as those hours:

- actually worked in excess of eight hours per day;
- actually worked in excess of forty straight time hours per work week;
- actually worked, when the employee is called upon to work non-normal hours, to help deal with an emergency situation.

Vacation, sick, Holiday, funeral, comp time, jury duty, and all other paid leave are excluded from hours worked for purposes of overtime calculations.

Hourly employees are paid overtime at the rate of one and one-half times the base hourly rate applicable to the work actually performed during overtime hours. Overtime will thus be time and one-half the regular rate of pay.

All overtime must be expressly approved, in writing, in advance by the General Manager. Only approved overtime hours will be paid.

**C. Time Cards**

**Non exempt** employees are employees who are required to be paid overtime under provisions of the Fair Labor Standards Act. Non-exempt employees are required to personally and accurately record their time worked. An employee should never record more or less time than they actually work. Inaccurate or incomplete recording of hours worked may result in discipline up to and including discharge. All time worked must be turned in to the Office Manager on the Monday following each scheduled 2 week pay period. All time worked overtime is to be approved, in writing, by the General Manager. Any time that is worked in exchange for "compensatory" time must be turned in and approved as it is earned. Any time off taken in exchange for "compensatory" time must be identified and recorded as such.

**D. Lactation Breaks**

An employee who is nursing a child up to one year old may take a break for a reasonable period of time for the purpose of expressing breast milk any time she needs to express milk. O.M.W.D. will make a location available to the employee (other than a bathroom) that is shielded from view and free from intrusion from coworkers and the public for purposes of expressing milk. If a suitable location cannot be identified for a nursing mother in a particular location, please contact the General Manager as soon as possible to discuss viable alternatives.

**SECTION 4**  
**LEAVE BENEFITS**

**A. Vacation Pay**

O.M.W.D. believes that it is of mutual benefit for employees to spend some time away from their work environment each year. Paid vacation leave is provided for all full-time employees.

Employees earn but cannot use vacation leave until they have successfully completed their first year of employment. Vacation time will not be paid if an employee is terminated or resigns during their first year of employment. Vacation leave is earned by full time employees as follows:

FIRST YEAR	5 DAYS (40 hours)
2 – 5 YEARS	10 DAYS (80 hours)
6 - 13 YEARS	15 DAYS (120 hours)
14 OR MORE YEARS	20 DAYS (160 hours)

Vacation leave is issued annually on an employee's anniversary date. For example, an employee has no vacation leave during his or her first year of employment, but on the date of the employee's first anniversary, he or she will be given 40 hours to use over the next year.

1. All vacations must be approved by the General Manager in advance. Vacation pay will not be given for days missed unless applied for in advance.
2. Requests for vacation must be made far enough in advance for the employee to schedule an alternative time if necessary.
3. The General Manager has the right to approve vacation leave for employees at times that do not interfere with the efficient operations of the Department.
4. Vacation time may be taken in increments of one (1) hour.
5. Vacation leave must be earned before it can be used.
6. Vacation time may not be carried forward from one anniversary year period to another. Vacation must be taken during the anniversary year after it is earned.
7. Probationary period shall be one hundred eighty (180) days.

A qualified employee who terminates their employment with O.M.W.D. must give a two (2) week written notice of their intent to end employment or they will forfeit payment of their accrued vacation pay. An employee fired for violation of policy, or unlawful acts, is not entitled to payment of accrued vacation pay.

Vacation will not accrue during unpaid leaves of absence.

**B. Sick Leave**

After the probationary period, sick leave may be accrued at one day per month of full time employment. Example: An employee may accrue up to six (6) days sick leave in the first year of employment and up to twelve (12) days per year after that.

Sick leave is a privilege available for regular full time employees and can be used in the following circumstances:

- When the employee is unable to perform his/her job duties because of illness, injury, pregnancy disability or birth of a child;
- When the employee, or the employee’s parent, spouse, child or other dependent, has medical, surgical, dental or optical examinations or treatment;
- When an employee is required to care for an ill member of their immediate family, he/she may use accumulated sick leave. Immediate family is defined as the employee’s parent, spouse, child or other dependent.

Sick leave may be used in increments of one hour (i.e. one hour, two (2) hours, three (3) hours, etc.), unless otherwise approved by the General Manager. After three (3) or more consecutive sick days, an employee will be required to provide a physician's note, giving cause for the employee's absence and releasing the employee to return to work. If an employee is absent from work for an extended documented sick leave, lasting up to twelve (12) consecutive weeks, O.M.W.D. will restore the employee to the employee’s former position, or an equivalent position, whenever possible.

Sick leave may accrue up to ninety (90) days. Accrued sick leave will be paid to an employee upon separation of service according to the following schedule.

YEARS OF SERVICE	PERCENT OF ACCRUED PAID
10 - 14	50%
15 - 19	75%
20 or more	100%

Sick leave does not accrue during unpaid leaves of absence.

**Notification** - An employee who is unable to report for work shall report the reason for the absence to the supervisor within one half hour of the regular starting time for that employee. Failure to provide notice on each such day may be considered a leave of absence without pay for that full day. The Utility may require evidence, paid for by the employee, supporting the use of sick leave, as it sees fit.

**C. Funeral Leave**

A full-time employee in good standing may be granted up to three working days leave with pay in the event of the death of a spouse, child, parent, father-in-law, mother-in-law, sister, brother, grandparents or members of the employee's immediate household.



#### **D. Paid Holidays**

A full-time employee that has passed the probationary period qualifies for the following paid holidays. Holidays must be taken as a day away from the workplace and may not be cashed in if unused. If an employee is scheduled to work on a Holiday, they may schedule a paid day off at a later date with their supervisor.

New Years Day	Veterans Day
Martin Luther King Jr. Day	Thanksgiving
Presidents Day	Day after Thanksgiving
Memorial Day	Christmas Eve
Independence Day	Christmas Day
Labor Day	

Holidays falling on a Saturday are normally observed on the preceding Friday. Holidays falling on a Sunday are normally observed on the following Monday. However, employees whose normal schedule includes weekends will observe the actual holiday.

If a holiday falls during an employee's vacation or any period of approved sick leave, it will be counted as a holiday and will not be deducted from the employee's accumulated vacation or sick leave.

Employees on an unpaid leave of absence at the time a holiday occurs will not be paid for the holiday.

#### **E. Family and Medical Leave Act (FMLA)**

Upon formal request, the Oskaloosa Water Department will grant a leave under the Family and Medical Leave Act for up to twelve (12) workweeks per calendar year.

#### **Qualifying Reasons for Leave**

1. The birth of a child and/or to care for a newborn child if the leave is completed within twelve (12) months of the birth.
2. To care for a newly adopted child or child placed in your home for foster care (under eighteen (18) years of age) if the leave is completed within twelve (12) months of the adoption or placement.
3. To care for a spouse, child (under eighteen (18) years of age), or parent (not parents-in-law) who has a "serious health condition." FMLA leave may be taken to care for an adult child eighteen (18) years of age or older if the child is incapable of self-care because of a mental or physical disability.
4. The employee's own "serious health condition" if it renders the employee incapable of working.

An employee may request leave on an intermittent basis. However, for intermittent leave requested for reasons listed in 1 and 2 above, O.M.W.D. can request that all such leave be taken at one time. Intermittent leave requested for medical reasons must be supported by the certification of the health care provider. In cases of planned medical treatment the employee is expected to schedule the treatment so as to create minimum disruption for the department.

A “serious health condition” means an illness, injury, impairment, or physical or mental condition that requires inpatient care in a hospital, hospice, or residential care facility, or continuing treatment by a health care provider resulting in an absence from work for more than three consecutive work days. Voluntary or cosmetic treatments that are done on an outpatient basis or which are not medically necessary are not included. The definition is not meant to cover short-term conditions where treatment and recovery are brief.

A “serious” health condition also is defined as one that makes an individual unable to attend work, school, or perform other daily activities for more than three (3) days, and requires continuing treatment by a health care provider. Also qualifying under FMLA would be treatment for a serious, chronic health condition that if left untreated, would likely result in an absence from work of more than three (3) days, care for long term conditions for which treatment may not be effective, multiple treatments, and recovery therefrom and for pregnancy or prenatal care.

### **Qualification for Leave**

An employee who has worked at least twelve (12) total months for O.M.W.D. and at least 1,250 hours during the previous twelve (12) months is eligible for FMLA leave. Hours will be prorated for part-time employees based on the average number of hours worked per week.

### **FMLA Leave Period**

The FMLA twelve (12) month period will begin each calendar year on January . Any FMLA leave taken after that date will, for the remainder of that twelve (12) month period, be counted toward the twelve (12) week annual allotment.

### **Notice Requirement**

A special request form is available from the office. If the request for the leave of absence is not reasonably foreseeable, the employee must notify the O.M.W.D. as soon as possible. Employees must provide thirty (30) days advance notice whenever the leave is “foreseeable.”

### **Medical Certification**

The employee must provide the O.M.W.D. with certification from a health care provider of his/her serious health condition, or the family member’s requiring the leave. The O.M.W.D. office will provide a certification form and the employee must return the completed form within fifteen (15) days or the leave may be denied or delayed until the employee provides proper certification.

Should the O.M.W.D. disagree with the opinion given by the employee's health care provider, the O.M.W.D. reserves its right to require opinions from second or third health care providers at O.M.W.D. expense.

### **Paid/Unpaid Leave**

Subject to the stated provisions for the use of other types of annual leave, the O.M.W.D. requires that the employee immediately use all available sick, vacation, and compensatory paid leave time provided to employees by the O.M.W.D. as part of the twelve (12) week FMLA leave. The employee will not accrue paid holidays or sick leave while on unpaid FMLA leave.

### **Health Insurance**

While on leave covered by the FMLA, the O.M.W.D. will maintain the employee's coverage under any group health insurance plan on the same conditions as coverage would have been provided if the employee had been continuously employed during the entire leave period. The employee will be required to continue to pay his or her contribution to the premium either through payroll deduction or by direct payment to the O.M.W.D. by the \_\_\_th of the month. Loss of insurance coverage will result if the premium amount is paid more than thirty (30) days late. If the employee misses a premium payment and the O.M.W.D. pays the employee's contribution, the employee will be required to reimburse the O.M.W.D. for the delinquent payment upon return from leave. Under certain circumstances, if an employee fails to return to work after an approved FMLA leave, the O.M.W.D., may require the employee to reimburse it for the amount the O.M.W.D. paid for the health insurance coverage during the leave.

### **Double Spouse**

When both spouses work for the Oskaloosa Water Department they will be limited to a combined total of twelve (12) weeks for leave taken for birth, adoption, foster placement, or the care of an employee's parent. This limitation does not apply when leave is taken for an employee's own serious health condition, or to care for a spouse or child.

### **Return From FMLA Leave**

An employee who is returning from a family leave of absence must notify the General Manager of the intent to return to work no less than seven (7) calendar days prior to the anticipated date of return.

If the leave was taken because of the employee's own illness or injury, he/she is required to provide a fitness-for-duty certification from a health care provider before returning to work. A failure to do so may cause a delay in the employee's reinstatement.

Upon return from FMLA leave, employees will be returned to their original position or an equivalent position with equivalent pay, benefits, and other terms and conditions of employment.

### **Fraudulent Leave Requests**

An employee who fraudulently obtains FMLA leave from the O.M.W.D. is not protected by the Act's job restoration or maintenance of health benefits provisions and will be subject to appropriate disciplinary action, including discharge.

## **F. FMLA For Military Families**

The FMLA was amended to include coverage for eligible employees to care for qualifying service members. Eligible employees may take twenty-six (26) workweeks of leave during a single twelve (12) month period to care for a covered service member with a serious injury or illness who is the spouse, son, daughter, parent, or next of kin to the employee (Military Caregiver Leave). The second type of leave available to certain military families is known as Exigency Leave and entitles eligible employees to up to 12 weeks of leave because of “any qualifying exigency” arising out of the fact that a qualifying family member is on active duty in a foreign country or has been notified of an impending call to active duty status in a foreign country. For purposes of this policy, adult children are qualifying family members.

Unless otherwise stated in this provision, the FMLA provisions described above apply to FMLA military leave.

Paid leave must be extinguished first before unpaid military family FMLA leave is taken. Both types of military family FMLA leave are subject to certification or other verification requirements. Where an employee fails to timely comply with any such requirements, or where this process establishes time off and absences from work are not covered by FMLA, the FMLA leave may be delayed or denied and any absences and time off may be considered unexcused absences subjecting the employee to disciplinary action, up to and including termination of employment.

## **G. Military Leave**

### **Leaves Available**

O.M.W.D. will grant leaves of absence for military service to full-time and part-time regular employees in accordance with applicable state and federal law. A full-time or part-time regular employee, who is a member of the uniformed services, when ordered by proper authority to serve in the uniformed services, shall be granted leave for the period of service. This leave shall be without loss of pay for the first thirty (30) calendar days of the leave. Employees are entitled to one period of paid leave for military service per fiscal year. Any amount of military leave taken during any part of an employee’s scheduled workday, regardless of the number of hours taken, shall count as one day toward the thirty calendar days without loss of pay. Absences required for military service that exceed thirty (30) calendar days shall be granted in accordance with the O.M.W.D.’s policies on vacation, compensatory time or unpaid leave, and with applicable state and federal law.

### **Reemployment Rights - Eligibility**

Eligibility for reemployment with O.M.W.D. after an employee completes military service will be determined in accordance with applicable state and federal law. Conditions for reemployment are briefly explained as follows:

1. The employee or an appropriate officer of the uniformed service in which the employee serves, must give advance written or verbal notice of the service to the employee’s immediate supervisor, unless military necessity prevents the employee

from giving notice or if it is otherwise impossible or unreasonable;

2. The cumulative length of the absence and all previous absences from employment with the O.M.W.D. for reason of military service must not exceed five (5) years;
3. The employee's discharge from military service must be for reasons other than dishonorable; and
4. Upon returning from military service, the employee must report to work or submit a timely application for reemployment according to the following schedule:
  - a. For service of less than thirty (30) days the employee must report to work by the beginning of his or her first regularly scheduled work day that would fall eight (8) hours after the employee returns home.
  - b. For service of 31 to 180 days the employee must apply for reemployment within fourteen (14) days after completing service.
  - c. For service of 181 days or more the employee must apply for reemployment no later than ninety (90) days after completing service.

#### **Continuation of Benefits During Military Service**

Employees on leave for military service and any of their dependents entitled to coverage under O.M.W.D.'s health insurance plan are entitled to coverage as follows:

1. An employee that leaves employment for less than thirty-one (31) days is entitled to continued health insurance coverage, and will not be required to pay more than what an active employee would pay for coverage.

An employee that leaves employment for more than thirty (30) days is allowed to elect to receive continued coverage under O.M.W.D.'s health insurance plan for up to eighteen (18) months following separation from employment or until the employee's reemployment rights expire, whichever event occurs first. O.M.W.D may require the employee to pay up to 102% of the premium.

#### **H. Jury and Witness Duty**

Any employee required to report for jury duty shall receive a paid leave of absence for the time spent on duty subject to the following limitations. All employees summoned to jury duty or serving as a witness must submit a copy of the summons to their supervisor within two (2) working days after receiving the summons. All employees on jury or witness duty who are released from service by 12:00 Noon are expected to report for work the same afternoon.

While on jury duty, O.M.W.D. will continue the employee's regular salary, but the employee must submit certification of the number of hours spent in such service and assign any

compensation received in connection with the duty, less any reimbursement for travel or meal expenses, to the O.M.W.D.

Hours spent by any employee appearing as a witness in any job-related legal proceeding at the direction of the O.M.W.D. shall be considered to be work time.

If an employee is summoned to appear in court as a witness in a case in which he or she is not directly involved, the employee may take an unpaid leave or use accrued vacation hours or accumulated compensatory time.

#### **I. Voting Leave**

The O.M.W.D. encourages all employees to fulfill their civic responsibilities and to vote in all official public elections. Generally, an employee's working hours are such that the employee will have ample time to vote before or after working hours. However, if an employee does not have three (3) consecutive nonworking hours between the opening and closing of polls in which to vote, an employee may submit a written request to his or her supervisor as soon as possible before the election for paid time off of up to three (3) hours to vote. The department head will notify the employee of the time he or she will be allowed to vote.

#### **J. Pregnancy Leave**

Leave associated with an employee's own serious health condition, the birth of a child or to care for the newborn child within one year of birth may be available under the O.M.W.D.'s Family and Medical Leave policy outlined above.

If an employee is ineligible for FMLA leave, the employee is nonetheless entitled to a job protected leave of absence for the period that the employee is disabled because of the employee's pregnancy, childbirth, or related medical conditions, not to exceed eight (8) weeks. The employee will be required to utilize any available paid vacation leave, sick leave, and personal days during this leave of absence, and after all paid time is exhausted the leave shall be unpaid. The employee must provide timely notice of the period of leave requested; the O.M.W.D. must approve any change in the period requested; and the O.M.W.D. may require that the employee's disability resulting from pregnancy be verified by medical certification stating that the employee is not able to reasonably perform the duties of employment. Any pregnancy leave will be exhausted concurrently with any other available leave or benefits, including but not limited to FMLA leave or any short term disability benefits.

**SECTION 5**  
**INSURANCE BENEFITS**

**A. Health Insurance**

The O.M.W.D. provides employee, employee/spouse, employee/child(ren) or employee/spouse/child(ren) health insurance to all eligible employees at no expense to the employee.

If the employee elects not to enroll in health insurance or enrolls in an employee-only insurance policy, \$174.00 will be deposited in a 403(b) retirement fund in lieu of spouse and/or children health insurance coverage.

**B. Dental Insurance**

Dental insurance is also available to all eligible employees. If the employee elects to have dental insurance, the employee is required to pay \$5.00 per month for single coverage, \$10.00 per month for employee/spouse, and \$16.00 per month for family coverage. This amount will be deducted from the first paycheck of each month.

**C. Eye Insurance**

Eye insurance is also provided for all eligible employees, their spouse and children at no additional cost to the employee.

**D. Life Insurance**

Employees are provided basic life insurance of \$20,000.00 by the O.M.W.D. It also provides a group term life benefit of \$5,000.00 on the spouse, and various amounts of coverage for children, dependant on their age. If additional coverage is desired, it can be added at the employee's expense, which will be payroll deducted from the first paycheck of each month.

## **SECTION 6** **GUIDELINES REGARDING CONDUCT AND DISCIPLINE**

### **A. Disciplinary Guidelines**

Employees are expected to follow O.M.W.D. policies, to use common sense and courtesy when dealing with customers, visitors and co-workers, and to perform their duties effectively with a professional attitude. When an employee fails to meet O.M.W.D. performance or conduct expectations, O.M.W.D. may take whatever disciplinary action it deems necessary in an attempt to address what it considers to be the unacceptable conduct or performance.

The nature of disciplinary action taken in any situation will be determined by O.M.W.D. in its sole discretion and will depend on the individual circumstances. Discipline may include, but is not limited to, the following measures, verbal warning, written warning, suspension without pay, or discharge.

Nothing in this policy or any other provision of this Handbook or employment related document may be interpreted as establishing any right to oral, written, or progressive discipline prior to discharge. O.M.W.D. expressly reserves the right to terminate any employee's employment at will, without prior notice or discipline and for any reason.

### **B. Conduct Guidelines**

O.M.W.D. is dedicated to providing a high quality product and service for its customers and a high quality work environment for its employees. Our commitment to those goals requires that employees conduct themselves in an ethical, efficient and professional manner at all times. In order to reach its goals, certain types of employee conduct or performance are unacceptable and will result in discipline up to and including immediate discharge. If an employee has concerns about the safety of their work environment or the conduct of another employee, it should be reported immediately to their supervisor.

While this Handbook describes certain types of unacceptable conduct or performance as well as certain types of progressive discipline, please understand that no employee is necessarily entitled to any progressive discipline. Furthermore, the following examples of unsatisfactory conduct or performances are only general guidelines. O.M.W.D. has the right to handle each disciplinary situation as it deems most appropriate. Any employee may be discharged without prior notice or counseling if O.M.W.D. deems that necessary. As it is not possible to provide an exhaustive list of unacceptable conduct or performance, the following constitutes only a representative list of actions which may result in discipline up to and including discharge:

1. Violation of safety rules or conduct which creates a safety or health hazard.
2. Performance which falls below O.M.W.D. standards, including those of quality, quantity, efficiency, timeliness, or courtesy.



3. Misappropriation, mismanagement, misuse or neglect of equipment, products, supplies, money or any other property which belongs to O.M.W.D., one of its employees, or a third party.
4. Failure or refusal to comply with O.M.W.D. policies, procedures, or supervisory instructions.
5. Tardiness, absenteeism or failure to give a supervisor adequate notice in advance of an absence. Repeated absenteeism will not be tolerated and is grounds for dismissal.
6. Insubordination, or use of abusive, threatening or obscene language.
7. Actions which are beyond the scope of an employee's authority.
8. Sexual harassment of employees, customers, or third parties.
9. Assault or battery of any person during working hours.
10. Unlawful discrimination, whether by acts or statements.
11. Inability or unwillingness to communicate and/or cooperate with other employees.
12. Possession, consumption, use or being under the influence of drugs, or alcohol while on O.M.W.D. or customer premises or on O.M.W.D. time, or while operating O.M.W.D. equipment.
13. Any other conduct which represents unacceptable conduct or performance, or a violation of any law, ordinance or rule.

**C. Alcohol and Controlled Substance Policy**

O.M.W.D. prohibits the consumption, possession, transfer, or sale of alcohol or controlled substances in its facilities or on customer premises or jobsites, or arriving to work while under the influence of alcohol or a controlled substance. O.M.W.D. also prohibits the possession, transfer or sale of any controlled substances, including, but not limited to, marijuana, cocaine, "crack" and any other controlled substance. This prohibition extends to prescription drugs unless the employee has a current prescription. No substance which impairs an employee's performance, including a prescription drug, may be used during work hours.

Employees are prohibited from operating or driving any vehicles or equipment owned, leased or rented by O.M.W.D. while under the influence of alcohol or a controlled substance.

O.M.W.D. reserves the right to search employees and employee property during work time and at any time the employee is on O.M.W.D. or customer premises. Any refusal to allow a search by an authorized supervisor or manager will be grounds for disciplinary action, up to and including termination.

Failure to abide by the alcohol and controlled substance policy is grounds for disciplinary action, up to and including termination.

**D. No Solicitation**

No solicitation of any kind will be permitted in work areas by employees who should be performing their assigned work tasks, or if the solicitation by non-working employees interferes with the work of other employees who are performing their assigned work tasks.

Solicitation during established breaks, meal times or other specified break periods is not prohibited.

No distribution of any kind, including circulars or other printed materials is permitted in any work area at any time.

An employee who violates these rules or assists others in doing so will be subject to discipline or discharge.

**E. Company Vehicle**

O.M.W.D. vehicles issued to an employee are to be used for legitimate Water Department business purposes only. No person, other than the employee to whom the vehicle is assigned or other authorized employee, is permitted to drive the Water Department vehicle. The employee operating the vehicle must have a valid driver's license. Driving a Water Department vehicle while under the influence of alcohol or a controlled substance is grounds for disciplinary action, up to and including discharge. Vehicles are to be kept clean inside and out and there will be no tobacco products allowed in Water Department vehicles.

**F. Gifts**

O.M.W.D. employees are not allowed to accept gifts, tips, or gratuities valued at more than \$2.99, from any vendor or customer. This includes entertainment, trips, and meals beyond ordinary business meals. If an employee has any question about whether acceptance of a gift might violate this policy, they must consult with the General Manager, or the Board of Trustees. Violation of this policy may result in disciplinary action.

**G. Investigations**

All employees are required to fully cooperate with any member of management who is conducting a work-related investigation. Employees will be disciplined for lying to any member of management, or providing information to any member of management that is dishonest, misleading, inaccurate, or incomplete.

Employees will also be disciplined for impeding, obstructing, or failing to cooperate with an inquiry or investigation conducted by any member of management. "Obstructing" includes, but is not limited to, threatening, intimidating, or coercing other individuals who may be contacted by management, and discouraging other individuals who may be contacted by management from responding to or cooperating with management. "Failing to cooperate" includes, but is not

limited to, failing to provide information, documents, or materials requested by management, and providing information, documents, or materials to management that are dishonest, misleading, inaccurate, or incomplete.

#### **H. Workplace Privacy and Searches**

O.M.W.D. attempts to maintain equipment and supplies that permit work to be accomplished in the most efficient and effective manner possible. While employees are encouraged to use these items, it is important to understand that they are O.M.W.D. property and are to be used to conduct O.M.W.D. business.

As part of your employment, a desk, locker, vehicle or work space may be made available to you. These spaces and equipment are O.M.W.D. property. Because the spaces are O.M.W.D. property, not the employee's personal property, they are subject to being inspected by O.M.W.D. at any time, with or without notice to the employee.

O.M.W.D. assumes no responsibility or liability for any items of personal property which are placed in the work spaces that are assigned to the employee.

If O.M.W.D. conducts an examination or inspection under the terms of this policy, there will be at least two (2) individuals present at the time of the examination or inspection.

#### **I. Use of Workplace Technology**

O.M.W.D. may provide electronic mail systems, computers, telephone systems, voice mail, fax machines and other technology to employees at O.M.W.D.'s expense for their use in performing their duties for O.M.W.D. The purpose of this policy is to prevent misuse of the O.M.W.D.'s workplace technology and to ensure appropriate, efficient and effective use of such technology. These machines and systems are business equipment owned by O.M.W.D. to be used for business purposes. Exceptions are limited to necessary personal phone calls, and authorized personal use of the Internet and e-mail systems during nonworking time as approved by department heads.

Employees shall maintain the highest professional ethics and conduct while on O.M.W.D.'s electronic communication systems. Employees must restrict personal use to occasional use that does not interfere with the O.M.W.D. business. Occasional, incidental personal use of O.M.W.D. technology must not interfere with job activities nor result in any expense to the O.M.W.D. Personal activities which interfere with the O.M.W.D.'s network, including screening games or video, are strictly prohibited.

Obscene, demeaning, defamatory, or disruptive messages are prohibited. This includes, but is not limited to, messages that are inconsistent with O.M.W.D.'s policies concerning workplace harassment and sexual harassment. Any use of the Internet or other technology to obtain, transfer, download, or send sexually explicit material for personal use is expressly prohibited.

All communications over and activity conducted on the O.M.W.D. owned systems are property of the O.M.W.D. O.M.W.D. may access, review, audit, and disclose all matters sent over its systems or placed into their storage without prior notice.

Employees should have no expectation or right of privacy when using O.M.W.D. owned systems. The Internet is an open, unsecured network. Also, some electronic communications such as electronic mail and computer files may exist on back-up tapes after the user deletes them. Simply deleting a message or file may not fully eliminate the message from the system. The use of personal passwords or access codes does not restrict the O.M.W.D.'s ability to access electronic communications or files.

The O.M.W.D. may retrieve an employee's voice and electronic mail messages and computer files for non-investigative reasons (such as to retrieve a needed computer file or message) and as part of a valid investigative search relating to workplace misconduct.

The O.M.W.D. may review a record of an employee's Internet usage. An employee's use of the electronic mail, Internet, voice mail or other computer systems constitutes consent to O.M.W.D.'s review of the employee's electronically stored e-mail, files or messages. All messages should be composed with the expectation that they will be made public.

Employees must inform their department heads of voice mail, e-mail and computer passwords or access codes. Employees shall not use unauthorized codes, passwords, or other means to gain access to others' files.

Loading, copying or installing any software, including commercial software, shareware, freeware, games, screen savers, or any other type of software, is prohibited without authorization from the appropriate department head. Employees who are authorized to download information from the Internet must comply with disk scanning procedures established by the O.M.W.D. to minimize the risk of contracting a computer virus.

Employees are prohibited from deactivating software designed to detect and destroy computer viruses.

Use of the electronic communication system to copy and/or transmit any documents, images, software or other information protected by a copyright owned by someone other than O.M.W.D., without proper authorization from the copyright owner, is prohibited. Copyright protection applies to any document, image, software or information unless it is specifically marked as public, not copyrighted, or freeware. In the absence of any specific copyright markings, material or information should be considered copyright protected. The O.M.W.D. assumes no responsibility for reviewing, ascertaining or policing copyright material that may be transmitted to or from the electronic communication system by employees.

Employees will be disciplined, up to and including termination, for violating O.M.W.D.'s technology policy. Employees who are terminated, laid off, or on extended leave of absence are prohibited from accessing e-mail or other O.M.W.D. electronic communications systems.

## **J. Social Media**

### **Social Computing Guidelines**

The purpose of this policy is to establish O.M.W.D. regulations defining the use of various technologies known collectively as “social media”. Social media accounts shall be used for the purpose of informing the public about O.M.W.D. business, services, and events. All official O.M.W.D. presence on social media accounts are considered an extension of O.M.W.D.’s information networks.

This policy covers all social media messages generated on or handled by electronic communication systems owned by O.M.W.D. This policy is also applicable to all social media messages generated by employees of O.M.W.D. that relate to their status as an employee of O.M.W.D.. The regulation of employee speech is subject to the right of employees to freedom of speech as that right has been interpreted by the court.

O.M.W.D.’s website will remain the official location for content regarding O.M.W.D. business, services, and events. Whenever possible, links within social media formats should direct users back to O.M.W.D.’s website for more information, forms, documents, or online services necessary to conduct business with O.M.W.D.

All O.M.W.D.’s social media accounts should be viewable to the public and not use privacy settings.

The O.M.W.D. and authorized departmental extensions should be used on all social media accounts to confirm authenticity of site.

Online representation on social media accounts is ultimately the responsibility of the General Manager. The General Manager shall appoint a social media moderator to control the social media account and ensure appropriateness of content.

Social media accounts should be regularly monitored and updated at least twice a week.

Employees representing O.M.W.D. via social media accounts must conduct themselves at all times as representatives of O.M.W.D. and must comply with the Guidelines contained in this policy and with the provisions relating to “Prohibited Content”.

Any employee who discovers a violation of this policy shall immediately notify the General Manager. An employee who violates this policy or uses social media for improper purposes shall be subject to disciplinary action up to, and including, termination of employment.

### **Definitions**

**Social Media:** Various forms of discussion and information-sharing, including social networks, blogs, video sharing, podcasts, wikis, message boards, and online forums. Technologies include: picture-sharing, wall-postings, fan pages, email, instant messaging, and music-sharing. Examples of social media applications include, but are not limited to, Google and Yahoo Groups

(reference, social networking), Wikipedia (reference), MySpace (social networking), Facebook (social networking), YouTube (social networking and video sharing), Flickr (photo sharing), Twitter (social networking and micro-blogging), LinkedIn (business networking), and news media comment sharing/bloggging.

**Business Purposes:** Use of social media as a means of communicating official information about O.M.W.D., including events, department activities, emergency information, and feature stories. Business Purposes also includes use of social media for interaction with a professional association, information source necessary to the job duties of an employee, and interaction with other members of a professional association.

**Personal Use:** On-duty and off-duty use of personal social media sites by an O.M.W.D. employee for any purpose that is not a business purpose. This includes access on personal or O.M.W.D. provided computers and smart phones.

### **Posting Guidelines**

Employees should be conscious of what they post on social media sites and avoid presenting personal opinions that imply endorsement by O.M.W.D. If posted material could be attributed to O.M.W.D., the post must be accompanied by a disclaimer identifying the statements or opinions presented as those of the poster and stating that the statements or opinions do not reflect those of O.M.W.D.

Employees should not portray themselves as spokesperson for O.M.W.D. unless they are specifically authorized to do so by either the General Manager or his or her designee.

Those responsible for O.M.W.D.'s social media accounts are responsible for complying with applicable federal, state, and local laws, regulations, and polices. This includes adherence to established laws and policies regarding copyright, records retention, Freedom of Information Act (FOIA), First Amendment free speech rights, privacy laws, and information security policies established by O.M.W.D.

Employees may not post text, video, pictures, or other material that would reasonably be considered to be detrimental to the image of O.M.W.D. Employees may only post material which the employee has permission to use.

Employees should keep in mind that once an item is posted it is publicly available on the Internet and cannot be retracted.

### **Prohibited Content**

The following content shall be prohibited on official O.M.W.D. social media sites.

Profane language or content.

Content that promotes, fosters, or perpetuates illegal discrimination of any kind.

Sexually explicit content or links to such content.

Solicitation of others for commercial ventures, or religious, social, charitable or political causes.

Making or publishing of false, defamatory, or malicious statements concerning any employee, supervisor, O.M.W.D., or its operations.

Personal information about employees.

Posting of HIPAA protected information is not permitted.

Use of chat sessions in social media will not be permitted.

The General Manager or designated representative, reserves the right to delete submissions that are deemed inappropriate, according to prescribed unacceptable content standards. If any record is deleted for unacceptable content, the General Manager or designated representative will retain a public record of that content and keep a record of why the information was removed.

Friends, fans, or followers should be removed if they continue to post inappropriate content. One warning should be given. If the individual posts inappropriate content a second time, they should be removed or blocked.

### **Social Media Account Security**

Social media accounts should be tied to an O.M.W.D. email address.

Moderators should never leave a workstation unattended when logged on the social media account.

Only the General Manager and moderator(s) should know the login and password to social media accounts.

If the moderator changes, the login and password should also change.

### **Personal Use of Social Media**

Employees should make certain any online activities do not interfere with their effectiveness at work and ensure any on-duty personal use is limited in nature. If on-duty personal use is interfering with work effectiveness, employees will be subject to disciplinary action.

Employees should be mindful of blurring their personal and professional lives when using or accessing social media sites.

Employees may not use social media to engage in libelous, defamatory, obscene, or maliciously false behavior directed at O.M.W.D., elected officials, appointed officials, other employees, or members of the public.

Employees may not post confidential information which they have learned through their employment with O.M.W.D.

Posting of HIPPA protected information is not permitted.

Employees may not use their O.M.W.D. email account in connection with a personal social networking account.

Employees shall not participate in online social media or forums on behalf of O.M.W.D. unless they are authorized to do so by the General Manager or the designated representative.

When violations of these guidelines occur, O.M.W.D. reserves the right to exercise judgment in determining the appropriate level of discipline by reviewing each incident on a case-by-case basis.



**SECTION 7**  
**COMPLAINT PROCEDURE**

**A. Resolving Employee Questions and Complaints**

O.M.W.D. wants every employee to feel he or she has a good place to work. As with any relationship, however, the working relationship can at times create misunderstandings and friction. If a problem develops, or if you feel you have been treated improperly, we strongly encourage you to use the following procedure:

**STEP ONE:** - Talk over the problem with your Supervisor. He/She may be in the best position to resolve your concern or answer your question. If your Supervisor cannot give you an answer immediately, they may ask you to wait while your concern is studied and more information collected. In any event, your Supervisor should respond to your question or concern.

**STEP TWO:** - If you are dissatisfied with the response from your Supervisor, you may advance your concern in writing, to the General Manager. The written concern should clearly state the concern, the answer received from your supervisor, and why you remain dissatisfied. The General Manager will consider your concern and inform you of his or her conclusion. If your Supervisor is the General Manager, proceed to step three.

**STEP THREE:** - If you are dissatisfied with the General Manager's response, you may take your concern to the O.M.W.D. Board of Trustees. The Board will consider your concern and discuss their conclusion with you.

**B. Open Door Policy**

If for any reason you feel you cannot go to your Supervisor or the General Manager initially, please contact a Board Member to consider your concern.

# **Appendix A: Employee Acknowledgments**

## **Employee Acknowledgment of Receipt of Handbook**

I have received my copy of the O.M.W.D. Employee Handbook. I understand that the handbook has been provided to me for informational purposes only and that the O.M.W.D. may change or withdraw any policies, procedures, or benefit programs at any time. I acknowledge that this handbook is not a contract of employment, express or implied, and that I am not guaranteed employment for any specific duration. Either O.M.W.D. or I may terminate my employment at any time with or without notice or cause.

\_\_\_\_\_  
Initial

## **Alcohol and Controlled Substance Policy Acknowledgment**

I have received a copy of the employer's policy regarding the maintenance of a drug-free workplace. I realize that the unlawful manufacture, distribution, dispensation, possession or use of a controlled substance is prohibited on this employer's premises or while conducting the employer's business. A violation of this policy can subject me to discipline up to and including termination. I realize I must abide by the terms of this policy and that if I am directly engaged in work performed pursuant to a federal grant or contract, as a condition of employment, I must notify the employer of any criminal drug conviction for a violation occurring in the workplace no later than five days after such conviction. I further realize that federal law mandates that the employer communicate this conviction to the federal agency, and I hereby waive any and all claims that may arise for conveying this information to the federal agency.

\_\_\_\_\_  
Initial

## **Acknowledgment of Receipt of Workplace Technology Policy**

I have received a written copy of O.M.W.D.'s Workplace Technology policy. I fully understand the terms of this policy and agree to abide by them. I understand that the O.M.W.D.'s computer and electronic communications systems are to be used for business purposes only, with limited exceptions and only as approved by my department head, and that all information stored in, transmitted, or received through O.M.W.D.'s systems is the property of O.M.W.D. I acknowledge that I have no expectation of privacy in connection with the use of this equipment. I acknowledge and consent to O.M.W.D. monitoring my use of this equipment at any time at its discretion. Such monitoring may include, but is not limited to, printing and reading E-mails entering, leaving, or stored in these systems; listening to my voice mail messages; recording the Internet address of any site that I visit; and recording any network activity in which I transmit or receive any kind of file. I acknowledge that any message I send or receive may be recorded and stored in an archive file for management use. I know that any violation of this policy could lead to discipline, up to and including termination.

\_\_\_\_\_  
Initial

\_\_\_\_\_  
Employee's signature

\_\_\_\_\_  
Date

01108705