



City of Haverhill



Employee Handbook

**2nd Edition
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Draft**

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SECTION 1. INTRODUCTION

1.1 FOREWORD

< > Space for Mayor to address

I am pleased to provide you with a copy of the *second* publication of the Employee Handbook. This comprehensive guide provides information on your employment with the City of Haverhill. This handbook is provided to give guidelines to enable our employees to meet customer service expectations. I believe that the high quality of services that employees like you provide, demonstrate our commitment to customer service.

1.2 PURPOSE

The purpose of this handbook is to provide guidance and information in regard to the various, in some instances, complex, employment issues, terms, and policies. It has been developed also to advise employees of their rights, as well as their responsibilities towards the City. This handbook covers a broad range of topics, and is meant to apply generally to all employees. Most City of Haverhill employees are represented by one of seventeen (17) collective bargaining units. Thus, in instances where discrepancies exist between this handbook and a union contract, the latter prevails.

This handbook does not apply to members of boards, commissions, or committees established by ordinance or appointed by the Mayor, neither does it relate to employees of the Haverhill Public Library or the employees of the School Department.

“Excepting any employee’s rights pursuant to relative collective bargaining agreements and Massachusetts General Laws Chapter 31, all employees are considered at-will employees (e.g. all employees are hired at the discretion of the City, employment is therefore terminable by the employee or the City at any time for any reason). None of the policies contained herein shall at any time be construed to be an implied or expressed employment agreement or contract.

1.3 HOW TO USE THIS HANDBOOK

Again, this handbook has been designed to provide important employment information to employees of the City of Haverhill. It is by no means intended to serve as an employment contract and the policies and procedures herein described should be reviewed and followed only as rules of employment.

This handbook is divided into nine (9) specific sections, each organized based on numerical headings, followed by double numerical sub-headings. Sub-sections are identified by a lettering system, all of which follows an alphabetical order.

As in most cases, this handbook is not intended to answer all questions. Where applicable, employees should refer to their union contract for specific information. This handbook cannot substitute for good communication between an employee and his or her manager or supervisor. Employees are encouraged to express their concerns, and to always turn to their manager or supervisor for guidance. It is the responsibility of Department Heads to cultivate a climate in which open communication can take place in their departments. In all cases, employees should always feel free to direct their questions, or bring their concerns up with the Human Resources Department.

1.4 UPDATE AND AMENDMENT

While the City of Haverhill holds this handbook to represent its employment policies and practices and calls on all employees to abide by its plan, the City reserves the right to wholly or partially modify, change, revoke, suspend, or terminate the content of this handbook. The City will give notice of any proposed changes to provide an opportunity for employees to participate and for Union groups to bargain. Updated information will be forwarded to Department Heads for insertion.

At its annual meeting, the City's Personnel Advisory Board will consider issues of implementation and compliance with the policies described in this handbook, and make recommendations for revision, as may be deemed appropriate by the board members.

SECTION 2. COMMUNICATION

2.1 BULLETIN BOARD

The City of Haverhill provides accessible bulletin board space in each department, where employees can review information, such as meeting notices, job opportunities, and other types of information relative to personnel matters which can also be reviewed on the City website. Also you may consult your department's bulletin board for materials concerning State, Federal, and local laws and regulations.

2.2 CENTRAL BULLETIN BOARDS

All job postings are displayed in the locked bulletin board on the First Floor of City Hall (to the right of the elevator) and in the Human Resources Department Room #306. They are also listed on the City of Haverhill Web site at <http://www.ci.haverhill.ma.us/departments/hr/>.

2.3 STAFF MEETING

Department Heads are encouraged to conduct staff meetings on a regular basis (at least once a month), as a means of promoting open communication within their department. This forum will provide an opportunity to address questions and concerns that can be resolved within the Department.

Similarly, staff meetings should be utilized to review departmental objectives, set new directions, and discuss the role each employee can play to achieve departmental goals. Notes of meetings should be kept for review by the Mayor at any time.

2.4 NEWSLETTER

The City of Haverhill will publish a periodical newsletter that will cover a variety of topics of interest to all employees. Employees will be profiled regularly in this journal and employment related topics and other informative subjects will be discussed and circulated via this newsletter.

SECTION 3. POLICIES

3.1 EQUAL EMPLOYMENT OPPORTUNITY/ANTI-HARASSMENT AND NON-DISCRIMINATION POLICY

Notice to Employees and Managers regarding Workplace Responsibilities and the Rights of Fellow Employees

Statement of Policy

It is the policy and practice of the City of Haverhill to provide and promote equal employment opportunities for all applicants and employees. The City of Haverhill is firmly committed to maintaining a workplace based on our collective values, which stress the quality of our products and services, the importance of teamwork, and the need for all employees to treat each other with dignity, fairness, and respect. Therefore, it is the responsibility of all employees to ensure that the concepts of equal employment opportunity, non-harassment, and non-discrimination are understood, abided by, and carried out by everyone.

A. Prohibition of Discrimination and Harassment

It is the policy of the City of Haverhill to hire, train, promote, compensate, and administer all employment practices without regard to race, color, sex, sexual orientation, age, veteran status, marital status, religion, medical condition, national origin, disability unrelated to the ability to perform essential job functions, or an account of membership in any protected category under federal, state, or local laws. Harassment of employees or applicants because they are members or affiliated with members of any of the foregoing protected groups is also prohibited and will not be tolerated. The City of Haverhill will take appropriate measure in response to any such incidents, which are reported. Every good faith effort will be taken by the City of Haverhill to fulfill the objectives of this policy.

The City of Haverhill believes that every employee has the right to work in an environment totally free of harassment and discriminatory conduct, joking, or epithets. Such behavior does not advance the purposes of the City of Haverhill; it is also morally wrong, and may subject the City of Haverhill to legal exposure in certain circumstances. Towards that end, the City of Haverhill's policy sets a standard of conduct that is higher than what federal, state, and local laws may require, as it forbids discriminatory or harassing conduct of the kind described in this policy even if the conduct does not rise to the level of a violation of applicable law. Consequently, any employee who engages in these types of prohibited conduct will be subject to disciplinary action, up to and including termination.

B. Conduct Constituting Prohibited Sexual or Discriminatory Harassment

Sexual harassment (due to one's gender) is one of the forms of harassment forbidden by this policy. The City of Haverhill prohibits certain sex-related conduct regardless of whether it amounts to unlawful sexual harassment, as such conduct is deemed to be inconsistent with the City of Haverhill's policy of promoting tolerance, respect, and dignity in the workplace. Sexual misconduct also includes any case in which a minor is subjected to sexual impropriety, sexual assault or molestation or sexual exploitation.

For example, and without compiling an exhaustive list, the following are illustrative that the City of Haverhill condemns and prohibits under this policy regardless of whether the conduct is based on gender or results in an adverse employment action and regardless of whether the conduct is severe or pervasive enough to create an unlawful hostile environment:

- * It is prohibited for any person to condition such as a certain salary or promotion on the granting of sexual favors or the establishment or continuance of a personal relationship, or to imply to an employee that an award of such a benefit is conditioned upon the granting of sexual favors or the establishment or continuance of a personal relationship;

- * It is also prohibited for any employee to state or imply that another employee's performance is attributable in whole or in part to the employee's sex or membership in any protected-group categories under federal, state, or local laws;
- * It is also prohibited for any employee to state or imply that a fellow employee's promotion in the hierarchy has resulted from the granting of a sexual favor or relationship; and
- * It is also prohibited for any person to engage in any type of conduct which has the effect of unreasonably interfering with another employee's work or creates an intimidating hostile, or offensive environment.

As an employee of the City of Haverhill, you should be aware that the issue of whether behavior constitutes harassment or discriminatory conduct might depend on how that behavior is viewed by the employee who is subjected to the behavior. Any employee who initiates or persists in such prohibited behavior assumes the risk of violating this policy in the event that the person who is the object of the behavior views it as offensive; accordingly, such as employee may be subject to discipline even if his or her conduct might not have been intended as offensive.

C. Conduct Constituting Sexual or Discriminatory Conduct, Joking, or Epithets

For example, and without compiling an exhaustive list, the following are illustrative of conduct that the City of Haverhill condemns and prohibits under this policy:

- It is prohibited for any employee to bring any item to the work premises for purposes of an offensive sexual or discriminatory joke or epithet;
- It is also prohibited for any employee to use the City of Haverhill property, bulletin boards, documents, or e-mail or voice mail systems for purposes of an offensive sexual or discriminatory joke or epithet;
- It is also prohibited for any employee to deface the City of Haverhill property or the personal property of any one else for purposes of an offensive sexual or discriminatory joke or epithet;
- It is also prohibited for any employee to utter or utilize any offensive sexual or discriminatory jokes or epithets at work, or when referring to or about any other person, be they an employee or a non-employee;
- It is also prohibited for any employee to harass anyone else due to their sex, sexual orientation race, color, ethic background, age, national origin, religion, marital status, disability, or other protected-group status; and,
- It is also prohibited for any employee to bring to or display in the workplace any materials having an offensive content (such as pornography or due to a demeaning reference to another's protected-group status), or to circulate or disseminate such materials through the City of Haverhill's internal mail or e-mail systems.

D. Application of the Policy to Non-City of Haverhill Employees

The City of Haverhill's policy also applies to the dealings of any employee with non-employees such as customers, vendors, and members of the public. Furthermore, the policy also applies to individuals who do business with the City of Haverhill, who are present on the city's premises, or who interact with any employee of the Company while the employee is on-duty.

E. Procedure Upon Occurrence of Prohibited Conduct

Employees who believe they have been subjected or exposed to discrimination or harassment prohibited by this policy have the right to have any such activity terminated immediately. Every employee has a role in preventing discrimination and harassment. Every employee must avoid any conduct that reasonably could be interpreted as discrimination or harassment under this policy, and every employee should indicate when another person's conduct in the workplace is unwelcome. In addition, every employee should endeavor to protect other employees from discrimination and harassment. Employees are expected and encouraged to

inform others in the workplace whenever their conduct is unwelcome, offensive, inappropriate, or in poor taste. Therefore, employees are required to come forward promptly and report any problems pursuant to this policy before the alleged offending behavior becomes severe or pervasive. In addition, employees should come forward with complaints about alleged problems or violations of the City of Haverhill's policy at any time. Complaints need not be limited to someone who was the target of the alleged offending conduct. Anyone who has observed an alleged violation of the policy is also encouraged to report complaints to the City of Haverhill.

F. Reporting Procedures

If an employee experiences or witnesses any conduct that he or she believes is inconsistent with this policy, the City of Haverhill expects the employee to notify immediately one or more of the people designated below. The City of Haverhill has convenient and reliable mechanisms in place for reporting alleged violations of the policy. Complaints will be accepted in writing or orally. Complaints can be directed to multiple persons with the City of Haverhill, including:

- An employee's supervisor/department head
- The Human Resources Director; or
- Any member of management

All complaints shall be treated in a confidential manner to the extent possible. Upon receipt of a complaint, or in circumstances where the City of Haverhill becomes aware of alleged offending conduct. If the investigation leads to a determination that an individual engaged in conduct in violation of the City's policy, appropriate corrective action will be taken immediately, including the possible termination of the offending party. In investigating complaints under this policy, the City may impose discipline for inappropriate conduct that comes to the City's attention, without regard to whether the conduct constitutes a violation of law.

G. Prohibition On Retaliation

The City of Haverhill will not tolerate adverse treatment of any employee because he or she reports harassment or discrimination, or provides information related to such complaints. As this policy strictly prohibits retaliation of any form against anyone who complains of alleged violations of this policy, the prohibition against retaliation also applies to any employee involved in or cooperating with any investigation of alleged offending conduct under this policy. Thus, a supervisor is prohibited from making any personnel decision or taking any other adverse action against any employee because the employee complained or cooperated in good faith with an investigation of alleged conduct prohibited by this policy. Any acts or retaliation will be considered a violation of this policy, and corrective action will be taken immediately, including the possible termination of any individual who engages in retaliation of any form.

Acknowledgment of Receipt and Understanding Of The City of Haverhill's Equal Employment Opportunity, Anti-Harassment, And Non-Discrimination Policy

My signature below acknowledges and certifies that I have received, read, and understand the City of Haverhill's equal employment opportunity, anti-harassment, and non-discrimination policy and complaint procedure, and I understand and agree that abiding by this policy is required by the City of Haverhill.

SIGNED: _____
Employee Signature

DATE: _____

3.2 CODE OF CONDUCT

Conflict of Interest Law for Public Officials and Employees

As an employee of the City of Haverhill, you are required to maintain the highest standard of ethical conduct in public service. This includes off duty conduct that would affect the interest of the City of Haverhill. Your behavior must reflect favorably upon City services, and upon the conduct of official City business. All employees of the City are expected to avoid any action which could violate the public's trust, or projects the appearance of impropriety. It is prohibited for any employee to use privileged information for private gain, or to give preferential treatment to any person in the performance of their duties.

Below are some of the general rules that you must follow. You could face civil and criminal penalties if you take a prohibited action.

- You may not ask for or accept anything (regardless of its value), if it is offered in exchange for you agreeing to perform or not perform an official act.
- You may not ask for or accept anything worth \$50 or more from anyone with whom you have official dealings. Examples of regulated "gifts" include: sports tickets, costs of drinks and meals, travel expenses, conference fees, gifts of appreciate, entertainment expenses, free use of vacation homes, and complimentary tickets to charitable events. If a prohibited gift is offered: you may refuse or return it; you may donate it to a non-profit organization, provided you do not take the tax write-off; you may pay the giver the full value of the gift; or, in the case of certain types of gifts, it may be considered "a gift to your public employer", provided it remains in the office and does not ever go home with you. You may not accept honoraria for a speech that is in any way related to your official duties, unless you are a state legislator.
- You may not hire, promote, supervise, or otherwise participate in the employment of your immediate family or your spouse's immediate family as defined by M.G.L. Chapter 268A.
- You may not take any type of official action which will affect the financial interests of your immediate family or your spouse's immediate family as defined by M.G.L. Chapter 268A. For instance, you may not participate in licensing or inspection processes involving a family member's business.
- You may not take any official action affecting your own financial interest, or the financial interest of a business partner, private employer, or any organization for which you serve as an officer, director, or trustee as defined by M.G.L. Chapter 268A. For instance, you may not take any official action regarding an "after hours" employer, or its geographic competitors; you may not participate in licensing, inspection, zoning, or other issues that affect a company of your own, or its competitors; if you serve on the Board of a non-profit organization, you may not take any official action which would impact that organization, or its competitors.
- Except under special circumstances, you may not have a financial interest in a contract with your public employer. For instance: if you are a city employee, a company you own may not be a vendor to the City unless you meet specific criteria, the contract is awarded by a bid process, and you publicly disclose your financial interest.
- You may not represent anyone but your public employer in any matter in which your public employer has an interest. For instance, you may not contact other government agencies on behalf of a company, an association, a friend or even a charitable organization.
- You may not ever disclose confidential information, data or material which you gained or learned as a public employee.
- Unless you make a proper, public disclosure – including all the relevant facts – you may not take any action that could create an appearance of impropriety, or could cause an impartial observer to believe your official action may be tainted with bias or favoritism.
- You may not use your official position to obtain unwarranted privileges, or any type of special treatment, for yourself or anyone else. For instance you may not approach your subordinates,

vendors, whose contracts you oversee, or people who are subject to your official authority to propose private business dealings.

- You may not use public resources or public property for political or private purposes. Examples of “public resources” include but is not limited to: office computers*, phones, fax machines, postage machines, copiers, official cars, public vehicles, staff time, sick time, uniforms, and official seals. You cannot store your private property such as vehicles, RV’s, or motorcycles on the City’s property at any time. You are prohibited from removing City-owned property from City premises, without prior authorization and approval by the Department Head. This does not include the use of public facilities subject to the approval of the City Council and Mayor. *Personal use of office computers will be subject to the Employee Computer/Internet/Email Usage policy currently on file.
- You may not, after leaving public service, take a job involving public contracts or any other particular matter in which you participated as a public employee.
- You are forbidden from possessing firearms and other weapons in the workplace unless required as part of your job duties.
- You are required to report any criminal conviction(s) or arrest(s) to your Department Head in writing.
- Violation of the Ethics Code could result in civil and/or criminal charges.
- Employees may request an opinion by the City Solicitor.
- Disclosure forms are available online at www.mass.gov/ethics/Formlist.htm.

Personal Visits and Phone Calls

Visitors are required to report to the front office of the department for announcement by the front desk. Employees are encouraged to make personal phone calls brief, preferably during break time.

This policy is subject to change at the sole discretion of the Mayor. Violation of this policy is grounds for disciplinary action, including termination. Copies may be distributed at any time of change. Copies are also available in the HR Office at City Hall (Room #306).

3.3 CUSTOMER SERVICE POLICY

The City of Haverhill is committed to operating in an efficient customer service oriented manner throughout its entire operation. Residents and citizens in need of city services are to be considered “our customers”. Excellent customer service results in a municipal organization meeting the needs of its residents and citizens in a consistent and professional manner.

Employee Responsibility

All employees of the City of Haverhill are to be made aware of the importance of customer service within the city’s operation. Employees must, **at all times**, be professional, courteous, understanding and polite in dealing with residents and citizens whether in person, by telephone, in writing or email. Employees should be clearly aware that customer service abilities, in all levels of their work, will greatly impact their job performance.

Standards of Performance

The City recognizes that for a successful interaction with a citizen not only must the end result be satisfactory, the entire experience must be reflective of a quality organization. There are many aspects of our operations that must clearly be based in the ideal of excellent customer service.

Processes

There are many processes within City government that require formal procedures be followed. Departments must strive to make these processes as simple as possible to access and complete. Simplification of forms,

easy to read directions and short time lines are key examples of efforts that should be put forth to assure customer services oriented processes are in place. A customer service video is available in the Human Resources Office Room #306 at City Hall and is required to be viewed by all new employees.

Marketing and Communication

The City provides information and services to residents on an ongoing basis. Communication with the public (be it oral or written) must be clear, concise, consistent and easy to access. Departments should strive to utilize all communication possibilities as efficiently as possible to assure that the residents remain informed and aware on a regular basis.

Printed Material

All printed material issued by the City of Haverhill should be professional in appearance.

Telephone and Written Inquiries

All inquiries by either telephone or in writing will be responded to by the proper person in an expedient manner.

Telephone calls placed to a specific person are to be taken whenever possible. Initial telephone messages must be returned within a 24-hour period (work-day) if possible. If an employee is not available, the caller should be given that information and informed when the person will be available. Alternative help should, of course, be offered in the interim.

All written inquiries, whether it is complaints, compliments, suggestions or requests for information and/or services should be acknowledged in an appropriate manner. The initial response should be within no more than three business days of receipt of a letter (except for formal requests for public records).

Voice mail should only be used as a secondary or back-up method of answering telephones. Whenever possible, telephones should be answered by a City employee, either by the employee whose telephone is ringing or by an adjacent employee who will then take a message for the intended recipient. The 24-hour response standard also applies to messages left in voice mail.

Information and Referral

Many times residents will inquire at City offices for issues that are not within our domain. Every effort should be made to refer them to the governmental agency or community service agency that is best able to handle their concern. All referrals should include a telephone number or location of the suggested agency if possible.

Internal referrals should be handled in a similar manner. If a person on the telephone is being referred to a different department, the caller should be given the direct dial number for future reference and then automatically transferred if possible. Customers should not be made to call back at that time.

If a referral is made of another City department, there must be certainty that the referral is correct. If there is some doubt as to the proper referral, the referring department should ascertain the appropriate contact before connecting or directing the customer. If this information is not obtainable, the customer should be directed to a supervisor in the initiating department.

Internal Service Departments

Several City departments are in existence to serve other City departments directly and not the general public. The City's customer service standards are fully applicable to our internal service departments. The ability of the City to meet its own needs in a professional, efficient and customer service orientated manner is a key ingredient to offering such service to the public.

Measurement

The City of Haverhill is committed to continual improvement of its operations based on the philosophy of excellence in customer service. Proper measurement of customer service initiatives is vital to this goal.

3.4 DISCIPLINARY ACTION PROCEDURE

In establishing this policy, the City of Haverhill recognizes that situations do arise in the context of an employee - employer relationship that, at times, necessitates the application of standard disciplinary action. This disciplinary policy is one of progressive discipline. The intent of this policy is to bring employees' performance and conduct up to a level that is satisfactory. These guidelines are meant to ensure fair and equitable treatment of all employees in situations involving alleged misconduct.

In cases of possible discipline other than verbal reprimand or written reprimand, the Department Head must contact the Human Resources Director prior to taking any action.

Criteria

Department Heads are required to administer this policy based on the following criteria:

- Except in emergency occurrences, disciplinary action must follow a progressive and remedial course.
- This policy must be applied in a uniform way to all City of Haverhill employees.
- Any disciplinary action must be administered promptly within five (5) working days from the date of occurrence of the alleged misconduct, or at the conclusion of an investigative or fact finding inquiry.
- Disciplinary action should always be initiated by an employee's immediate supervisor and/or department head.

Guidelines

The following disciplinary action steps must be applicable in all cases:

Step 1: Determination of "just cause"

In determining just cause for the purpose of disciplinary action, the manager or supervisor is required to assess the facts in the case carefully and objectively, and prepare a report with specific details for initial discussion with the employee.

Step 2: Initial verbal warning

At this initial stage of the disciplinary process, the manager/supervisor will hold a preliminary session with the employee to discuss the alleged violation(s). During this session, the supervisor should state the problem clearly and make every effort to be specific with regard to date and time of any occurrence. This conversation should take place in a private setting, and the employee should be allowed to respond to the presentation (or be accompanied by a union representative, if a member of a collective bargaining unit). At this time, the supervisor and employee should work together to develop a plan to remedy the situation. This plan should include specific action steps, along with a date for reviewing progress. Notes resulting from this session should be dated and signed by both parties.

Step 3: Written Counseling

This involves a written communication either a letter of warning or a suspension letter indicating the nature of the violation, as well as a formal notice that continued infractions will result in more serious disciplinary action. This communication should point to any progress, or lack thereof, and list specific suggestions for stimulating desired changes in behavior. Include a timeline for monitoring progress and determining subsequent steps as needed.

In cases of gross misconduct and repeat violations, these remedial disciplinary action steps, can lead to the following corrective forms of discipline:

1. A written warning in the employee's personnel folder.
2. A one (1) to five (5) day suspension without pay, coupled with a loss of accrued benefits during the period of suspension.
3. Termination of employment

Examples of serious/major offenses include, but are not limited to, the following:

- Insubordination
- Criminal arrest resulting in conviction under Criminal Law
- Reporting for work under the influence of alcoholic beverages or illegal drugs; or bringing alcoholic beverages or illegal drugs onto City premises or worksites
- Threats or acts of violence
- Repeated violations of City policies
- Theft or vandalism of City property
- Giving false information on employment records
- Reckless conduct, or disregard for personal safety, resulting in injury to oneself or others, or causing a loss to the City
- Demonstrated incompetency or inefficiency in the performance of job duties
- Carelessness, negligence, or misuse of city property or funds
- Theft or intentional destruction of city property or funds
- Neglect or refusal to comply with a lawful directive
- Indulging in offensive conduct or using offensive or abusive language in public or on the work site
- Deliberate or careless conduct endangering the safety of the employee or other employees
- Inducing or attempting to induce any employee of the city to commit an unlawful act in the violation of city regulations, official policy, or departmental orders
- Using, threatening, or attempting to use affiliation or employment with the city in an effort to secure special consideration
- Intentional falsification of personnel records, time cards, or other city records
- Unauthorized sleeping on duty
- Smoking in unauthorized areas
- Violating a safety rule or practice
- Leaving assigned work area without supervisor's authorization
- Violating or failing to comply with a city or departmental rule, policy, rule, regulation, order, code, or professional standards
- Quitting work early without authorization to do so
- Lying to supervisors or falsifying records with respect to official duties
- Failing to report, where known, violations of personnel or departmental rules by any employee in conjunction with employment with the City

- Discussing with unauthorized persons any confidential information gained through employment with the City
- Engaging in an unlawful act while on duty while representing the City
- Abusing any type of paid or unpaid leave or other benefit
- Failing to obtain or maintain required licenses and certifications
- Operating city equipment and/or operating a vehicle for city business if driver's license is suspended or revoked and such operation requires a valid driver's license

3.5 DRESS CODE POLICY

All employees representing the City of Haverhill should be hygienically clean and well-groomed and appropriately dressed for the work being performed.

Suitable health and safety standards are to be adhered to.

Department heads or their designees are responsible to see that reasonable standards of dress are observed by all employees. Employees are expected to dress appropriately for their position and location of their employment.

Employees who are issued uniforms must wear these uniforms as a condition of employment.

The following items are examples of what is not acceptable dress for City of Haverhill employees:

- Clothing that is worn inappropriately so that it might be too revealing, or any clothing that might be too revealing (for example – tank tops, backless shirt tops, very brief shorts or skirts).
- Halter tops, see-through blouses, tube tops, body suits, muscle shirts, novelty and skimpy sun dresses.
- Athletic attire such as running suits, jogging and exercise suits, denim shorts, spandex and beach wear.
- Jeans of any color*
- Hats may not be worn indoors.

*except for departmentally approved "casual" Fridays

3.6 DRUG AND ALCOHOL ABUSE POLICY

The City of Haverhill is committed to providing a healthful and safe environment for all its employees. In this spirit, the City has developed preventative as well as certain corrective measures to curbe the presence and use of drugs and alcohol in the workplace. In addition to hindering job performance and productivity, the use of illicit drugs poses a major threat to on-the-job safety, and can further create a variety of problems in the work environment.

Use of Prescription Drugs

Employees should be aware that certain legally prescribed and over-the-counter medications can have the effect of impairing job performance and safety. Employees are responsible for seeking advice from their physicians if there is any question that a medication could affect them mentally or physically.

Use of Illicit Drugs

Use, possession, distribution, cultivation, manufacture, dispensation, or sale of a controlled substance, while on the job or on City property is strictly prohibited.

The use, possession, sale or distribution of alcohol, or being under the influence of alcohol, while on the job or on City property, is prohibited, as well.

Violation and Conviction under Criminal Law

Employees are required to report any conviction under a criminal drug statute for violations occurring on or off City property, or while conducting City business.

Rehabilitation

The City of Haverhill recognizes drug dependency and alcohol abuse as major health problems as well as serious safety hazards. Therefore, employees are encouraged to seek assistance by contacting the Human Resources Department for information and referrals regarding outside expert organizations, and health benefit coverage. Employees who voluntarily seek help, or are referred by a department head/supervisor for a drug or alcohol problem will receive confidential information, and will not jeopardize their employment with the City.

A failure to seek available help leading to deteriorating performance and behavior, which adversely impact the health and safety of other employees, will be cause for disciplinary action, including a termination of employment.

Testing

Drug and alcohol testing will be conducted pursuant to the Department of Transportation Regulations for commercial driver's license (CDL) employees as applicable under Federal Regulations. Refer to the Drug & Alcohol Testing Section of this handbook for more information concerning the circumstances under which you may be tested or contact the Human Resources Department if you need any clarification relative to the City's Drug and Alcohol Testing Policy.

Training/Education

The City will offer training to Department Heads and Managers to help identify and document needs for referrals and assistance. The City will also put in place mechanisms to protect the confidentiality of affected employees, and facilitate the back-to-work transition for those returning from substance or alcohol abuse treatment.

Employee education will consist of on-going drug and alcohol abuse awareness programs, and the circulation of information on external referral sources.

3.7 EMPLOYEE COMPUTER/INTERNET/EMAIL USAGE POLICY

PURPOSE AND SCOPE OF POLICY

As part of the City of Haverhill's commitment to the utilization of new technologies, many of our employees have access to various information technology resources, such as, but not limited to: computers, printers and other peripherals, programs, data, local and wide area networks and the Internet. In order to ensure compliance with existing copyright and decency laws and to protect the City from being victimized by the threat of viruses or hacking into our systems, the following policy has been established.

Be aware that the Internet does not guarantee the privacy and confidentiality of information. Sensitive material transferred over the Internet via email may be at risk of detection by a third party. Employees must exercise caution and care when transferring such material in any form.

Employee use of the City's email, internet system and computers is not private. All email messages and Internet sites visited by City employees are automatically stored on the City's computer back-up systems. Employees should be aware that even when a message is deleted, it may exist on a backup tape. The City of Haverhill reserves the right to retrieve, save, monitor and review all messages created, sent or received at any time, with or without advance notice or prior consent. The City of Haverhill further reserves its right to retrieve, save, monitor and review all web sites visited by an employee and all information and/or data accessed, created, sent, displayed, stored, downloaded and/or printed through the employee's access to the Internet, at any time, with or without advance notice or prior consent. Further, employees are reminded that information accessed and/or distributed over the email system and the Internet may be considered a public record pursuant to MGL c. 66. Also the City of Haverhill retains the right to inspect any computer and any files or data sent, received or stored on that computer in order to supervise, control, and ensure efficient and proper operation of the workplace.

Any infringing activity by an employee may be the responsibility of the City. Therefore, the City of Haverhill may choose to hold the employee liable for their actions. You may not promote personal political beliefs, personal business interests, discrimination, sexual harassment and/or any unlawful activity.

It is the City of Haverhill's policy to limit Internet access and/or computer usage to official business. However, employees may be authorized to access the Internet or have the use of a computer for occasional and reasonable personal use (with Department Head approval) so long as it does not interfere with work performance and is in strict compliance with the other terms of this policy.

Employees using City of Haverhill accounts are acting as representatives of the City. As such, employees should act accordingly so as not to damage the reputation of the City.

GUIDELINES FOR PERSONAL USE

The City of Haverhill permits use of staff computers by employees subject to the follow understandings:

- * Personal use will be on an employee's personal time (before or after regularly scheduled work time, during breaks or lunch).
- * Personal use of computers will not interfere with any work-related activity.
- * Personal use will be considerate of coworkers' time.
- * Personal use of computer resources should never include:
 - o violation of any local, state, or federal laws or regulations
 - o political, religious, or commercial activity
 - o violation of your jurisdiction's personnel regulations

The City of Haverhill "cityofhaverhill.com accounts" are restricted for business use only.

PROHIBITED USE

Employees shall not place company material (copyrighted software, internal correspondence, etc.) on any publicly accessible Internet computer without prior permission by the Information Technology Department.

Employees are not allowed to download or install any form of software, screen savers, games or programs, without the knowledge or consent of the Information Technology Department.

Examples of prohibited use include (but are not limited to):

- * Retrieval of web-based email; i.e., AOL Mail*, Hotmail, Yahoo Mail, etc.

- * Copying of City provided software for personal use
- * File-sharing software (Kazaa, Morpheus, Napster, etc.)
- * Downloading MP3's and/or video clips
- * Online gaming
- * Online gambling
- * Online radio
- * Participation in social chat channels and bulletin boards for personal purposes
- * The sale or purchase of personal items on the Internet
- * Any form of commercial use of the Internet
- * Use of the Internet that violates copyright law
- * Use of the Internet to harass employees, vendors, patrons, and/or others
- * Use of the Internet for political purposes
- * Use of aliases while using the Internet
- * Sending anonymous messages
- * The release of untrue, distorted, or confidential information regarding City business
- * Knowingly causing any other person to view content which could render the City liable pursuant to equal opportunity or sex discrimination
- * It is not acceptable to use City computers for any purpose or in any manner that violates local, state, or federal laws and regulations.

*Except for approved City of Haverhill Accounts

The introduction of viruses or malicious tampering with any computer system is expressly prohibited. Any such activity will result in disciplinary action and possible termination of employment.

It is not acceptable for a city employee to access the email or personal data files of another city employee without that person's permission. Only administrative and network staff have the right to access these files.

United States copyright and patent laws protect the interests of authors and software developers in their products. It is against federal law and city policy to violate the copyrights or patents of others on or through the Internet. Employees may not download or use copyrighted material without obtaining written authorization.

Regular deletion of outdated email is required.

VIOLATIONS

If the Information Technology Department encounters any problems relating to Internet and/or email usage, the problem will be brought to the employee's attention. If the problem persists, the Information Technology Department will notify the Department Head of the violation.

Violations will be reviewed on a case-by-case basis. If it is determined that the user has violated one or more of the prohibited use regulations, appropriate disciplinary action will take place. Such action may result in losing Internet and/or email privileges, reprimand (verbal and/or written), suspension or up to and including termination of employment.

Keeping documents that are considered obscene or discriminatory within your computer account for Internet access can also result in disciplinary action.

3.8 NO SMOKING POLICY

The City of Haverhill recognizes the right of all citizens to breathe clean air by prohibiting smoking in all municipal buildings in the City of Haverhill. Appropriate smoke-free environment signs will be conspicuously posted at each entrance and throughout each building indicating smoking is prohibited.

The definition of "Smoking" is lighting of any cigar, cigarette, pipe, or other tobacco product or having possession of any lighted cigar, cigarette, pipe, or other tobacco product.

The City of Haverhill is committed to provide a healthy environment for all its citizens. This policy is not meant to punish smokers or coerce them to quit.

Smoking is not permitted within any municipal (permanent or temporary) building at any time owned or operated by the City of Haverhill. Smoking is prohibited in all rooms, offices, (including reception areas, waiting rooms, and work stations), conference rooms, hallways, stairwells, elevators, bathrooms, lounges, store rooms, fire stations, city garages, dog pound, recycling hut.

Smoking is permitted outdoors in the vicinity of the buildings. The City will make an effort to provide adequate fireproof disposal containers available.

The smoke-free policy is effective July 1, 1993. It is understood that this is a major change for smokers and if the policy is to be effective, a supportive atmosphere is necessary.

The City asks the cooperation of all its employees to comply and enforce the smoke-free environment policy.

Any person found to be smoking within any public building is deemed to be in violation of this regulation.

Complaints shall be directed to the department heads who shall examine the non-compliance conditions and enforce the provisions of the No Smoking Policy. If repeated violations exist the department head and/or employee shall notify the Mayor in writing of the circumstances surrounding the non-compliance of the No Smoking Policy.

Employee Signature

Date

3.9 OUTSIDE EMPLOYMENT AND BUSINESS INTERESTS

No employee shall engage in any outside employment whether as an employee, officer, shareholder, principal or agent:

1. if it interferes with or influences the performance of the employee's duties as a city employee, or
2. if it appears to other that the employee is acting on behalf of the City of Haverhill; or
3. if it is performed during the regular work day hours of the employee
4. if it is not in compliance with M.G.L. Chapter 268A.

All outside employment and business interests must be approved in writing in advance by the department head.

Volunteer Activities

The City of Haverhill encourages employees to become involved in volunteer activities. The Department Head should be consulted if it appears that the volunteer activity is in conflict with city employment.

3.10 PERFORMANCE EVALUATION

The head of each department will conduct a formal review on the performance of each new employee in their department at the conclusion of the employee's probationary period. The performance evaluation process shall continue thereafter according to the negotiated performance evaluation contractual language in each department. The goals of this performance evaluation are as follows:

- To encourage personal growth and professional development
- To establish verifiable bases for merit increase and/or promotion opportunities
- To review the job performance, assess progress and determine whether employment will continue

This performance evaluation should be conducted on the basis of objective criteria, and must be uniformly applied to all employees in the department.

During the six month probationary period (and/or as it may be extended), new employees can be terminated for any reason. Employees who are terminated within this initial probationary period are not entitled to the appeal process.

In addition, Department Heads are encouraged to develop an informal process of on-going feedback to all employees concerning their performance.

Standard Evaluation Procedure

- City Performance Evaluation Forms are provided to supervisors through Department Heads.
- Performance evaluation criteria are based on observable behavior related to job duties.
- Department Heads are responsible for communicating these criteria to employees in their departments.
- The evaluation should be conducted in consultation with the employee, before, during, and at the conclusion of the process.
- The evaluation should be conducted by the employee's immediate supervisor. All supervisors should be trained on the system the City uses to evaluate employees, as well as on how to give constructive feedback.
- Persons conducting the evaluation are encouraged to discuss the results of the performance appraisal in a formal session with each employee, giving the employee an opportunity to sign in on the completed evaluation form, or to challenge the rating.
- An evaluation will be conducted at the end of the probationary period for all new employees.
- Evaluation forms are to be kept in the employee's personnel file in the Human Resources Office, and should remain open to inspection by the Department Head, the employee, and the Mayor.

3.11 PROMOTION AND TRANSFER

The goal of this policy is to promote employees of merit into above entry-level positions as they become available as promotional opportunities. These positions must be posted and interested employees must

complete and return the appropriate Job Bid Form, which may be obtained from the Human Resources Office. This should be done prior to the deadline specified on the job posting. The Human Resources Office will forward all completed Job Bids to the appropriate Department Heads for consideration.

Civil Service employees who have established seniority, and are certified as permanent Civil Service, may bid on positions covered by Civil Service. Those who have not attained seniority may be considered for a position only after the posting process has been completed when bidding on a position with Labor Service.

Department Heads should refer to Collective Bargaining Agreements prior to filling any vacancy. In some cases, if qualified, a provisional promotion is to be made while an employee is awaiting a Civil Service examination.

Upon receipt of appropriate documentation from the Interview Board, the Human Resources Office will forward the completed hiring package to the Mayor's Office for approval. After approval from the Mayor is received, the Human Resources Office will notify the department to contact the selected individual.

Transfer

A transfer is made when an employee changes jobs, and both positions are similar. A position will not be considered similar if it has a higher title than that of the position from which the transfer is to be made, or if the requirements for appointment to the new position are substantially different.

Transfers may be permanent, temporary, or emergency. They may be voluntary or involuntary. All open positions must be posted in accordance with the NEW HIRE rules, and employees requesting a transfer must submit a completed job bid form (if applicable). A Personnel Action Form must be signed by the Mayor before any action is taken by the Department Head. In the case of an involuntary transfer, a statement from the Department Head must be attached, explaining why the transfer is being made.

3.12 REFERENCE CHECKS

All reference checks and inquiries on current and former city employees should be referred to the Human Resources Department. In response to a reference check, we will not provide any information (either positive or negative) other than the information listed below unless the employee signs a waiver and release prior to the time a reference is given:

- Verification of the current or former employee's job title
- Verification of the current or former employee's pay rate
- Verification of dates of service for the current or former employee

It is generally not recommend that any manager or supervisor provide a letter of reference for a current or former city employee.

3.13 RELIGIOUS OBSERVANCES ACCOMMODATION POLICY

The City of Haverhill will attempt to accommodate the religious observances and practices of its employees. Requests for time off for religious observances, except as provided on the City's holiday schedule, will be treated on an individual basis, and accommodation will be afforded so long as such can be accomplished without undue hardship. Examples of reasonable accommodations may include the use of flexible scheduling. Employees are required to notify their supervisors in writing of any requested days off for religious observations at least thirty (30) days prior to the requested absence.

3.14 SUSPENSION

A serious disciplinary measure, suspension can be applied without pay or accrued benefits for one (1) to five (5) days. All suspension issues must be discussed with the Human Resources Director before any course of action is initiated by the Department Head.

Consistent with the City's disciplinary action policy, a remedial plan should be developed by the responsible manager or supervisor to ensure a successful employment relationship upon the employee's reinstatement. At the end of the suspension period, an employee is automatically reinstated to his or her job.

Civil Service employees must be provided with a copy of Massachusetts General Laws, Chapter 31, Sections 41-45, within twenty-four (24) hours of a suspension. If an employee is suspended for up to five (5) days, the employee can request a hearing which must be held within seven (7) days from the effective date of the suspension. A decision must be rendered within ten (10) days of the hearing date, and the decision of the Mayor should be final. Employees may also appeal to the Civil Service Commission for remedy.

If suspended, provisional employees will have forty-eight (48) hours to file a written request for a hearing before the appointing authority. Such a hearing must be held within five (5) days from the date of the request; and a decision must be rendered within seven (7) days from the hearing date.

All suspended employees must receive a notice stating the reason(s) for the suspension. Employees may seek remedy via a hearing with the Mayor, or if applicable, the Civil Service Commission, or their employee Unions.

In the event that a hearing officer finds in favor of the employee, the latter is considered not to have been suspended and must be compensated for time lost.

3.15 TARDINESS AND FAILURE TO REPORT TO WORK POLICY

Policy

It is the policy of the City of Haverhill that all employees assume their assigned duties at the start of the regularly scheduled work day. Tardiness and failure to report to work are viewed as unacceptable job performance and may be grounds for progressive disciplinary action.

Procedures

A. Notification

An employee who anticipates that he/she will arrive after the start of the work day or shift must notify the work location and speak directly to his/her supervisor or the supervisor in charge to inform him/her of the delay and the expected time of arrival. The employee should call the work location prior to his/her expected time of arrival, if possible. Employees will be required to provide a reasonable explanation of their tardiness, and may be required to provide documentation, if appropriate.

B. Standards

1. Tardiness

- a. If an employee exhibits a pattern of repeated tardiness, he/she may receive an oral reprimand. Subsequent tardiness may result in a written reprimand or further disciplinary action.
- b. If an employee is tardy for more than two (2) consecutive hours without cause, he/she may receive a written reprimand without having received a prior oral reprimand. Subsequent tardiness may result in further disciplinary action.

2. Failure to Report to Work
 - a. If an employee does not report for his/her scheduled work hours/shift, and fails to notify the work location of the absence as dictated by the contract or Rules and Regulations, the employee shall be considered on unauthorized leave without pay for the day and may be subject to disciplinary action, unless the absence resulted from an emergency. The employee may be required to provide documentation of the emergency. Further incidents of this nature may result in subsequent disciplinary action up to and including termination of employment.
 - b. Failure by an employee to report to work without permission and without notice for fourteen (14) or more consecutive days may result in the employee being considered to have voluntarily and permanently separated him/herself from City service.

3.16 TELEPHONE USAGE POLICY

The City of Haverhill's telephones may only be used legitimate municipal business. Employees should limit personal telephone calls, in frequency and duration, to the greatest extent possible. This includes incoming as well as outgoing telephone calls. Personal calls should not interfere with an employee's duties or with the duties of others in a department and should not impact an employee's productivity.

Long distance telephone calls using city owned telephones should only be made for official city business.

Some city employees are provided with cellular phones to conduct city business. The policies listed above should apply to cellular phones owned by the City of Haverhill. Cellular phones should only be used to conduct official city business.

Employees receiving cellular telephones will be required to sign that they have received the equipment and understand the usage policies. Employees should be responsible for recharging the equipment. Employees should report service and maintenance issues, including the need for new batteries, to the Department Head or his/her designee.

If official city business is conducted on the employee's personal equipment, reimbursement for that call shall be made to the employee after approval of the Department Head. Receipts and an expense report must be submitted in order for an employee to be reimbursed for such expense.

3.17 TERMINATION/DISCHARGE

Unlike a constructive discharge, which can derive from a mutual agreement between an employee and the City, termination of employment is almost always involuntary and is often the direct result of irreversible breakdown in the employee - employer relationship. Termination of employment must be based on documented evidence of wrongdoing on the part of an employee, and must be approved by the Mayor. Except in cases requiring emergency measures, such as flagrant misconduct and major offenses, the termination of employment must be preceded by progressive remedial discipline.

Any action resulting in the discharge or termination of a Civil Service employee must be made in writing and the reasons must be stated clearly to the employee. Terminated employees must be provided with a copy of the Mass. General Laws, Chapter 31, Section 41-45.

Terminated employees can request a hearing in writing with the Mayor. This request must be made within forty-eight (48) hours upon receiving the termination notice, which must state the reason(s) for the termination. Upon request, a hearing must be held within seven (7) days, and a decision rendered within ten (10) days from the effective date of termination.

The employee's Union must be notified of any action relative to the discharge or removal of any employee belonging to a Collective Bargaining Unit.

3.18 THREATS AND VIOLENCE POLICY

Statement of Policy

The city strives to provide a workplace which is free from violence. In doing so, the City of Haverhill is complying with applicable state and federal laws which prohibit violence in the workplace. To enforce this policy, we have procedures to prevent workplace violence and to respond to incidents of workplace violence.

A. Threats/Acts of Violence

It will be a violation of this policy to threaten, intimidate, physically attack, or cause or attempt to cause property damage defined as follows:

- Threats are the expression of intent to cause physical or mental harm. An expression constitutes a threat regardless of whether the party communicating the threat can carry it out or whether the expression is possible, based on specific conditions or something that could occur in the future. Examples of threats include, but are not limited to; "You better be careful when checking your mail", "I know where you park", "It all ends here" or "I don't know what I'm capable of doing".
- Intimidation includes, but is not limited to, stalking or engaging in actions intended to frighten, coerce or induce duress.
- A physical attack is an unwanted or hostile physical contact such as hitting, fighting, punching, shoving, or throwing objects.
- Property damage is intentional damage to property and includes property owned by the city, employees, visitors or vendors.

Further violations of this policy include:

- Use or possession of any firearm while at work or within the scope of employment that has not been authorized by the department head. This also prohibits an employee who has been issued a concealed weapons permit from use or possession of the weapon while at work or within the scope of employment if such use or possession has not also been authorized by the department head.
- Failing to report a threat of workplace violence or an incident of workplace violence as defined in this policy.

A violation of the policy will be considered unacceptable personal conduct and will subject the employee to disciplinary action, up to and including dismissal.

B. Procedures for Reporting Violence

All employees, supervisors, managers, and department heads of the City of Haverhill share in the responsibility of creating and maintaining a work environment free from all forms of threatening behavior. In order for the City of Haverhill to take appropriate action as soon as possible, employees will report any violations of this policy to their supervisor, department head or Human Resources Department as soon as possible but at least within 24 hours of the occurrence of the policy violation(s). The employee may report concerns verbally or in writing. However, if the report is verbal, the employee may be requested to follow up in writing. Following a report of a policy violation, the employee will be expected to cooperate fully during the internal investigation of the policy violation.

Supervisors and/or department heads will initiate an investigation into reports of workplace violence, including reports of threats. The supervisor/department head will contact the Human Resources Department for assistance in conducting the investigation. The Human Resources Department will be responsible for

contacting appropriate management members, if warranted, and for advising and assisting supervisors/department heads with incidents relating to workplace violence. Supervisors may choose to remove the employee alleged to have made a threat or taken part in an act of violence from the work site during the investigation by the placing the individual on leave. Such action shall be documented in writing providing the reasons for placing an employee on leave. In case of an emergency representing a threat of immediate harm, the appropriate law enforcement agency should be contacted immediately.

To the extent possible, any complaints of threats or violence will be treated as confidential. An employee filing a complaint will receive a verbal or written response to the complaint.

It is the City of Haverhill's policy not to allow retaliation against an employee, potential employee or former employee who, in good faith, makes a complaint or report of threats or violence, or participates in the investigation of such a complaint or report. Retaliation against any individual for reporting a claim of threats or violence or cooperating in the investigation of same won't be tolerated and will itself be subject to appropriate discipline.

3.19 TRAVEL TO OFF-SITE CONFERENCES POLICY

It is the policy of the City of Haverhill to provide a reasonable and systematic means by which travel is requested, approved and reimbursed. This policy document provides employees with the required information regarding City policies and related guidelines required to initiate a travel request, document expenses and initiate the process for reimbursement.

Any Department Head and/or employee seeking to attend any seminar, meeting, conference, or conventions using city funds must obtain permission to attend in writing from the Mayor. Your request letter should include the location of the seminar or conference, purpose, the cost of travel, cost of attendance and the total cost to the City.

Reimbursement of Expenses

Employees will be fully reimbursed for all reasonable, documented costs as general described below. All requests for reimbursement shall be submitted on the prescribed forms and must be supported by original legible receipts, unless otherwise noted herein.

Air travel

- Employees should purchase round-trip "coach class" tickets. All airline reservations should be made sufficiently in advance to take advantage of airline discount fares, if available and practical.

Rental vehicles

- Employees are expected to obtain the lowest possible rental rate for cars where practical. Cars rented for personal use beyond the authorized travel dates will not be reimbursed. The City shall reimburse the employee at the so-called "mid-size" vehicle rate, although the employee may upgrade the vehicle at his/her own expense. The employee shall accept the optional insurance coverage for any rental vehicle, and he/she shall be reimbursed for said expense. Employees cannot violate any terms of the insurance agreement. Any motor vehicle accidents, which occur while using a rental car on City approved travel must be reported as soon as practicable and in writing to the proper authorities. Copies of any reports and/or documents filed in relation to said motor vehicle accident must also be filed with the City. Pooled transportation is encouraged to reduce costs. Discounts to municipal employees or conference attendees may be available and should be requested.

Lodging

- Overnight lodging is allowable up to standard hotel room rates. Discounts to municipal employees or conference attendees may be available and should be requested. If the employee is traveling with another person, any increase in cost for accommodations associated with the additional cost shall not be borne by the City. The cost for any extended stay beyond that which is authorized shall not be reimbursed by the City. In a situation in which the cost for lodging is part of the registration fee for a conference or educational seminar, then the City will not reimburse an employee for lodging.

Parking and tolls

- Reimbursements will be allowed for parking and tolls provided that the costs are documented.

Communications

- Official long distance calls – The City will reimburse employees for all long distance phone calls of official business, internet connections, charges for faxing and costs associated with the reproduction of documents.

Meals and Entertainment

- Regular meals – The City will pay for actual and reasonable expenses related to meals consumed during official travel up to a total of \$75 per day. Exceptions may only be made when meals are an integral part of a conference program, in which case reimbursement will be made at conference rates. A reasonable tip may be included and reimbursed. A flat per diem rate of \$75 will not be paid; meals will not be reimbursed unless accompanied by detailed receipts.
- Special activities – Many conferences provide activities such as tours, receptions, meals, etc., which are offered at additional costs to the participant. These activities may be paid for by the City if the activity is of reasonable cost and the information gained would be of benefit to the City. Employees are encouraged to ask for approval before attending special conference activities.

Miscellaneous

- The City will not pay for movies, alcoholic beverages, tobacco products, snacks and entertainment.
- The employee is personally responsible for any fines or other expenses related to traffic violations associated with approved City travel.
- Employees shall not receive any cash advances or preset per diem payments associated with anticipated travel-related expenses.

Payments or Reimbursements by Third Parties

An employee is strictly prohibited from accepting or receiving anything of substantial value from any person, firm, partnership or other entity which may be reasonably expected to seek to do business with or is seeking to do business with or presently is doing business with the City or any person, firm or other entity that solicits or makes referrals or which may be reasonably expected to solicit or make referrals of any client on behalf of such a person, firm, partnership or other entity subject to the provisions of M.G.L. Chapter 268A.

If an employee has been invited to speak at an educational conference or seminar, and it is the common practice of the educational conference or seminar to have outside speakers address the conference or seminar attendees, and if the presentation by the employee is in connection with their respective positions and is intended to significantly contribute to the conference or seminar, and the presentation by the employee is formally scheduled to appear on the conference or seminar agenda, and the City approves said travel, the City may accept reimbursements from a third party to cover the necessary travel related costs of such speaking engagements. An employee may not directly receive an honorarium or any other form of compensation for speaking at an educational conference or seminar.

Policy Abuse & Penalties

All employees are expected to adhere to the procedures outlined in this policy. All travel requests must be approved in accordance with this policy and performed in the conduct of official City business. Failure to adhere to the provisions and procedures contained in this policy may result in a rejection of the requested reimbursement and approval for leave. Repeated violations may result in the employees' work related travel reimbursement privilege being revoked. The City Auditor is the party responsible for reviewing travel reimbursement request for adherence to these policies. Any abuse of travel policies will subject the employee(s) to disciplinary action up to and including possible termination.

Employees' actions and behavior, while traveling on City business at the City's expense, reflect on the City of Haverhill. Professionalism is expected of City employees at all times during this type of travel. Any action, which is inappropriate or would give the appearance of being inappropriate should be avoided and may subject the employee(s) to disciplinary action up to and including possible termination.

3.20 VEHICLE POLICY

It is the policy of the City of Haverhill to reimburse employees for reasonable expenses which they incur as a result of personal automobile use on behalf of the City. Receipts and a Travel Expense Report must be submitted in order for an employee to be reimbursed for such expense.

Automobile Allowance

It is the policy of the City of Haverhill that in event that an employee is required to use his or her personal automobile for city business and that employee has not been assigned a municipal vehicle, the Department Head may authorize the payment of an automobile allowance at a rate established by the Mayor upon the recommendation of the Director of Finance. This allowance will not be paid in combination with personal automobile expense reimbursement.

Expense Reimbursement – Personal Vehicle

1. Expense Reimbursement is intended for travel outside the City of Haverhill. Employees will not be reimbursed for personal automobile use within the City of Haverhill without advance approval of the Department Head and the Mayor unless specifically authorized by collective bargaining agreements.
2. When an employee is authorized to a personal automobile for work-related travel, he or she shall be reimbursed at a rate established by the Mayor upon the recommendation of the Director of Finance.
3. In addition to the mileage rate, the City will reimburse employees authorized to travel outside of Haverhill, driving personal or municipal vehicles, for tolls and reasonable parking expenses, when receipts are provided. Employees receiving automobile allowances will not be reimbursed for tolls but may be reimbursed for reasonable parking expenses. Employees will not be reimbursed for tolls which would normally be paid by the employee during his or her normal commute to work.
4. The City retains the right to require employees who are reimbursed for work-related travel, or who receive an automobile allowance, to show proof of the following minimum levels of insurance coverage to the department head to be kept on file:

a. Bodily Injury	\$100,000-\$300,000
b. Property Damage	\$25,000
5. Employees will not be reimbursed for commuting between their homes and offices or other regular work locations.
6. In order to be reimbursed for personal automobile use, employees must complete the Travel Expense Form. This form should be submitted to the department head for approval prior to submission to the City Auditor for payment.
7. Automobile Accidents – In the event that an employee's personal vehicle is damaged during an approved, work-related trip, and the damage is not due to the gross negligence of the employee, the

City reimburse the employee, upon receipt of verification of payment of a deductible (comprehensive or collision) to cover part of the cost of repair, up to a maximum of \$500 per occurrence.

Assignment of Municipal Vehicles

The assignment of municipal vehicles during work time is based upon job description. Department Heads who have municipal vehicles available for this purpose may assign such vehicles in a manner consistent with departmental workload and employee function. The assignment of vehicles may be rescinded at any time by the Department Head.

Assignment of Municipal Vehicles for 24 Hour Use (Vehicle Use Approved for Commuting Purposes)

1. The assignment of vehicles for 24 hour use will be made in writing by the Department Head, and will only be considered for employees who require a vehicle for the ordinary and necessary discharge of their job functions. Some criteria which could be used in the determination of eligibility for 24-hour vehicle use may include:
 - Officially designated on-call status;
 - Requirement for frequent emergency availability
 - Issuance of a pager or other communication device;
 - Emergency or other equipment contained in the vehicle; and/or
 - No City facility is available for garaging in a safe and convenient location
2. Vehicle use is limited to travel to and from the residence and place of work. The vehicle should be driven over the most direct route taking into account road and traffic conditions. The vehicle should not be utilized for travel outside a direct commuting route for personal reasons except for public safety employees subject to departmental policy.
3. Whenever a position becomes vacant, the authorization for 24 hours use shall be reevaluated.
4. Employees assigned vehicles for 24 hour use involving a commute of more than 25 miles one way shall reimburse the City for the additional fuel cost as determined by the Director of Finance. Employees who have been assigned a City vehicle and have established commuting patterns of more than 25 miles prior to 7/1/07, shall be exempt from this provision.
5. Employees assigned municipal vehicles on a 24 hour basis will be given a copy of this policy and will be required to sign a confirmation of receipt.
6. Imputed Income Taxation
 - Employees who are assigned marked and unmarked police vehicles, and/or marked municipal vehicles carrying tools and meeting certain other eligibility criteria will not be subject to imputed income taxation as set forth by the Internal Revenue Service as a result of the vehicle assignment.
 - Other employees authorized to commute in a City vehicle may be subject to imputed income regulations as set forth by the Internal Revenue Service, which considers a certain portion of the vehicle use (namely the commute) to be income for the purposes of income taxation. The Treasurers Office shall be responsible for determining any tax liability and will be provided with the names of all employees authorized to use City vehicles for commuting purposes, and the normal, one-way commuting distance, by each Department Head who will supply such list annually along with proof of insurance. The Department Head will also retain a copy of the employee's valid motor vehicle license which will be kept on file.

General Rules Governing Municipal Vehicle Use

1. Municipal vehicles may only be used for legitimate municipal business.
2. Municipal vehicles will not be used to transport any individual who is not directly or indirectly related to municipal business. Passengers shall be limited to City employees and individuals who are directly associated with the City work activity (board members, consultants, contractors, etc.) Family members shall not be transported in City vehicles. Vehicles should not be used during non-business hours.

3. Vehicles should contain only those items for which the vehicle is designed. The City shall not be liable for the loss or damage of any person property transported in the vehicle.
4. Employees are expected to keep municipal vehicles clean, and to report any malfunction or damage to their supervisors immediately.
5. Smoking is not permitted in assigned vehicles.
6. Employees' assigned vehicles for commuting purposes are expected to park such vehicles in safe locations. Never leave the car unattended with keys in the ignition. The vehicle must be locked when unattended.
7. Assigned city vehicles should not be used during non-business hours.
8. Employees must wear seatbelts in vehicles so equipped during operation of the vehicle in accordance with M.G.L.
9. Employees must refrain from using personal cell-phones while driving assigned vehicles.
10. Employees may not operate municipal vehicles under the influence of alcohol, illegal drugs, or prescription drugs or medication which may interfere with effective and safe operation.
11. Employees who operate municipal vehicles must have a valid motor vehicle license issued by the state of their current residence and are required to provide proof of valid motor vehicle license once every twelve (12) months to the department head.
12. Employees driving municipal vehicles shall obey all applicable traffic and parking regulations, ordinances, and laws.
 - Employees who incur parking or other fines in municipal vehicles will generally be responsible for payment of such fines unless the payment of such fines by the City is approved by the Mayor.
 - Employees who are issued citations for any offense while using a municipal vehicle must notify their supervisor immediately when practicable, but in no case later than 24 hours. Failure to provide such notice will be grounds for disciplinary action.
 - An employee who is assigned a municipal vehicle and who is arrested or charged with a motor vehicle offense for which the punishment includes suspension or revocation of the motor vehicle license, whether in his or her personal vehicle or in a municipal vehicle, must notify his or her Department Head immediately when practicable, but in no case later than 24 hours. Conviction for such an offense may be grounds for loss of municipal vehicle privileges and/or further disciplinary action.
13. Employees must report all vehicular accidents to their supervisor and complete all accidents reports as required.
14. No employee may use a municipal vehicle for out of state travel without advance approval of the Mayor.

Fuel Policy

Employees using city vehicles during the work shift or those employees assigned a city vehicles are required to use the City's Fuel Facility at 99 Downing Avenue at all times. The normal hours of operation are from Monday through Friday 7:30 A.M. to 6:00 P.M. In cases of emergency only, employees in the Fire, Police, Department of Public Works, Health Inspectors, and Human Services Departments can charge gas at Exxon or Mobil stations. New employees are required to view a training video available from the Engineering Office on the regular and emergency procedures at the Fuel Facility.

Special Circumstances

This policy is intended to provide a basic framework governing the use of personal and municipal vehicles in the City of Haverhill, and, as such, cannot contain procedures governing every situation that might arise. Employees seeking clarification of or exemption from the provisions of this policy should contact the Human Resources Director who will provide such clarifications through the Mayor and may authorize exceptions to the policy under mitigating circumstances.

Sanctions

Failure to comply with any and all provisions of this policy may result in disciplinary action up to and including removal of the City vehicle privileges, suspension, and/or termination from City service.

SECTION 4. RECRUITMENT AND HIRING

4.1 POSTING AND ADVERTISING

All vacant positions not to include the Mayor's Office and City Council Office must be posted for a minimum of seven (7) working days, in accordance with the City of Haverhill's Affirmative Action Policy, Collective Bargaining Agreements, and Massachusetts General Laws, Chapter 31, Section 29. At a minimum, all postings should contain the following information:

- ◆ Date posted, job title, location,
- ◆ Any special qualification, licenses or physical requirements
- ◆ Any Criminal Offender Record Information
- ◆ Any Drug and Alcohol Testing requirements
- ◆ Whether the position is permanent or temporary, if temporary the projected duration of employment, whether the position is full-time or part-time, the deadline for receipt of applications, and where a Job Bid form or application may be obtained.

If the position where the vacancy occurs is promotional, the Department doing the hiring must mail a copy of the job notice to any employee who, during the entire period of posting, is on sick, military or vacation leave, or on an approved leave of absence.

All vacancies will be sent to the following locations by the Human Resources Office for postings:

- ◆ HR Webpage – www.ci.haverhill.ma.us/departments/hr
- ◆ All City Departments
- ◆ Human Resources Department, Room #306, City Hall
- ◆ Central City Hall, (1st Floor, next to elevator)
- ◆ Haverhill Public Library, 99 Main Street
- ◆ Citizens Center, 10 Welcome Street
- ◆ DPW Garage, 500 Primrose Street
- ◆ School Department, 4 Summer Street, #Room #104
- ◆ Water Office, 500 Primrose Street
- ◆ Water Maintenance Department, Amesbury Road
- ◆ Water Treatment Plant, Amesbury Road
- ◆ Wastewater Treatment Plant, 20 South Porter Street

In addition, all entry level positions, and those that are open to the general public, will be distributed to:

- ◆ ValleyWorks Office-Haverhill
- ◆ NECCO
- ◆ Community Action
- ◆ Haverhill Gazette
- ◆ Eagle Tribune

Other community and social service organizations will also be notified of job openings for the purpose of broader recruitment.

4.2 INTERVIEWS

Once a posting deadline has been closed, the Human Resources Department will record pertinent data on all the applicants, and will notify the Department Head of the status of the applications, by providing a list of all the job bids and applicants for the position. If the position is considered as Civil Service under Labor Service, a labor list will be generated for the position title. Together, the Human Resources Department and the Department Head will set up an Interview Board to conduct the interview process.

The Interview Board will review the applications to select qualified candidates for an interview. All resumes and applications shall be reviewed for candidates who appear to meet the minimum qualifications, i.e. overall experience (such as demonstrated work history), education, special training, appropriate licenses, civil service eligibility, and seniority status.

During the interview process, all candidates will be informed of the following: (a) whether the position is covered by a collective bargaining agreement; (b) whether the position is covered by M.G.L. Chapter 31 Civil Service, in which case, the selected candidate must be certified from an eligible list and will be considered to be provisional until the appointment is approved by Civil Service; (c) whether the position is permanent or temporary, if temporary, the duration of the vacancy and; (d) if the candidate's appointment is subject to any additional conditions (i.e. physical or psychological examination, drug and alcohol testing, police background check or the obtaining of licenses or certifications).

Once the interview process has been completed, the Interview Board through the Human Resources Department will conduct post-interview inquiries on one (1) or up to three (3) candidates. This inquiry will include but not limited to checking the candidate's employment references. A police background check may also be conducted which includes a Criminal Offender Record Information check from the Criminal History Systems Board.

Upon the conclusion of the interview process, a hiring package will be forwarded to the Mayor by the Human Resources Department for approval. This package includes:

- ◆ Names of the top three (3) candidates for the position
- ◆ City of Haverhill Applicant List Form and recommendation from department
- ◆ Copy of the job description
- ◆ Any Civil Service Paperwork

No candidate should be notified of an appointment until the Mayor has signed the Personnel Action Form. At the completion of this step the Human Resources Department will notify the Department Head who will make a conditional offer of employment to the selected candidate. This conditional offer will be valid up to the time the selected candidate has passed any pre-employment physical and drug/alcohol or psychological examinations required by the City of Haverhill. In the event that the candidate should fail the required testing, the offer of employment shall be withdrawn by the City of Haverhill.

4.3 TESTING

All official and public safety positions within the Civil Service framework are filled by the selection of candidates from a Civil Service List. The list is established based upon the results of a written examination administered by the Department of Human Resources Division, One Ashburton Place, Boston, MA 02108. If no list exists for the position title, a provisional appointment is made until a test has been given by the Department of Human Resources Division. Visit the HRD Website at: www.mass.gov/hrd.

The Human Resources Office registers all interested persons for up-coming Civil Service examination. Once a Civil Service test is announced in the category you selected, an official notice will be sent to you from the Human Resources Office.

You must register for all Labor Service positions within the City of Haverhill. There is no test administered for Labor Service positions. Only a registration of applicants takes place. You will be notified through the mail of your appointment for an interview.

If additional licensing or testing is mandated either by state or federal regulations while employed, you will be required to obtain the required licenses and/or pass applicable examinations to fulfill any requirements. Please refer to your individual contract for additional details and for a fee re-imbusement schedule.

4.4 ORIENTATION

All new part-time and full-time employees will attend an employee orientation program in the Human Resources Department as soon as a job offer has been made and accepted. The Supervisor of Benefits in the Human Resources will conduct this benefit orientation for all new employees. Employees will be asked to complete all necessary paperwork, including medical benefit plan enrollment forms, appropriate state and federal tax forms, and work eligibility in the United States, etc. Part of the orientation process will be devoted to Customer Service Training for all new hires. Each new hire will participate in a training that emphasizes the importance of providing excellent customer service to all our internal and external customers. Employees should use the orientation process to familiarize themselves with the City's policies and benefits.

It is the responsibility of the Department Head to ensure that a departmental orientation be conducted to cover an introduction to the particular duties of the job, the work environment, and the employees of the department.

4.5 PERSONAL GROWTH & PROFESSIONAL DEVELOPMENT

A. Training

City wide in-service training opportunities for employees will be advertised as courses are offered locally or elsewhere. In many instances, there are no fees associated with this training, however, in some instances; employees may be responsible for certain fees associated with the training. All fees should be posted along with the training announcements. Employees who are required to complete a more extensive training program as assigned by their Department Head will do so at the expense of the City.

B. Educational Tuition Re-imbusement

The City will reimburse full-time employees for tuition as agreed upon in the respective contractual agreement, provided that: the employee has worked for six (6) consecutive months, and remain with the City for at least one (1) year after completion of the course. The course must offer classroom instruction at an accredited educational institution. Correspondence courses are not acceptable.

Costs other than tuition, (such as registration, or lab fees, books, transportation, etc. are not reimbursable). It should be understood that employees will not be reimbursed for any specific expenses for which they have been reimbursed by another source.

Employees will attend those courses on their own personal time. However, if a conflict exists between the course and the employee's work hours, every effort will be made to accommodate attendance.

Request for reimbursement is made prior to enrollment. Employees must pass the course with a grade "C" or better. The course is related to employment within the City of Haverhill.

Educational reimbursement requirements are covered in contracts with city employees. This does not apply to uniform forces of the police and fire departments. Please refer to your individual contract for differences in benefits associated with tuition reimbursement.

4.6 JOB CLASSIFICATION

All new and current employees are assigned a job title in accordance with the City Classification Plan, and perform duties in accordance with the job description.

The Classification Plan designates the rate of pay established for each position. City employees fall into nineteen (19) classifications. The number of step raises varies from group to group. Each position has an established salary range. An employee normally begins at the entry step of a range, except that the Mayor may authorize entry at a rate higher than the minimum. The classification groups are as follows:

Administrative & Professional positions	5 Steps per position Step Increase at the discretion of the Mayor
Non Union	1-5 Steps per position Every six (6) months or a merit review
Citizens Center Group	1-6 Steps per position
Clerks-City Hall	8 Steps per position
Engineering	3 Steps per position
Firefighters	1-5 Steps (Privates) 1-3 Steps (Officers)
Inspectional and Nursing Services	3-14 Steps per position
Public Health Nurses	14 Steps per position
Library	5 Steps per position
Highway	6 Steps per position
Superior Officers	3 Steps per position
Police Officers	5 Steps per position
Park	4-5 Steps per position
Conservation/Dog Officer/Police Mechanics/Building Maintenance/ Custodian	2-6 Steps per position
Water Purification	2-3 Steps per position
Wastewater Official & Technical	6 Steps per position

Wastewater Treatment Plant 5-6 Steps per position

Water 3-7 Steps per position

Water Technical 3 Steps per position

Please refer to your individual contract for the rate at which step increases are allowed for your position title.

SECTION 5. EMPLOYMENT

5.1 EMPLOYMENT STATUS DEFINITIONS

a) Full-Time Employee

A "Full-Time Employee" is an employee working thirty-five (35) hours or more with full benefits, except for Police and Fire Departments, whose hours are determined by contract.

b) Permanent Part-time Employee

A "Permanent Part-Time employee" is an employee working at least twenty (20) hours per week and is entitled to all benefits equivalent to time spent on duties.

c) Part-Time Employee

A "Part-Time Employee" is an employee working less than twenty (20) hours per week without insurance benefits.

d) Temporary Employee

A "Temporary Employee" is any employee retained for a fixed period of time not to exceed 52 weeks or an undetermined period of time. If the period of employment extends to six (6) months or more, consideration will be given to an offer of benefits prior to the beginning of employment.

e) Seasonal Employee

A "Seasonal Employee" is any employee retained for a fixed period of time not to exceed twelve (12) weeks to replace employees absent for extended periods, or under special conditions caused by increased work load, but is not entitled to benefits.

f) Contractual Employee

A "Contractual Employee" is a person who enters into an agreement with the City, and is treated as an independent contractor to provide agreed upon services with no benefits.

g) Provisional Employee

A "Provisional Employee" is an employee hired to fill a Civil Service position, but has not been certified from an existing eligible Civil Service list to fill the vacancy.

h) Reserve Officer

A "Reserve Officer" is a member of the public safety forces awaiting appointment to the regular force. If activated to perform duties on the force, such officer will become entitled to appropriate employment benefits.

i) Civil Service

Civil Service positions are covered within Chapter 31 of the Massachusetts General Laws. Civil Service is limited to a constricted form of recruitment, the conduct of competitive examination, the certification of eligible appointees, and hearings and decisions on suspension, as well as marking of examinations and dismissals. The job classification section will indicate if the position is covered by Civil Service. In addition, all city job postings indicate Civil Service status.

j) Union Employees

Union Employees are employee groups represented by separate collective bargaining units whose function is to negotiate agreements with the City, and to monitor those agreements. Unions also assist their members in resolving any grievances that may arise in connection with their employment. Union dues or a union agency fee are automatic payroll deductions.

k) Non-Union Employees

Non-union Employee positions are listed in the Administrative and Professional and Non-Union Salary Schedules. Most positions are considered at-will employees and serve at the pleasure of the Mayor.

l) Volunteers

Interested persons are encouraged to offer their services as volunteers for the City of Haverhill. Active employees who are finalizing their retirement plans should include an inquiry by calling or visiting the Volunteer Coordinator at the Council on Aging at the Citizens Center. Your background, talents, and familiarity with the City will be utilized to provide valuable volunteer work for this agency. **Note:** Employees are not allowed to volunteer their time for the City in the same position in which they are currently employed.

m) Employees Holding Multiple City Positions

This provision allows a municipal employee to hold a second position with the City of Haverhill, if all of the following conditions are met:

1. The second job is with a completely separate department.
2. The position has been publicly advertised.
3. The employee files a statement with the City Clerk disclosing his/her current employment status with the City.
4. The hours of employment for the two jobs do not overlap.
5. The services performed in the second job are not part of the employee's duties in his or her regular job.
6. The employee is not compensated in the second job for more than 500 hours per year.
7. The head of the second department certifies that no employee of that department is available to do this work as part of their regular duties.
8. The City Council gives its approval.
9. The employee must be in compliance with M.G.L. Chapter 268A (Conduct of Public Officials and Employees).

5.2 EMPLOYMENT CONDITIONS

A. Probation

Probation is the trial period an employee is required to complete in a new position. The standard probation period lasts six (6) months or as determined by Civil Service, prior to the employee being considered a permanent employee of the City of Haverhill. Employees transferred or promoted to another position within the City must serve this probationary period in the new position.

B. Longevity

Longevity is the length of creditable employment services (including any bridged service) with the City of Haverhill. This applies to all benefits, such as vacation time, longevity payment, etc. It is the responsibility of the employee to submit proof of longevity to the Human Resources Department. Proof may be submitted in the forms of letters from the Human Resources Department, payroll information from the Retirement Board, or official payroll documentation from government programs. All verified dates are applied to length of service.

Employees who transfer from one city department to another, without a break in service, will have all verified time applied to their length of service.

Longevity payments are historically paid in November of each calendar year for the completion of years of service. For employees whose longevity payout amount changes through the month of December of the

calendar year, they should be included in the November payout date. For employees whose longevity payout amount changes during the months of January to June of the following calendar year, they will receive their respective payments on their anniversary date. Please refer to your collective bargaining agreement (if applicable) or city ordinance for payout amounts.

Longevity payments made in November are for the fiscal year in which it is paid. If an employee is on the payroll and leaves the employ either through retirement, layoff or resignation after July 1st but prior to the November payout, the employee will be entitled to their respective payment for longevity upon separation.

C. Seniority

Seniority is the length of employment computed from the first day of full-time employment within the same position, as a permanent Civil Service employee. This includes any probationary period and bridge service.

Changes in employment status may affect the seniority position of an employee under the following conditions:

Transfers

An employee's seniority is not affected when:

- * The transfer involves different departments within the same Appointing Authority.
- * The transfer involves different departmental units within the same department.
- * The transfer is temporary.
- * When the employee is involuntarily affected by action steps that are initiated by the City.

An employee is required to serve one (1) year prior to regaining his or her original seniority date when:

- * The transfer involves different Appointing Authorities, different departments, or different municipalities.
- * The transfer is from municipal to state service, and vice versa.

An employee regains his/her original seniority date after three (3) years when:

- * The employee requests a transfer involving different departmental units, different departments, or different appointing authorities or municipalities.
- * The employee requests a transfer from municipal to state service, and vice versa.

Less than Full-time Employment

For reserve, intermittent, and part-time employees, seniority is calculated beginning with first day of employment. However, these employees are ranked below all permanent and full-time employees.

Break in Seniority

Seniority is broken when:

- * An employee is terminated voluntary.
- * An employee is discharged for just cause.
- * An employee exceeds an authorized leave without proper authorization and approval by the Head of the Department.

D. Bridge Service

Employees who leave the employ of the City are allowed to return to work and be credited with time worked during their previous employment with the City (bridging their services) so long as such absence does not exceed five years. Upon re-employment and after working twice the amount of time they had remained out of the employ of the City, these employees become entitled to bridge service and are credited with all benefits. A full-time or part-time employee, who is reemployed or reinstated after leaving the employment

of the city at the convenience of the city, or because of the employee's illness or injury, will receive all sick leave credits upon reemployment.

E. Dress Code

Employees are encouraged to dress in an appropriate manner, consistent with their work environment. Please refer to the Dress Code Policy. Refer to your individual contract for a definition of "appropriate manner," and the amount of money paid for Clothing Allowance.

F. Resignation/Retirement

The City of Haverhill requests that all employees present a statement of resignation to their supervisor in writing at least (2) two weeks prior to the date of resignation. Earlier notification is always appreciated. If a letter is not presented by the employee, pay checks will be held by the Department Head until written correspondence is received.

5.3 HOURS OF EMPLOYMENT

The regular service of all full-time employees are restricted to not more than forty (40) hours in any working week, and such service must be performed within five (5) consecutive days over a six (6) day period, with the exception of the Police and Fire Departments whose hours are determined by contracts.

Permanent part-time employees are on duty at least twenty (20) hours or more in any working week, over a six (6) day period.

Part-time employees work less than twenty (20) hours a week, within five (5) days over a six (6) day period.

5.4 OVERTIME

A. Overtime Pay - Compensatory Time

Any service by full-time employees in excess of forty (40) hours or five (5) working days, and in excess of thirty-five (35) hours or five (5) working days for clerical employees in any working week, at the request of the head of the department or other person whose duty it is to direct or control such employees, are compensated for as overtime work at one and one-half (1 1/2) times the employee's regular hourly rate of compensation, including differential as determined by contractual agreement. The accumulation and use of compensatory time are at the request of the employee and at the discretion of the department head.

Unused compensatory time may not be carried over into a new calendar year, unless approved by the Mayor or designee under special circumstances. Employees must be allowed to use their compensatory time by the end of the calendar year or receive compensation at one and one-half (1 1/2) times their regular hourly rate. Department Heads are required to compute unused compensatory time on a quarterly basis and submit a report to the Human Resources Department and Auditor's Office. Requests and approval for use of compensatory time must be made in writing, and records must be kept in each department. An annual report will be submitted to the Mayor's Office and City Council.

This section does not apply to appointees of the Mayor or to Department Heads. Appointees and Department Heads agree to devote the necessary amount of time to reasonably perform their duties. Management/Administrative Employees who are responsible for a department or division are expected to work the required number of hours to fulfill the responsibilities of their positions. Such employees are not necessarily required to work the same regularly scheduled work hours as non-management or union employees.

B. When Overtime is Paid.

Overtime previously approved by the head of a department is scheduled for payment at the end of each week during which such overtime was performed, less any compensatory time allowed. Approved over-time is paid by the City Treasurer immediately following such overtime or in the next pay period.

C. Minimum Compensation for Unscheduled Work.

All employees, with the exception of department heads, called to unscheduled work by the head of a department or other person whose duty it is to direct or control such employees are entitled to receive a minimum of two (2) hours compensation per day.

SECTION 6. LEAVES

6.1 LEAVES OF ABSENCE WITH PAY

6.1.1 LEGAL HOLIDAYS

All holidays legally observed by the Commonwealth of Massachusetts are recognized as paid holidays for all employees of the City, provided that the eligible employee is not on authorized leave without pay or unauthorized absence on any part of the employee's scheduled work day immediately preceding or following the holiday. The following holidays are observed by the City:

- New Year's Day
- Martin Luther King Day
- Presidents' Day
- Patriots' Day
- Memorial Day
- Independence Day
- Labor Day
- Columbus Day
- Veterans' Day
- Thanksgiving Day
- Christmas Day

Employees are entitled to an additional day off without loss of pay for all holidays that fall on a Saturday. The day is to be given at the discretion of the department head and offices are to remain open at all times. Holidays falling on a Sunday are observed on the following Monday.

A. Compensation for Working Holidays.

Any full-time employee who worked on the regularly scheduled workday preceding or following a legal holiday listed in 6.1.1. above, and is required to work on such a legal holiday, is entitled to receive compensation at one and one-half (1 1/2) times the employee's regular hourly rate plus the holiday pay, including differential.

This section does not apply to appointees of the Mayor or to Department Heads.

6.1.2 SICK LEAVE

A. Number of Days Allowed.

All full-time and permanent part-time employees are credited with sick leave with pay not to exceed fifteen (15) working days for each year of service, at the rate of one and one-quarter (1 1/4) day per month, provided that said leave is caused by sickness or injury which incapacitates the employee in the performance of his or her duties.

The accrual of sick leave allows you to accrue leave time so that you have paid time available to take for occasional short-term illness or injury. The primary purpose, however, is to allow you to have paid leave time in the event you have a serious illness or injury that requires an extended leave of absence from work. Sick leave can be viewed as an insurance policy – there if you ever need it, but we hope you never really need it. Sick leave should not be used casually. For clarification, please contact the Human Resources Office.

B. Extended Family Sick Leave

Employees are entitled to up to five (5) days of sick leave in each calendar year when they have been exposed to a contagious disease or when there is a serious illness of a spouse, child or parent. Proof of such illness in the form of an extended family sick leave certificate signed by a physician or a doctor's statement is required before payment of compensation can be made. Vacation or personal time shall be charged until the signed document is received by the Department Head and/or the Human Resources Department.

An Extended Family Sick Leave Certificate can be obtained from the Department Head, his/her designee, or from the Human Resources Department. For your convenience an Extended Family Sick Leave Certificate can be downloaded from the City's Website at: www.ci.haverhill.ma.us/hr.

C. When Sick Leave Credit Begins.

Sick leave credit for full-time and permanent part-time employees working twenty (20) hours or more begins to accrue on the first day of the month following employment, and accumulates at the rate of one and one quarter (1 1/4) day per month each calendar month thereafter (which will be credited to the employee at the end of the completed month). Full-time and permanent part-time employees who are absent without pay and/or on leave without pay for more than one (1) day in any calendar month will not receive sick leave credit for that month unless otherwise approved by the Mayor.

D. Accumulation Permitted; Restrictions.

Sick leave not used in any year may be accumulated. Employees are not entitled to sick leave with pay in excess of the accumulated sick leave credit then due. Sick leave credits do not accrue for service in excess of the number of hours normally employed. An employee whose service is terminated or discontinued voluntarily by the employee is not entitled to compensation in lieu of sick leave credit not used.

E. Use of Unearned Sick Leave Credit

In the event an employee has used up all his/her sick leave credits, the Mayor may permit said employee to use sick leave or vacation leave credits in anticipation of said credits being earned in the future. Additional sick leave credits may be granted as provided for in the sections that follow.

The employee must execute a memorandum of agreement that in the event of termination or resignation of the employee before restoring such credits, the City will receive reimbursement from any funds available to the employee.

F. Voluntary Donation of Accumulated Time

In the event of a long-term illness of an employee with no sick leave credits, individual employees may volunteer to donate at least one (1) day but no more than 5% of their accumulated sick leave time to the employee on a sign-up basis through the Human Resources Department. The employee must submit a letter of request including the reasons along with medical proof from their physician indicating the prognosis of the long-term illness and the certainty of returning to full time work in the future. Such donated time may not exceed a total of two hundred and forty (240) days for the duration of the employee's illness. Initial donations shall be taken from individuals in the employee's department and must be exhausted before any voluntary donated time is considered from other city department workers. The use of such donated time will be recorded by the Human Resources Department and notification will be given to the donor and department head.

No donation of unused sick time can be donated to the bank upon the filing of an application for retirement of an employee.

G. Absence Due to Sickness.

When an employee is absent because of sickness, such absence shall be charged off against any accumulated sick leave credits in multiples of one-half (1/2) hour, but no less than the actual time off. If an employee has no sick leave credits, such absence will be charged off, at the employee's option, to leave without pay or to vacation leave credits, if any, but will be nonetheless charged off on the same basis as above.

H. Notification of Absence and Returns Required.

Notification of absences or returns must be given as early as possible to the head of the department. In the event that an extended absence is foreseeable due to illness, notification must be given to the department head and a Medical Release Form (for the illness in question) must be signed by the employee. The Medical Release Form must be completed by the employee and returned to the Department Head within a two (2) week period. If such notification is not given, the employee's absence may be applied as absence or leave without pay at the discretion of the department head. The Medical Release Form can be downloaded from the City's Website at www.ci.haverhill.ma.us/hr.

I. Physician's Certificate Required for Extended Sick Leave.

Upon return to duty following an extended sick leave of or in excess of five (5) consecutive working days, an employee is required to file evidence in the form of a physician's certificate, along with a statement of the employee's fitness for duty. If such certificate is not submitted within five (5) working days after the employee's return to duty, such absence will be considered an unauthorized absence and therefore applied as absence or leave without pay or against vacation time. In the event a second opinion is required, a certificate may be obtained from the Occupational Health Services of Anna Jaques Hospital, 24 Morrill Place, Amesbury, MA 01913 at the City's expense.

J. Sick Leave Accumulation for Retirees.

Upon retirement or in the event of death of a contractual employee, sick leave credits will be compensated at a rate of up to forty (40%) percent of all accumulated sick time up to July 1, 1979 as stipulated or amended by bargaining agreements in effect.

K. Sick Leave Coinciding with Holidays.

A full or part-time employee is entitled to holiday pay as designated in 6.1.1., even if said employee is on authorized leave due to sickness, injury, or otherwise, at the time said holiday occurs.

L. Perfect Attendance Policy

For each quarter work year of perfect attendance at work by a member, one (1) day of annual leave will be granted. If a member maintains perfect attendance for one year (4) quarters five (5) days of annual leave will be granted. Such days of annual leave must be taken during the next working quarter with the approval of the Supervisor/Department Head. Bereavement leave, family sick leave and/or personal leave days shall not be considered as absences in applying this provision.

The following non-union positions are covered by this benefit. They include: Mayor's Office – Administrative Assistant; City Council – Executive Secretary/Administrative Assistant; Ice Skating Rink – Superintendent, Skilled Laborer, Laborer.

The following Management positions are covered by this benefit. They include: City Clerk's Office – Assistant City Clerk; Human Resources – HR Technician; Treasurers – Assistant Tax Collector, Assistant Treasurer; Inspectional Services - Local Building Inspector, Plumbing/Gas Inspector; Conservation – Environmental Health Technician.

This section does not apply to appointees of the Mayor or to Department Heads.

M. Recordkeeping.

Each department head will keep a record of all sick leaves granted to each employee in the department. The Human Resources Department holds all official records of sick and other leaves. Employees have the right to review their personnel records upon request.

6.1.3 MATERNITY LEAVE.

A. Every female employee, whether permanent part-time, or full-time, is entitled to up to eight (8) weeks' maternity leave (*see below) without loss of accrued employment benefits, in connection with childbirth, provided the following conditions are met:

- 1) The employee must have completed any applicable probation period in the position in which the employee was initially hired. If such probation period is longer than six (6) months, then six (6) months of employment will suffice to satisfy this condition.
- 2) The employee has given a two (2) weeks' advance notice of such departure date, including a clear intent to return to work.
- 3) The employee is entitled to return to the same position before or upon eight (8) weeks from the departure date, without any loss of employment benefits accrued prior to commencing such leave.

(*Six (6) weeks' leave given for a normal delivery (natural childbirth); up to eight (8) weeks' leave for caesarean birth or doctor's orders)

B. Accrued sick leave benefits are provided in connection with pregnancy related illnesses, disability or convalescence on the same basis as provided for any other illness, disability or convalescence. The terms and conditions of those benefits are explained in Sections 6.1.2. of this Handbook.

6.1.4 MILITARY LEAVE

Employees required to fulfill military reserve training or serve temporary tours of duty are compensated the difference between the military service pay (base pay) and their regular week's pay (base pay). Notice of the intended leave must be given in advance to the department head via the employee's military order, and a copy of the military pay voucher must be submitted to the Department Head upon return. Departments shall notify the Human Resources Department of such leave. After receipt of appropriate documentation, compensation shall be paid in the next regular pay period.

6.1.5 JURY DUTY/COURT APPEARANCE

Employees absent due to court appearances but released by the court by or before 10:00 A.M. are required to report back to work. Upon return from jury duty employees must submit a copy of their notice to appear and their court pay voucher to the department head for computation into their week's pay.

Employees will be compensated the difference between their regular week's pay and the amount of the court pay voucher as applicable by law. This compensation does not take into consideration travel and other allowances paid by the court.

Employees subpoenaed to appear in court on city related business are compensated at their regular week's pay.

6.1.6 PERSONAL DAYS

All employees are entitled to up to five (5) personal days with pay in each calendar year for personal reasons. An employee must complete the six (6) months probationary period prior to becoming eligible to use these five (5) Personal Days - One (1) of the five (5) to be used the day after Thanksgiving. During the first six (6) months of employment, a Personal Day may be granted on an emergency basis by the Department Head. Please see individual contracts for specific benefits or contact the Human Resources Office.

Personal Days can be used upon proper notification during the calendar year, but may not be carried forward under any circumstances.

6.1.7 TRAINING/SEMINAR (AUTHORIZED/APPROVED)

When approved by the Mayor to attend courses applicable to an employee's work and position with the City, the employee becomes eligible for paid tuition, on the condition that the employee successfully complete and pass any course with a grade "C" average or better.

6.1.8 UNION TIME OFF

Employees who are required to attend Arbitration Hearings as witnesses receive time off without loss of pay or benefits and are not required to make up the lost time.

Employees, not to exceed two (2) appointed by bargaining representatives are allowed time off for bargaining sessions for which they then receive their normal pay at straight time rate if bargaining takes place during normal working hours.

6.1.9 LEAVE FOR VETERAN ATTENDING CONVENTION.

Any city employee who is a veteran and has been duly elected as an accredited delegate from his or her military organization to attend an annual convention, may attend and be allowed not more than three (3) days leave from duty in any one (1) fiscal year without loss of pay.

6.1.10 BEREAVEMENT LEAVE.

In the event of death in the immediate family, an employee will be granted a maximum of five (5) days with pay (not to exceed one (1) tour of duty where applicable) for spouse, parent, child, or grandchild; three (3) days for brother, sister, foster parent, grandparent, spouse's parent; and one (1) day for aunt, uncle, brother-in-law, sister-in-law, niece and nephew.

6.2. VACATIONS

A. Vacation Period Designated.

The vacation period is from the first day in January through the last day in December.

B. Vacation Time for Full-Time Employees.

In the absence of collective bargaining contracts for any group, all full-time employees, and those hired after April 1, who have been in the service of the municipality for a period of six (6) months or one hundred eighty (180) days will be granted one (1) week of vacation with pay. After twelve (12) consecutive months of employment with the City, every full-time employee is entitled to two (2) calendar weeks of vacation leave with pay in each vacation year, effective on the anniversary date of employment. Any employee who has completed five (5) years but less than ten (10) years of employment with the City will be granted three (3) calendar weeks vacation leave with pay in each vacation year. Any employee who has completed ten (10) years of employment will be granted four (4) weeks of vacation leave with pay in each vacation year.

Commencing with twenty-one (21) years of employment, each employee is entitled to one (1) additional day each year until the twenty-fifth (25th) year of employment, at which time the employee becomes eligible for a total of five (5) vacation weeks. See schedule below:

- On the employee's 21st anniversary – 4 weeks + 1 day
- On the employee's 22nd anniversary – 4 weeks + 2 days
- On the employee's 23rd anniversary – 4 weeks + 3 days
- On the employee's 24th anniversary – 4 weeks + 4 days
- On the employee's 25th anniversary – 5 weeks of vacation

C. Permanent Part-time Employees

All accrual benefits (including sick leave, personal leave, perfect attendance, holiday, etc.) will be determined by the number of hours worked over a five (5) day work week.

D. Temporary Employees.

Temporary employees are granted one (1) week of vacation leave with pay after nine (9) months of continuous full-time employment. At the completion of eighteen (18) months of continuous employment, such designated employees receive two (2) calendar weeks of vacation leave with pay. There are no provisions for retroactive vacation allowances.

E. Restrictions on Granting Vacation Leave.

Full-time employees who are absent without pay and/or leave without pay for more than one (1) day in any month do not receive vacation credit for that month, and will have their vacation status retarded by one (1) day or one twelfth (1/12) of their annually accrued vacation credits - whichever is greater - for each such occasion. Subject to the written approval of the Mayor, part-time and temporary employees may be granted such proportion of vacation leave credit as their actual part-time or temporary service bears to full-time service, provided that such vacation leave with pay does not exceed two (2) calendar weeks.

F. Determination of Years of Service for Vacation Credits.

In determining the number of years of service for vacation purposes only, permanent employees are credited with one (1) year of service for each calendar year in which one hundred sixty (160) days of work have been accumulated as a reserve or temporary employee. This section does not apply to reserve patrolmen, with the exception of those reserve patrolmen who work a minimum of twenty (20) days per calendar month.

G. Public Interest to be Served in Granting Vacations.

Heads of departments may grant vacation leave at such times during the vacation year as will best serve the public interest. Preferences are given to employees on the basis of seniority.

H. Accumulation of Vacation Leave Prohibited.

All City employees including Department Heads must use vacation credits during the calendar year in which those credits are earned. Under certain circumstances employees may request permission to carry over vacation credits based on unusual needs or conditions. All requests must be made in writing, and along with the Department Heads' recommendations must be submitted to the Human Resources Department by November 1st of each year for submission to the Mayor no later than November 15th each year. All requests must be accompanied by a schedule showing how the total remainder of vacation credits will be used in the following year. Upon submission, up to fifty percent (50%) of one year's vacation time carry over may be approved by the Mayor.

Vacation leave credits may not accrue for service in excess of the number of hours normally employed.

I. Payment in Case of Death of Employee.

Upon the death of an eligible employee, payment of vacation leave and other benefits are made to the beneficiary(ies), as designated by the employee under the municipal retirement system, or to the estate of the deceased. Such payment is made in an amount equal to the vacation leave credits earned up to the time of death of the employee. This is effective up to the time of separation from the payroll, provided that no monetary or other allowances have already been made therefore.

J. Accrual of Vacation Credits.

Vacation credits continue to accrue to an employee while on leave with pay status. Vacation leave credits earned following a return to duty after leave without pay or absence without pay are not retroactively applied against such leave or absences. When a legal holiday falls on a regularly scheduled work day during an employee's vacation leave with pay, the employee is entitled to one (1) additional day of vacation, subject to the provisions of 6.1.1.

K. Employees on Sick Leave.

Employees on sick leave must return to employment within the calendar year to be eligible for vacation time off in the same year. No more than fifty-two (52) weeks pay may be given in any calendar year.

L. Use and Loss of Vacation Time Before Retirement Required.

Before retiring from the City of Haverhill, employees must take vacation accrued prior to the effective date of retirement. Employees may not lose any vacation or holiday credits actually earned.

6.3 LEAVE OF ABSENCE WITHOUT PAY/FAMILY & MEDICAL LEAVE

A. Provision - All employees, whether full-time or regular part-time are eligible for twelve (12) weeks of unpaid leave in any twelve-month period, provided the following:

- 1) The employee has worked for at least a year for the City of Haverhill.
- 2) Under no circumstances should an employee's rights be interfered with for opposing any practice made unlawful under the Family Leave Act of 1993, or for the employee's involvement in any proceedings relating to this Act against the City.

B. Coverage - Employees are covered in cases involving the following:

- 1) Caring for the employee's newborn child, or for a newborn or child adoption, or foster care

placement with the employee.

- 2) Caring for the employee's spouse, child, or parent with a "serious health condition". A serious health condition is one that requires in-patient care or continuing treatment by a health care professional.
- 3) The employee suffers a serious health condition that makes him or her unable to perform job duties.

C. **Notice** - An employee must submit a two-week notice in writing to the head of his/her department when the leave is foreseeable. When this is not possible, the employee must give notice within two (2) business days of learning of the need for such leave. FMLA Forms are available for download from the HR page on the city website (<http://ci.haverhill.ma.us/departments/hr/benefits.html>).

D. **Certification** - In some cases, the City may require an employee to provide certification of his/her own or a family member serious health condition. Such certification must be provided within thirty (30) days of the request, unless it is not practical under the circumstances.

- 1) The City may also require second and third opinions at its own expense. In cases where the employee does request an extension of leave, re-certification may be required.
- 2) In cases of serious health conditions, the City requires a note from the employee's physician certifying the employee's fitness to return to duty after an extended leave.
- 3) An employee's accumulated sick leave cannot be used in any capacity to cover the serious illness of a family member.

E. **Intermittent Leave** - An employee may use intermittent leave, not continuous, not to exceed twelve (12) weeks in any twelve (12) month period, whether for the birth or adoption of a child, or for serious health conditions of the employee, the employee's child or immediate family member. In either case, the employee must give notice to the Department Head as provided in Section 6.3.3. above.

F. **Alternative Use of Leave Time** - Under this section an employee may alternately use paid vacations and unpaid leave, combining personal or sick leave, as provided under personnel rules and contracts. Such alternate use of paid leave should not exceed the mandated period of twelve (12) weeks.

G. **Benefits and Reinstatement** - Employment benefits will be continued during an employee's medical and family leave as stated below:

- 1) When an employee is granted a medical leave of absence without pay due to the illness of said employee, and not because of illness of the member of the employee's immediate family, said employee is required to make payment for the applicable health and life insurance rate to the City.
- 2) When an employee is granted a leave of absence, without pay, the employee is required to make payment for the entire cost of his/her health and life insurance for the duration of the leave.
- 3) When an employee is granted a leave of absence without pay, said employee may not appear on the payroll during that approved time for any reason.
- 4) The terms and conditions of other employee benefits pertaining to this policy are provided in the Employee Benefit Section 7 of this Handbook.

5) An employee returning from medical and family leave must be reinstated to the same position the employee worked prior to the leave.

H. **Administration** - Each department will maintain records pertaining to compliance with this policy. Department heads are responsible for forwarding records to the personnel department for benefits administration. For more information, contact the Human Resources Department.

SECTION 7. EMPLOYEE BENEFITS

7.1 SALARY AND PAY

A. Salary Scales

All salary scales for City employees are listed in one (1) of three (3) documents: (1) Administrative & Professional Salary Schedule - movement between steps are allowed at the discretion of the Mayor. (2) Non-Union Salary Schedule - movement between steps are at six (6) months intervals (exceptions apply). (3) All other salary amounts are listed in the contractual agreement that covers the position.

B. Payroll Information

Paychecks are issued every Friday morning from the Treasurer's Office. The payroll period runs from Sunday to Saturday. Payroll checks issued on Friday reflect the amount of pay earned during the previous Sunday through Saturday period.

C. Updating Payroll/Personnel Information

Most people experience changes in their personal lives during their working years, ranging from change of name or address to a change in family composition. These changes may require that adjustments be made to your payroll/personnel record in order to increase or decrease insurance coverage, change a designated beneficiary, or to change the number of tax withholding deductions. It is important to you, to your family, and to the City, that you take the responsibility for keeping your record up-to-date with the Human Resources Department. They can be reached at dmclanahan@cityofhaverhill.com.

7.2 BENEFITS AND DEDUCTIONS

Particular information on all plans is available through the Supervisor of Benefits located in the Human Resources Department. All City benefit information is available at www.ci.haverhill.ma.us/departments/hr/index.htm

A. Group/Health Insurance

Employees who work twenty (20) hours or more a week are eligible to elect group health, life or dental insurance. The City of Haverhill offers two health coverage plans, and employees are urged to review the plans carefully prior to making a choice.

If an employee does not sign up for the group health, life and dental insurance within the first thirty (30) days of employment, he/she must wait until the annual open enrollment period to join. Open enrollment also offers employees the opportunity to change plans.

Changes in address, number of dependents or marital status should be reported no later than thirty (30) days from the date of the qualifying event.

B. Health Insurance

The City subsidizes seventy-five percent (75%) and the employee pays twenty-five percent (25%) of the Blue Cross Blue Shield Preferred Provider Organization premium rate.

The City subsidizes eighty percent (80%) of any Health Maintenance Organization (HMO) plan and employee contributions are twenty percent (20%) of the premium rate.

As of June 2, 2005 all new employees hired or re-hired after said date shall pay twenty-five percent (25%) of the cost of a Health Maintenance Organization and the City of Haverhill shall pay seventy-five percent (75%), unless otherwise negotiated.

All Administrative & Professional positions shall pay twenty-five percent (25%) of the cost of a Health Maintenance Organization and the City of Haverhill shall pay seventy-five percent (75%), unless otherwise negotiated.

C. Dental Insurance

Two dental plans are offered to eligible City employees where the employee pays the full premium.

D. Disability Income Insurance

A disability income (salary protection) is offered to all full-time employees where the employee pays the full premium.

Offered benefits range between \$75.00 and \$500.00 per week depending on your current income level. There is at least a 30 day waiting period (self-insuring) period before benefits are paid for total disability due to injury or sickness. Maximum benefit period is 24 months. You can receive up to \$5,000 per month in benefit payment (not to exceed 70 percent (70%) of your basic monthly income for up to two (2) full years should you suffer a disabling injury due to an accident.

A medical application is required for completion and subject to the acceptance by the Insurance Carrier. Once approved for coverage, your payroll authorization will be submitted by the Insurance Carrier's Agent to the City of Haverhill to begin deductions. Coverage begins on the first deduction date.

If you leave the employ of the City of Haverhill and continue full-time employment, a conversion can be executed through the Insurance Carrier.

This disability plan is administered by ISI New England a division of Insurance Specialists, LLC. For more information you can contact Nathan Gardner directly at 1-888-ISI-1959

E. Life Insurance

Basic Life Insurance

A group life insurance policy on the life of the employee is offered to all active employees. The City shares fifty (50%) of the premium. Employees are covered by a \$5,000 Life Insurance policy and are allowed to carry this policy after retirement.

Optional Life

In addition, an active employee has the option of voluntarily selecting an optional insurance which is age banded. The premium is determined by age and amount of coverage desired. You may purchase one times your salary rounded down to the nearest multiple of \$5,000, to a maximum of \$75,000. This insurance terminates when you are both retired and aged 75.

Both Spousal coverage of \$5,000 and Dependent coverage of \$2,000 (up to age 19 or age 25 if a full time student) are offered.

If you leave the employ of the City of Haverhill a conversion can be executed through the Insurance Carrier.

Permanent Life Insurance

The term Life insurance offered has age-banded rates (the rates go up as you get older) has no cash value, your premiums will not accumulate towards a possible future cash value, if you were to leave the city the term life is portable but with much higher rates. The permanent life option is yours to keep at the rates you are offered when your policy is accepted. The permanent life policy has flexible level premiums, guaranteed cash values and guaranteed death benefits.

Cancer Expense Plan

An active city employee can purchase individual or family cancer insurance policies. Benefits are paid based upon "Severity of Illness" as determined by diagnosis and course of treatment with no maximum. If you leave the employ of the City, this policy is portable (you own it) at the same rates as when you were an employee.

F. COBRA (Consolidated Omnibus Budget Reconciliation Act of 1985)

By law, the City of Haverhill is required to offer employees and their families a temporary extension on their health coverage (called "Continuation Coverage") at group rates, in certain instances where coverage under the plan would otherwise end such as termination of employment.

G. Medicare and Social Security

As of April 1, 1986, all employees are required to pay the Medicare portion of the Social Security Tax. This deduction of .0145 % of your gross pay allows eligibility for "Part B" of Medicare upon retirement. This does not constitute eligibility for a pension from Social Security. The City of Haverhill matches this contribution. This deduction is made weekly through automatic payroll deductions.

H. Retirement System

All City employees who are considered full-time or permanent part-time are required to join the Retirement System, except for elected City Officials who may voluntarily join the system.

Employees who became members of the Retirement System prior to January 1, 1975 contribute five percent (5%) of their regulation compensation. Employees whose membership commenced from January 1, 1975 to January 1, 1984 must contribute seven percent (7%). Employees whose membership commenced on or after January 1, 1984 must contribute eight percent (8%). Employees whose membership commenced on or after July 1, 1996 must contribute nine percent (9%). As a member of an uncapped system, any employee who joined the retirement system on or after January 1, 1979 and whose current regular compensation is \$30,000 or more must contribute an additional two (2%) percent on any regular compensation in excess of \$30,000. Any employee who is terminated before becoming eligible to collect a pension will be refunded all contributions within a sixty (60) day period from receipt of the Refund Application provided by the Retirement Board.

Retirement benefits are available in the case of death or incapacity prior to normal retirement. They include provisions for dependent children, widows, and disabled employees. Any employee completing twenty (20) years of service, regardless of age, or who has reached the age of fifty-five (55) with ten (10) years of service, may retire voluntarily. Maximum benefits are eighty (80%) percent of the average salary paid over the highest consecutive three year period of service. In all cases, however, entitlement to benefits, as well as level of benefits, are determined by the provisions of Chapter 32 of the Massachusetts General Laws.

For more specific information contact the Retirement Board at (978) 374-2358 or visit their website at haverhillretirement.org.

Employment Not Covered by Social Security

As an employee of the City of Haverhill your earnings are not covered under Social Security. When you retire, or if you become disabled, you may receive a pension based on earnings from this job. If you do, and you are entitled to a benefit from Social Security based on either your own work or the work of your husband or wife, or a former husband or wife, your pension may affect the amount of the Social Security benefit you receive.

The City of Haverhill has prepared a document which discusses your rights and requires your signature which will be kept on file in your personnel folder in the Human Resources Office.

I. ING Retirement Plan

All employees who work less than twenty (20) hours per week are required to join the ING 457 Deferred Compensation Plan for part-time employees. This ING Plan will provide retirement incomes for all plan participants.

For more specific information, contact the Supervisor of Benefits in the Human Resources Office.

J. Credit Union

All employees of the City of Haverhill are eligible to join the Haverhill Municipal Employees Credit Union. In addition, if eligible, employees may join the Teamsters Credit Union or the Haverhill Fire Department Credit Union. Credit Unions offer employees an opportunity for regular savings through automatic payroll deductions.

Information and forms, including payroll withholding forms, are available at the Human Resources Department or at the respective Credit Union.

For more detailed information regarding the Haverhill Municipal Employees Credit Union, visit their website at www.hmecu.net.

For more detailed information regarding the Haverhill Fire Department Credit Union, visit their website at <http://www.havfirecu.org>.

K. Deferred Compensation/ING Life Insurance and Annuity

To help you pursue your financial goals, the City of Haverhill is sponsoring a deferred compensation program, and has chosen the ING Life Insurance and Annuity Company as an annuity provider.

Particular information on covered circumstances is available through Terry Finnegan at ING at (781) 768-4806.

L. Direct Deposit

Direct deposit is a secure manner of ensuring that your paychecks are deposited into your checking or savings account each week. Your money will be available in your account on Friday morning. When you meet with the Supervisor of Benefits for new employee orientation, please bring a copy of a cancelled personal check (if the deposit is to be made to your checking account) or a deposit slip from your bank (if the deposit is to be made to your savings account). You must also fill out a Direct Deposit Application Form. Processing of the direct deposit application may take a few pay cycles.

M. Allowances

Please refer to your individual contract for eligibility, payment amount and schedules for the following allowances:

- Longevity

- Clothing Allowance

- Tool Allowance

- Hazardous Material Pay

SECTION 8. HEALTH & SAFETY

8.1 PRE-EMPLOYMENT MEDICAL EXAMINATIONS

All persons selected for employment with the City of Haverhill, except clerical employees and temporary/seasonal employees, after receipt of notice of such appointment by the appointing authority, and prior to the starting date of employment must undergo a medical examination. This medical examination will be conducted at the Anna Jaques Occupational Health Department at Amesbury Health Center. The Human Resources Department will provide a copy of the job description at the examination so that the physician can make an informed judgment as to the fitness of the candidate to perform the job duties. This examination will be at the expense of the City. The physician will advise the City as to the applicant's fitness for duty. If the applicant is deemed unfit, the appointing authority will withdraw the offer of employment.

8.2 MEDICAL EXAMINATIONS – FIT FOR DUTY

When an employee is returned to work from an extended period of time, a second opinion may be required by the City. Before the employee returns, a certificate of fitness must be obtained at the Anna Jaques Occupational Health Department at Amesbury Health Center or from a physician selected to perform an Independent Medical Examination. If a psychological fit for duty examination is required for public safety employees, the employee will be sent to the City's psychological physician for an examination. These fit for duty examinations are at the City's expense.

8.3 DRUG & ALCOHOL TESTING POLICY

It is the policy of the City of Haverhill to ensure that its employees are provided with a safe and healthful work environment. In keeping with this policy, employees are required to report to work fit for duty, and to refrain from any activity that could impair their ability to perform their duties.

The purpose of this policy is to outline the responsibilities of employees, supervisors and managers with regard to drug and alcohol use in the workplace and the testing of employees in safety sensitive positions in accordance with the US Department of Transportation regulations. In compliance with the corresponding Department of Transportation Regulations, this policy is promulgated under the independent authority of the City of Haverhill. It concerns those commercial driver's license (CDL) employees who are required to be tested under applicable Federal Regulations. In addition, the policy shall cover employees in other city departments whose job descriptions and/or contract includes Drug and Alcohol Testing as a condition of employment.

General Policy regarding Drugs and Alcohol in the Workplace

- The City of Haverhill firmly believes that the use of illegal drugs and misuse of legal drugs, including alcohol, is a source of danger in the workplace and a threat to the City's goal of maintaining a productive and safe work environment. The City of Haverhill discourages users of illegal drugs and misusers of legal drugs, including alcohol from seeking employment with the City and encourages very forcefully the rehabilitation of such persons already in its employ.
- Employees of the City of Haverhill are visible and active members of the communities where they live and work. They are inescapably identified with the City and are expected to represent it in a responsible and creditable fashion. While the City of Haverhill has no intention of intruding into the private lives of its employees, the City does expect employees to report for work in a condition to perform their duties. The City recognizes that employee off-the-job as well on-the-job involvement with drugs and alcohol can have an impact on the workplace and on our ability to accomplish our goal of providing an alcohol and drug –

free environment.

- In accordance with the Drug Free Workplace Act, the illegal use, sale, or possession narcotics, drugs, or controlled substances while on the job or on City property is offense warranting disciplinary action up to and including termination.
- Employee who are under the influence of alcohol, either on the job or when reporting for work, or who possess or consume alcohol during work hours, have the potential for interfering with their own as well as their co-workers safe and efficient job performance. Consistent with City practice, such conditions will be proper cause for disciplinary action up to and including termination of employment.
- Employees are expected to follow any directions of their health care provider concerning prescription medications and must immediately notify their supervisor if any prescription drug is likely to have an impact on job performance. In addition, notification must be given at the time of any testing or screening as to any drugs or medicine being taken.
- Any employee, while on City property or during the employee's work shift, including without limitation all breaks and meal periods, consumes or uses, or is found to have on her or her personal possession, in his or her locker or desk or other such repository, alcohol or drugs, which are not medically authorized, or is found to have used or to be using such alcohol or drugs, will be suspended immediately pending further investigation. If use or possession is substantiated, disciplinary action, up to and including termination will be imposed.
- The City of Haverhill is committed to the treatment and rehabilitation of employees with alcohol and controlled substance misuse problems, and encourages employees to come forward voluntarily and seek assistance for those problems prior to and after implementation of the testing program.

Policy Regarding Drug and Alcohol Testing

- It is the policy of the City of Haverhill to comply fully with the regulations mandating pre-use, random, reasonable suspicion, and post-accident drug and alcohol testing in accordance with regulations issued by the U.S. Department of Transportation.
- Performance of safety-sensitive functions is prohibited by employees having a breath alcohol concentration of 0.04 percent or greater as indicated by an alcohol breath test; by employees using alcohol or within four (4) hours after using alcohol; and by employees in the possession of any medication containing alcohol unless the package seal is unbroken.
- Use of illicit drugs by C.D.L. drivers is prohibited.

Procedures

A. Types of Tests

To the extent practicable, all tests will be conducted during employees' normally scheduled work hours. The following tests are required:

- 1) **Pre-employment (Pre-use)** - The selected applicants for positions requiring Commercial Drivers License (pre-employment) or candidates for transfer or promotion to such a position (pre-use) are subject to screening for improper use of alcohol or controlled substances.
- 2) **Post-accident** – conducted after accidents on drivers in City vehicles whose performance could have contributed to the accident, as determined by a citation for a moving traffic violation, and for all fatal accidents even if the driver is not cited for a moving traffic violation. An accident is defined as an

incident involving a commercial motor vehicle in which there is either a fatality, an injury treated away from the scene, or a vehicle is required to be towed from the scene. Alcohol tests should be conducted within two (2) hours, but in no case more than eight (8) hours after the accident. Employees must refrain from all alcohol use until the test is complete. Post-accident drug tests must be conducted with thirty-two (32) hours.

- 3) **Reasonable Suspicion** – conducted when a trained supervisor or manager observes behavior or appearance that is characteristic of alcohol or illicit drug misuse. If a driver’s behavior or appearance suggest alcohol or drug misuse, a reasonable suspicion test must be conducted. If a test cannot be administered, the driver must be removed from performing safety sensitive duties for at least 24 hours. Testing for alcohol abuse must be based upon suspicion which arises just before, during or just after the time when the employee is performing safety-sensitive duties. Testing for substance abuse may occur at any time upon suspicion. Reasonable suspicion testing may only be conducted after consultation with the Director of Public Works or his/her designee.
- 4) **Random** – conducted on a random, unannounced basis just before, during or performance of safety sensitive functions for alcohol or at any time for drugs. Each year, the number of random alcohol tests conducted by the City must equal at least 25% of all the safety-sensitive drivers. Random drug tests conducted by the City must equal at least 50% of all safety-sensitive drivers.
- 5) **Return to Duty and Follow Up** – conducted when an individual who has violated the prohibited alcohol or drug standards returns to performing safety sensitive duties. Follow-up tests are unannounced and at least six (6) tests must be conducted in the first 12 months after a driver returns to duty.

B. Conducting Tests

1. Alcohol

DOT rules require breath testing using evidential breath testing (EBT) devices. Two breath tests are required to determine if a person has a prohibited alcohol concentration. A screening test is conducted first. Any result less than 0.02 alcohol concentration is considered a “negative” test. If the alcohol concentration is 0.02 or greater, a second, confirmation test must be conducted.

2. Drugs

- a) Drug testing is conducted by analyzing a driver’s urine specimen and must be conducted through a U.S. Department of Health and Human Services certified facility. Specimen collection procedures and chain of custody requirement ensure that the specimen’s security, proper identification and integrity are not compromised.
- b) DOT rules require a split specimen procedure. Each urine specimen is subdivided into two bottles labeled as primary and split. Both bottles are sent to laboratory. Only the primary specimen is opened and used for the urinalysis. The split specimen remains sealed at the laboratory. If the analysis of the primary specimen confirms the presence of illegal controlled substances, the driver has 72 hours to request that the split specimen be sent to another DHHS certified laboratory for analysis.
- c) All urine specimens are analyzed for the following drugs:
 - Marijuana (THC metabolite)
 - Cocaine
 - Amphetamines
 - Opiates (including heroin)
 - Phencyclidine (PCP)
- d) Testing is conducted using a two-stage process. First, a screening test is performed. If the test is

positive for one or more of the drugs, a confirmation test is performed for each identified drug. Sophisticated testing requirements ensure that over-the-counter medications or preparations are not reported as positive results.

- e) All drug tests are reviewed and interpreted by a physician designated as a Medical Review Officer (MRO) before they are reported to the employer. If the laboratory reports a positive to the MRO, the MRO will contact the driver and conduct an interview to determine if there is an alternative medical explanation for the drugs found in the urine specimen. For all the drugs listed above, except PCP, there are some limited, legitimate medical uses that may explain a positive test result. If the MRO determines that they drug use is legitimate, the test will be reported to the City as a negative result.

3. Refusal to Participate

Any refusal to participate in any of the types of alcohol and or drug tests authorized in this policy will be treated as indicative of a positive result.

C. Consequences of Alcohol/Drug Misuse

1. Safety sensitive employees who have any alcohol concentration (defined as 0.02 or greater) who tested just before, during or just after performing safety sensitive functions must be removed from performing such duties for 24 hours. Depending on the circumstances, disciplinary action may be imposed upon an employee whose alcohol test reveals any alcohol concentration between (0.02 and 0.04).
2. Driver who engage in prohibited alcohol or drug conduct (that is, who test positive for alcohol use greater than 0.04 or drug use) must be immediately removed from safety sensitive functions. Drivers who are serving a probationary period will be terminated immediately. Non-probationary drivers will be offered an opportunity for rehabilitation in accordance with Section 3 below. Non-probationary drivers who choose not to avail themselves of the rehabilitation opportunity will be terminated immediately.
3. Driver who is to continue employment with the City of Haverhill must be evaluated by a substance abuse professional and comply with any treatment recommendations to assist them with an alcohol or drug problem. The payment for any recommended treatment will be strictly at the expense of the employee (or his/her health insurance program, if applicable). Employees will be placed on sick leave or leave without pay status during this treatment period, whichever is appropriate.
4. Drivers who have been evaluated by a substance abuse professional, who comply with any recommended treatment, who have taken a return to duty test with a result of less than 0.02, and who are then subject to unannounced follow-up tests at the employee's expense may return to work.
5. Drivers who have returned to work under these conditions and who subsequently test positive for alcohol or drugs in accordance with this policy during the next five years will be terminated immediately.
6. Once an employee successfully completes rehabilitation, he/she shall be returned to his/her regular duty assignment position.

D. Information /Training

1. All current and new employees will receive written information about the testing requirements and how and where they may receive assistance for alcohol or drug misuse. All employees must receive a copy of this policy and sign a receipt.
2. All supervisory and management personnel of the Department of Public Works and other applicable Departments must attend at least two hours of training on alcohol and drug misuse symptoms and

indicators used in making determinations for reasonable suspicion testing. Supervisors and managers will be instructed on the detection of abuse problems and the enforcement of the testing policy. Periodic, on-going training will also occur after implementation of the policy.

3. This policy will be posted on employee bulletin boards and will be available to all employees.
4. Educational information will be made available periodically which will focus on the potentially dangerous effects of drug and alcohol use and abuse, the procedures associated with pre-employment drug screening and “reasonable suspicion” testing, the effect on job performance measured in loss of productivity, and the potential safety hazards presented to the individual employee, other employees, and the public.
5. All job descriptions will include the statement “Drug/alcohol screening is a condition of employment”.
6. All final candidates for employment will be given a copy of this policy, and be given the opportunity to read the policy in its entirety.

E. Record Keeping

1. The City is required to keep detailed records of its alcohol and drug misuse prevention program.
2. Driver alcohol and drug testing records are confidential. Test results and other confidential information may only be released by the employer, the substance abuse professional, the MRO, and any arbitrator of a grievance filed in accordance with this policy. Any other release of this information may only be made with the driver’s consent, or in response to a court order.
3. Questions about this policy should be referred to the Director of Public Works and/or the Human Resource Director.

8.4 EMPLOYEE ASSISTANCE PROGRAM

Members of the Haverhill Fire and Police Departments and employees in positions requiring a Commercial Driver's License (CDL) and which are defined as safety-sensitive are entitled to services through the City's Employee Assistance Program. The Employee Assistance Program (EAP) is a confidential, employer-paid professional counseling, evaluation, and referral service for employees and eligible family members experiencing personal problems that may affect job performance or health.

The Employee Assistance Program provides assessment, counseling, and referral services for up to three sessions for employees and family members around a variety of personal problems, such as:

- o Family/Marital
- o Parent/Child
- o Coping with Illness
- o Stress/Anxiety
- o Depression
- o Alcohol/Drug Abuse

If other city employees need the assistance of the Employee Assistance Program, permission must be obtained by the Human Resources Director before contact to the EAP is made by the employee.

Information on the Employee Assistance Program can be obtained in the respective departments or by contacting the Human Resources Department.

8.5 WORKERS COMPENSATION/REPORTING AN INJURY (For All NON-Public Safety Employees)

Despite the careful efforts of supervisors, safety and training officers, and employees to maintain safe working conditions and practices, accidents do happen. The City of Haverhill is responsible for providing protection against loss of income and medical expenses incurred due to job related injuries or illness.

Employees must report injuries immediately to their supervisor or designee. If the injury is not urgent but necessitates medical attention, the employee must report to Anna Jaques Occupational Health Center (Amesbury location) for treatment of injuries that occur during the hours of 8 a.m.-4:30 p.m. Monday–Friday. It would be helpful if a representative from the employee’s department called the Anna Jaques Occupational Hospital Center (attachment #1) prior to sending the employee. If an injury occurs after the listed hours, the employee should go to the nearest emergency room. If an employee visits any other emergency room other than Anna Jaques Hospital, then a medical authorization form (attachment #5) must be filled out and completed.

If an injury is severe AND requires immediate attention, then the employee should go to the nearest emergency room. Follow up with Anna Jaques Occupational Health Center must take place.

If it is determined that the employee is injured and will be out of work for up to and including five (5) days or more, the first five days will be charged to his/her sick leave accrual. Workers Compensation will be paid to the employee after the five (5) days of sick leave has elapsed.

Even if the employee does not require medical attention, the incident should still be reported on a Form 118 as a Report Only claim.

Please review the all the work-related injury forms and follow the directions available to you on the city website at www.ci.haverhill.ma.us/hr/injury_forms.

Forms need to be completed by someone in the office – Not the employee hurt or injured. The preparer should take the info from the employee and then complete the form – it doesn’t mean that you agree with the information but that you are reporting the information received.

All forms should be forwarded to HR at City Hall Room 306 as soon as possible. They will be processed by our office online through the CCMSI site. Forms can be sent to us via email, fax, or interoffice mail.

Health and Life Insurance Payments while receiving Workers’ Compensation

If the employee is receiving a supplemental payment of accrued leave, his/her health and life insurance premium (if applicable) will be deducted from the supplemental payment amount.

If the employee is not receiving the supplemental payment, or if the supplemental payment is insufficient to cover the cost of the health and life insurance premiums, he or she must pay the City directly for such premiums as follows:

- a. If the employee is expected to be on workers’ compensation for less than a month, he or she must make payment for the insurance premium on the date that the deduction would have been made, had he/she been paid wages (e.g. each Friday). Or, the benefits supervisor may take double deductions when the employee returns to work.
- b. If the employee is on workers’ compensation for more than one month, he or she must make arrangements with the benefit supervisor to pay for insurance premiums through the direct pay option of his/her checking/savings account only.

Employees who are on long term workers' compensation and who do not return to work during a new calendar year will not accrue vacation, sick, or personal days for the new year unless they return to work.

8.6 SECTION 111F INJURIES/REPORTING AN INJURY (For All Public Safety Employees)

Fire and Police personnel are covered under General Laws, Chapter 41, Section 111F. The Fire Chief or Police Chief will initially determine if the accident is work-related. Employees are responsible for filling out an Injury Report and submitting the Report along with any medical information to the Chief. Employees should not assume they will be reimbursed for any service or prescriptions they fund while a decision is pending, or after a determination has been made that the accident/injury was not work-related.

The Public Safety employee is responsible for obtaining all reports relating to his/her examination and treatment. Failure to receive advance approval for a particular treatment regimen may result in the employee's being responsible for any balance.

The Public Safety employee who has been approved for Section 111F status shall comply with all requests for information, or other medical case management requirements, related to the illness/injury, by the City or its designated occupational health consultant.

The employee must report the injury as in accordance with departmental policy or General Order as soon as possible.

If the injury is not urgent but necessitates medical attention, the employee must report to Anna Jaques Occupational Health Center (Amesbury location) for treatment of injuries that occur between the hours of 8 a.m.-4:30 p.m. Monday–Friday. It would be helpful if a representative from the employee's department called the Anna Jaques Occupational Hospital Center (attachment #1) prior to sending the employee. If an injury occurs after the listed hours, the employee should go to the nearest emergency room. If an employee visits any other emergency room other than Anna Jaques Hospital, then a medical authorization form must be filled out and completed.

If an injury is severe AND requires immediate attention, then the employee should go to the nearest emergency room. Follow up with the Anna Jaques Occupational Health Center must take place.

All injuries require that an Accident Report form be completed as in accordance with departmental policy. It also needs to be signed and approved by the Chief as a Section 111F claim in order to be accepted as a work-related injury.

Accident reports will then be forwarded by the Department to HR at City Hall Room 306 for signature by the HR Director. After review and processing, a copy is returned back to the department and the original is sent to the Retirement Office.

All applicable forms are available on the city website at www.ci.haverhill.ma.us/departments/hr/injury_forms or can be emailed upon request.

8.7 EMERGENCY

In case of an emergency at work it is important that someone be notified, usually a family member. A personnel record with this emergency notification information should be maintained in the Human Resources Office.

Advise the Human Resources Office of changes.

8.8 INCLEMENT WEATHER

In all occasions of inclement weather, all city offices are to remain open. Department heads may allow employees to use personal leave or other available leave, such as compensatory time, when severe weather conditions persist throughout the day.

8.9 TOOLS AND EQUIPMENT

The acquisition of tools and equipment is a necessary purchase with many city positions. Refer to your individual contract for amount of money paid for tools and equipment. For additional information speak to the Safety and Training Officer assigned to your specific department as outlined in your contract.

For the protection of the employees receiving tool allowances, it is suggested that each employee provide an inventory list of their tools to the Department Head on a yearly basis. Digital pictures of all tools and an estimation of their costs should be submitted for insurance purposes for theft or damages.

SECTION 9. CITY INFORMATION

9.1 CONTACT INFORMATION FOR CITY DEPARTMENTS

Room # or Location	Department	Contact Person and/or Department Head	Office #	Email address
115	Assessors	Stephen Gullo	374-2316	sgullo@cityofhaverhill.com
106	Auditor	Charles Benevento	374-2306	cbenevento@cityofhaverhill.com
306	Benefits	Denise McClanahan	374-2311	dmccclanahan@cityofhaverhill.com
Citizen Center	Bright Side	Vincent Ouellette	374-2388	vouellette@cityofhaverhill.com
210	Building Inspector	Richard Osborne	374-2338	
118	City Clerk	Margaret Toomey	374-2312	mtoomey@cityofhaverhill.com
204	City Council	Barbara Sarkisian-Arthur	374-2328	barthur@cityofhaverhill.com
204	City Council	Council office	374-2328	citycncl@cityofhaverhill.com
145 So. Main St.	City Solicitor	William D. Cox, Jr.	373-2360	billcoxlaw@aol.com
309	Community Development	Chris D'Aveta	374-2344	cdaveta@cityofhaverhill.com
210	Conservation		374-2334	
10 Welcome St.	Council on Aging	Vincent Ouellette	374-2390	vouellette@cityofhaverhill.com
10 Welcome St.	Citizen Center	Betty Burnell	374-2351	bburnell@cityofhaverhill.com
201	Economic Development	William Pillsbury	374-2330	wpillsbury@cityofhaverhill.com
210	Electrical Inspector	Ed Dufresne	374-2341	
214	Engineering	John Pettis	374-2335	jpettis@cityofhaverhill.com
113	Fire Department	Chief Richard B. Borden	373-8460	firechief@cityofhaverhill.com
210	Health Dept	Bonnie Dufresne	374-2325	bdufresne@cityofhaverhill.com
210	Recycling Coordinator	Steve Clifford	374-2360	
Primrose St.	Highway - DPW	Michael Stankovich	374-2360	mstankovich@cityofhaverhill.com
306	Human Resources	Mary Carrington	374-2357	mcarrington@cityofhaverhill.com
Citizen Center	Human Services	Vincent Ouellette	374-2388	vouellette@cityofhaverhill.com
312	Information Technology	Pamela Carr	374-2371	pcarr@cityofhaverhill.com
99 Main St.	Library	Carol Verny	374-1586	
118	License Commission	Joseph Edwards	374-2354	
	Mail Room		374-2428	
100	Mayor's Office	James Fiorentini	374-2300	mayor@cityofhaverhill.com
Primrose St.	Park – DPW	Michael Stankovich	374-2364	mstankovich@cityofhaverhill.com
40 Bailey Blvd.	Parking Clerk	Patricia Noonan	374-2409	pnoonan@haverhillpolice.com
40 Bailey Blvd.	Police	Alan Denaro	374-8498	adenaro@haverhillpolice.com
305	Public Property	Jeff Dill	374-5725	jdill@cityofhaverhill.com
105	Purchasing	Robert DeFusco	374-2309	rdefusco@cityofhaverhill.com
10 Welcome St.	Recreation	Vincent Ouellette	374-2388	vouellette@cityofhaverhill.com
303	Retirement	Kathleen Gallant	374-2358	kgallant@cityofhaverhill.com
	Sealer of Weights	Health Department	374-2341	
114	Treasurer/Tax Collector	Mary Roy	374-2320	mroy@cityofhaverhill.com
114	City Payroll	Gail Cunningham	374-5718	gcunningham@cityofhaverhill.com
104	School Payroll		374-3418	
10 Welcome St.	Veterans	Michael Ingham	374-2351	mingham@cityofhaverhill.com
300	Water Billing	Maureen Snow	374-2370	msnow@haverhillwater.com
131 Amesbury Rd	Water Treatment Plant	John D'Aoust	374-2385	jdaoust@haverhillwater.com
125 Amesbury Rd	Water Maintenance	Anthony Capachietti	374-2368	acapachietti@haverhillwater.com
So. Porter Street	Wastewater	Robert Ward	374-2382	rward@haverhillwater.com
So. Porter Street	Wastewater Treatment	Fred Haffty	374-2382	fhaffty@haverhillwater.com

9.2 BOARDS AND FUNCTIONS

CHIEF POLICY MAKING BOARDS:

City Council	9 Members	Elected
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COMMUNITY DEVELOPMENT RELATED BOARDS:

Board of Health	3 Members	Appointed
Conservation Commission	7 Members	Appointed
Planning Board	9 Members	Appointed
Zoning Board/Appeals	*5 Members (*2 Associate Members)	Appointed

FINANCE RELATED BOARDS:

Assessors	3 Members	Appointed
Finance Committee A sub-committee of City Council	5 Members	Elected
Retirement Board	5 Members	App./Elected

WATER AND SEWER RELATED BOARDS:

Sewer Commission	5 Members	Appointed
Water Commission	5 Members	Appointed

GENERAL GOVERNMENT:

Council On Aging	9 Members	Appointed
Youth Activities Commission	9 Members	Appointed
Recreation Commission	7 Members	Appointed
Board of Registrars	3 Members	Appointed
Personnel Advisory Board	7 Members	Appointed
Library Trustees	7 Members	Appointed
Commission on Disabilities	12 Members	Appointed
Insurance Advisory Committee	7 Members	Appointed

9.3 ELECTED OFFICIALS

MAYOR – CITY OF HAVERHILL

James J. Fiorentini

Term expires January 2, 2012

HAVERHILL CITY COUNCIL

- **Council President** Michael J. Hart
215 Brickett Hill Circle
Haverhill, MA 01830
Work: (978) 374-0511
E-Mail: kenoza105@mva.net
Office Hours: By appointment
- **Council Vice President** Robert H. Scatamacchia
11 Revere Street
Bradford, MA 01835
Work: (978) 373-3252
E-Mail: ScatamacchiaFH@aol.com
Office Hours: By appointment
- **Councillor** William H. Ryan
16 Concord Street
Haverhill, MA 01830
Home: (978) 521-1130
E-Mail: roundpond@comast.net
First Friday , 11 a.m. to 12 p.m. (noon)
- **Councillor** Michael Young
266 Hyatt Avenue
Haverhill, MA 01835
Cell: (978) 457-3101
E-mail: myoung@cityofhaverhill.com
Office Hours: By appointment
- **Councillor** David E. Hall
73 East Broadway
Haverhill, MA 01830
Home: (978) 373-9477
E-Mail: davideh1937@aol.com
Office Hours: Thursdays 10-11 a.m.
City Council Office, Room 204
- **Councillor** Colin F. LePage
5 Sunrise Drive
Haverhill, MA 01835
Home: (978) 372-8727
E-Mail: clepage@cityofhaverhill.com
Office Hours: By appointment
- **Councillor** Mary Ellen Daly O'Brien
66 Webster Street
Haverhill, MA 01830
Home: (978) 374-7496
E-Mail: medobrn@aol.com
Office Hours: By appointment
- **Councillor** Sven A. Amirian
45 Talmuth Avenue
Haverhill, MA 01830
Cell: (978)769-3781
E-Mail -samirian@cityofhaverhill.com
Office Hours: By Appointment
- **Councillor** William J. Macek
227 Concord Street
Haverhill, MA 01830
Home: (978) 373-5677
E-mail: wjm227@gmail.com
Office Hours: By Appointment

All terms expire January 2, 2012

The regular meetings of the Haverhill City Council are held every Tuesday evening in the City Council Chambers, Second Floor at City Hall at 7:30 P.M. (Summer meetings are held every second and fourth Tuesday from June 1 through Labor Day.)