

## Employee Handbook Contents

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## **1.1 Foreword**

**I am pleased to provide you with a copy of the first publication of the Employee Handbook. This comprehensive guide provides information on your employment with the City of Haverhill. It includes, but is not limited to: employment policies, employee benefits, leaves and other information which I hope will help you understand your rights and responsibilities as a city employee.**

**Shortly after taking office in 1994, I appointed the Personnel Review Committee and charged it with two specific goals. First, review existing personnel rules and regulations and update them to modern day employment practices and bring them in compliance with changes in state and federal law. Secondly, the committee was entrusted to design and publish the first ever Employee Handbook for City of Haverhill employees.**

**The first edition was prepared under the direction of Personnel Director Mary Carrington. She and the Personnel Review Committee, consisting of Union Representatives, Department Heads, City Councillors, and the Assistant City Solicitor have been meeting for many months to complete the project. Special commendations go to the Personnel Director Mary Carrington, Assistant City Solicitor William D. Cox, Former President N.E. Water Resource Professionals Paul Jessel, President N.E. Water Resource Professionals James Parker, Administrative Assistant to the Mayor Joseph F. McGowan, Director of Community Development John Nazaretian, Superintendent/Engineer of Water/Wastewater Divisions William Pauk, Teamsters Representative James Peters, Past City Councillor Paul Rice, City Councillor William Pike, President Haverhill Firefighters Association Lt. Lewis Poore, Former President Haverhill Patrolman's Association Detective William Roberts, President Haverhill Patrolman's Association Stephen Iannalfo and Personnel Consultant Marie Winfield.**

**Sincerely,**

**JAMES A. RURAK  
MAYOR**

## **1.2 History and Purpose**

**In September 1994, the Mayor appointed a committee made up of nine members from various background and areas of expertise, and commissioned the work of a consultant, to review the City's Rules and Regulations under the leadership of the Personnel Director. For several months, this group of eleven individuals worked diligently to produce this handbook, which we hope will prove useful to all employees serving the City. We are thankful to members of the committee for their dedication, professionalism, and for their contribution to this project.**

**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 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, Hale Hospital, Glynn Memorial Nursing Home, nor does it apply to 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.**

### **1.3 How to Use This Handbook (Continued)**

**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 Personnel Office.

#### **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.

This handbook does not supersede, nor amend, but rather complements the City's Rules and Regulations. Updated information will be forwarded to Department Heads for insertion.

At its annual meeting, the City's Personnel Board will consider issues of implementation and compliance with the policies describe 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. Also, consult your department's bulletin board for materials concerning State, Federal, and local laws and regulations.**

#### **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 Personnel Office, Room #306.**

### **2.2 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.**

### **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.**

## **SECTION 3. EMPLOYMENT POLICIES**

### **3.1 Equal Employment Opportunity/Affirmative Action**

**The City of Haverhill is an Equal Employment Opportunity/Affirmative Action Employer. It shall remain the policy of the City to provide equal access and protection to all people, in all aspects of employment, regardless of race, color, creed, sex, age, handicap, or national origin.**

**In accordance with this policy, and in compliance with state and federal laws and statutes, the City of Haverhill will make every effort to recruit, hire, and promote the best qualified applicants to fill job openings without regard to the above factors.**

**Department Heads and staff share in the commitment to maintaining a work environment free of discrimination and hostility towards employees and visitors. Harassment or intimidation, verbal or otherwise, will not be tolerated in the workplace. Offensive treatment of employees of any kind by a manager, supervisor, or staff member, is strictly prohibited.**

**Consequently, employees who believe that they are being subjected to discriminatory treatment should report the incident(s) promptly to the personnel department for immediate action. All complaints will be thoroughly investigated, and a report filed for future references. The personnel director will work actively with any affected department to resolve each case in a manner that is satisfactory.**

**Individuals who feel aggrieved should contact the personnel department for information concerning grievance procedures, which will be discussed with complainants. All information will be kept confidential. Contractual employees may seek assistance from their union representative in filing a complaint.**

### **3.2 Americans with Disabilities Act**

**The City of Haverhill provides an equal opportunity for individuals with disabilities to participate in job applications, hiring, and employment. It is thereby unlawful to discriminate against qualified individuals on the basis of disability in any aspect of employment in the City of Haverhill. This includes employment practices, terms, conditions, as well as benefits and privileges of employment.**

### **3.2 Americans with Disabilities Act (Continued)**

**Under Title I of the Americans with Disabilities Act of 1990, prohibiting**

**discrimination in employment based on disability, a qualified person with a disability is an individual with a disability who " satisfies the requisite skills, experience, education, and other job-related requirements for a job."**

**To enforce this provision of the law, and ensure non-discriminatory practices, the City will conduct on-going review of essential job functions and apply remedies as necessary. In addition, the City will continue to develop appropriate accommodations to known physical and mental limitations of qualified job applicants and employees with disabilities in various areas of employment.**

**In the areas of health and safety, standard evaluation procedures will be used to measure individual applicant's physical and mental qualifications to perform job duties. It is the policy of the City to base evaluation on objective job-related criteria.**

**All other pre-employment as well as employment information and inquiries shall be related to the performance of essential job functions, conducted on the basis of conditional or final offer of employment, and be kept confidential in specific files. This applies to medical examination and benefit claims, such as worker's compensation, as well.**

**Refer to section 3.11, of this manual for information concerning the City's Drug and Alcohol Abuse Policy.**

### **3.3 Sexual Harassment**

**Consistent with a policy of non-discrimination in the workplace, the work environment should remain free of sexual harassment for all City of Haverhill employees, males and females.**

**This policy strictly prohibits all forms of overt or implied physical or verbal conduct of a sexual nature, any threat or intimidation to perform sexual favors or adhere to sexual advances, as well as subtle pressure or hostile and offensive behavior related to sexual requests, by a staff member, manager, or a supervisor towards an employee. Any unreasonable interference with an employee's work performance, or attempts to create a hostile work atmosphere in relations to sexual overtures are, therefore,**

### **3.3 Sexual Harassment (Continued)**

**hereby prohibited. All terms of employment, including job assignment, wages, benefits, as well as promotion, should be based on merit, never on coercion to cooperate, or refusal thereof to cooperate with sexual advances.**

**Sexual harassment refers to unsolicited and unwelcome sexual overtures or verbal or physical conduct of a sexual nature. This type of behavior in the workplace has the effect of lowering employees' morale and causes interference with productivity. Sexual harassment does not refer to occasional compliments of an acceptable social nature.**

**To enforce this policy, the City of Haverhill will follow these steps:**

- 1. Employees will be immediately informed of this policy.**
- 2. Seminars and workshops will be conducted on this subject, and written information will be provided to all participants.**
- 3. Employees will be advised of their rights (including the complainant, persons accused, and witnesses) to request Union representation at all stages of the process.**
- 4. The City will formally notify complainants of the decision of the City following the investigation.**

**Any employee who feels that he or she has been the subject of sexual harassment should report the alleged incident(s) immediately to the personnel department. Standard grievance procedures will be followed in the course of investigating claims, and all charges will be completely investigated. Complainants will be made aware of the grievance procedures, and all information will be kept strictly confidential and disclosed only on a need-to-know basis.**

**In addition to the above, if you believe you have been subjected to sexual harassment, you may contact and/or file a formal complaint with either or both of the following Government Agencies:**

- 1. The United States Equal Employment Opportunity Commission  
1 Congress Street  
Boston, MA 02114  
Telephone: (617) 565-3200**

**3.3 Sexual Harassment (Continued)**

- 2. The Massachusetts Commission Against Discrimination  
Boston Office:  
One Ashburton Place - Room 601  
Boston, MA 02108  
Telephone: (617) 727-3900**

**Springfield Office:**  
436 Dwight Street - Room #220  
Springfield, MA 01103  
Telephone: (413) 739-2145

### **3.4 Code of Conduct (Conflict of Interest - Ethics)**

**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.**

**If your job requires that you have access to public/private property, you must identify yourself through the use of proper identification, such as picture IDs.**

#### **Specific Restrictions**

**Employees are generally restricted from accepting gift, gratuity, favor, or other item of monetary value from individuals or entities who may have interest in conducting business with the City. The same restrictions apply when dealing with persons or firms with a history of contractual or fiscal relations with the City.**

**Further, City employees are required to report any criminal conviction to their Department Head in writing.**

#### **Exceptions**

**You may accept gifts in cases involving a family or friend, when it is clear that the relationship is the motivation for the gift.**

### **3.4 Code of Conduct (Conflict of Interest - Ethics) (Continued)**

**You may accept food and beverages at working meetings and public functions.**

**You may accept loans from bankers in connection with customary activities.**

**You may accept unsolicited advertisement or promotional materials of nominal value.**

**Restrictions apply to the reimbursement of travel expenses by outside interest,**

as well as honoraria, testimonial and retirement functions, and groundbreaking and dedication ceremonies.

**Removal of City Owned Property**

This policy further prohibits the removal of City-owned property from City premises, without prior authorization and approval by the Head of the department.

**Ban on Weapons**

Unless required as part of their job duties, employees are forbidden from possessing firearms and other weapons in the workplace.

**Personal Visits and Phone Calls**

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

Violation of this policy is ground for disciplinary action, including termination.

**3.5 Performance Evaluation**

The Head of each department will conduct a formal review on the performance of each employee in their department at the conclusion of the probationary period and annually thereafter on their anniversary date. 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

**3.5 Performance Evaluation (Continued)**

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

In addition to this annual process, 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.**
- **This 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 Personnel Office, and should remain open to inspection by the Department Head, the employee, and the Mayor.**

### **3.6 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 Personnel Office. This should be done prior to the deadline specified on the job posting. The Personnel 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.**

**The Personnel Department will forward the completed hiring package to the Mayor's Office for approval.**

## **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 Job Bid. 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.**

### **3.7 Fair Labor Standards**

**The City of Haverhill adheres to the Fair Labor Standards Act (FLSA), which sets minimum wages, overtime pay, equal pay, recordkeeping, and child labor standards for employees covered by this Act. For municipal employees, this**

### **3.7 Fair Labor Standards (Continued)**

**Act became effective on April 15, 1986. Consequently, payment of overtime compensation under the Act started August 1, 1986.**

**For information relative to this Act, as well as coverage and exemption, contact the Personnel Office. You may further refer to Sections 5 and 6 of this manual for information concerning wages and benefits, as well as overtime pay and compensatory time payment.**

### **3.8 Smoke-Free Workplace**

**The City of Haverhill has declared its workplace a smoke-free environment for the benefits of all its citizens. Smoking is thereby prohibited in all municipal buildings either permanently or temporarily owned or operated by the City. This policy applies to all areas, including reception spaces and waiting rooms,**

offices and work stations, vehicles, lounges and conference rooms, hallways, stairwells, elevators, bathrooms, store rooms, fire stations, city garages, dog pound, recycling hut. The City relies on all employees for cooperation and compliance with these regulations.

This policy will be strictly enforced. Any person found to be smoking, or carrying a lighted cigar, cigarette, pipe, or other tobacco product, will be deemed in violation of this policy.

The intent of this policy is not to punish or coerce smokers to quit. Therefore, smoking continues to be permitted outdoors in the vicinity of the buildings. And every effort will be made to provide adequate fireproof disposal containers.

Complaints relative to non-compliance with this policy should be directed to Department Heads who will examine the situations, and enforce the provisions of this policy, as necessary. It is the responsibility of Department Heads to notify the Mayor in writing of circumstances surrounding any repeated violations of this policy.

### **3.9 Drug and Alcohol Abuse**

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 Personnel Office 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**

## **3.9 Drug and Alcohol Abuse (Continued)**

**as applicable under Federal Regulations. Refer to Section 8.2 of this handbook for more information concerning the circumstances under which you may be tested or contact the Personnel Office 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.**

## **3.10 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, necessitate 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.

### 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.

### 3.10 Disciplinary Action Procedure (Continued)

- 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.

### **3.10 Disciplinary Action Procedure (Continued)**

2. A one (1) or five (5) day suspension without pay, coupled with a loss of accrued benefits during the period of suspension.
3. Termination

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 drugs; or bringing alcoholic beverages or 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.

### **3.11 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 Personnel 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**

### **3.11 Suspension (Continued)**

**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.**

### **3.12 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 Union must be notified of any action relative to the discharge or removal of any employee belonging to a Collective Bargaining Unit.

### **3.13 Standard Complaint Procedures**

#### **STEP 1.**

Any employee who believes that he or she has been the subject of discrimination or sexual harassment should report the alleged charge to the Personnel Director immediately in accordance with the following procedures:

#### **STEP 2**

The Director of Personnel hearing the complaint may attempt to have the victim and the accused meet in his/her presence. This will only be done with the consent of the alleged victim. If appropriate, the aggrieved individual will be encouraged to resolve the matter by making it clear to the accused that the behavior is not acceptable.

If the victim wishes not to meet with the accused, he/she may submit a written account of the alleged incident(s) in detail to the Personnel Director, (forms are available in the Personnel Office). This information will then be submitted to the accused who will be offered an opportunity to respond/refute the alleged incident(s) within five (5) days to the Personnel Department.

#### **STEP 3**

Following a consultation with the Department Head, if the Personnel Director decides further action is needed, a report of the alleged incident(s) will be submitted to the Assistant City Solicitor designated by the Mayor as the Hearing Officer for such complaints.

#### **STEP 4**

The Assistant City Solicitor shall conduct a fact-finding hearing, including but not limited to the taking of testimony from both parties. Additional

witnesses may be presented as appropriate. All hearings will be kept private.

Upon reviewing the facts, the Assistant City Solicitor will forward his/her recommendations to the Mayor who will initiate a final action. This may include termination.

Violators of any City policy will be subject to disciplinary action. There shall be no retaliation of any type tolerated as a result of charges of discrimination or sexual harassment being brought by any employee of the City of Haverhill.

**3.14 Standard Complaint Form (Use additional sheets as needed)**

**To the Complainant**

Please give a detailed account of the alleged incident(s) to the best of your ability. If possible, give times, dates, and names of witnesses to support your allegations.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

**To the Respondent**

Please respond in writing to the above mentioned incident(s) involving an alleged charge(s) of discrimination or sexual harassment against you. Provide as much detail as possible. Return this form to the Personnel Office no later than five (5) days upon the date of receipt.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

## **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 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 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 Personnel Office for postings:**

**All City Departments  
Personnel Office, Room #306, City Hall  
Central City Hall, (1st Floor, next to elevator)  
Haverhill Municipal Hale Hospital, 140 Lincoln Avenue  
Glynn Memorial Nursing Home, 61 Brown Street  
Haverhill Public Library, 99 Main Street  
Citizens Center, 10 Welcome Street  
DPW Garage, 500 Primrose Street  
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:**

### **4.1 Posting and Advertising (Continued)**

**The Division of Employment Security  
Community Action, Locust Street  
M & J Latino Enterprises, 105 Emerson Street  
NAACP  
TV Government Channel 31  
Haverhill Gazette  
Lawrence Eagle Tribune  
Calvary Baptist Church, Ashland Street  
Club House, Emerson Street**

**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 Personnel 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 Personnel 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 Personnel Department will conduct post-interview inquiries on one (1) or up to three (3) candidates. This inquiry will include but not**

#### **4.2 Interviews (Continued)**

**limited to checking the candidate's employment references. A police background check may also be conducted.**

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

Names of the top three (3) candidates for the position  
City of Haverhill Hiring Checklist  
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 Sheet. At the completion of this step the Personnel 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 Personnel Administration. If no list exists for the position title, a provisional appointment is made until a test has been given by the Department of Personnel Administration.

The Personnel 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 Personnel 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.

#### **4.3 Testing (Continued)**

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-imbursement schedule.

#### **4.4 Orientation**

All new part-time and full-time employees are instructed to report to the Personnel Office for benefit orientation as soon as a job offer has been made and accepted. The Supervisor of Benefits in the Personnel Office will conduct a 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. 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-imbursement**

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

#### **4.5 Personal Growth & Professional Development (continued)**

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                      3-5 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

#### 4.6 Job Classification (Continued)

Citizens Center Group                                      1-6 Steps per position

Clerical/Custodians, City Hall                              6 Steps per position

Engineering    3-6 Steps per position

Firefighters    1-5 Steps (Privates)  
1-3 Steps (Officers)

Health & Gas Inspectors	4 Steps per position
Recycling Attendants	1 Step per position
Health Nurses/Dental Hygienist	6 Steps per position
Highway	4-5 Steps per position
Captains & Sergeant/ Police	2 Steps per position
Police Officers	5 Steps per position
Park	4-5 Steps per position
Public Property Custodians	1-2 Steps per position 6 Steps per position
Conservation/Dog Officer/Police Mechanics	2 Steps per position 4 Steps per position
Water Purification	2 Steps per position
Wastewater Official & Technical	5 Steps per position
Wastewater Treatment Plant	4-5 Steps per position
Water	3-6 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.

**5.1 Employment Status Definitions (Continued)**

**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.**

**5.1 Employment Status Definitions (Continued)**

**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

**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 Personnel Office. Proof may be submitted in the forms of letters from the Personnel Office, 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.

### **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:

#### **Transfer**

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.

### **5.2. Employment Conditions: (Continued)**

- 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.

**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.**

## **5.2. Employment Conditions: (Continued)**

### **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. 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 Personnel 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.

**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.

**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 or a doctor's statement is required before payment of compensation can be made.

An Extended Family Sick Leave Certificate can be obtained from the Department Head, his/her designee, or from the Personnel Department.

**C. When Sick Leave Credit Begins.**

Sick leave credit for full-time and permanent part-time employees working twenty (20) hours or more begins 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. 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.

**6.1.2 Sick Leave (Continued)**

**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 Personnel Department. Such donated time may not exceed a total of two-hundred and forty (240) days for the duration of the employee's illness. The use of such donated time will be recorded by the Personnel Department and notification will be given to the donor and department head.

**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

**6.1.2 Sick Leave (Continued)**

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.

**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 Hale Hospital Occupational Health Department 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. In the absence of a current collective bargaining agreement, eligible employees should refer to their previous contractual agreement.

**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. Recordkeeping.**

Each department head will keep a record of all sick leaves granted to each employee in the department. The Personnel Office 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.**

- 1) Every female employee, whether permanent part-time, or full-time, is entitled to up to eight (8) weeks' maternity leave without loss of accrued employment benefits, in connection with childbirth, provided the following conditions are met:**
  - (a) 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.**
  - (b) The employee has given a two (2) weeks' advance notice of such departure date, including a clear intent to return to work.**
  - (c) 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.**
- 2) Accrued sick leave benefits is 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 and their regular week's 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.

### **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.

#### **6.1.5 Jury Duty/Court Appearance (Continued)**

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 four (4) 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 four (4) Personal Days - One (1) of the four (4) 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.

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

#### **6.1.7 Workers Compensation**

The Workers Compensation Claim Procedure is in accordance with Massachusetts General Laws, Ch. 152 (including section 69). This policy covers all employees except public safety employees who are covered under Massachusetts General Laws Chapter 41, Section 111F.

It is the policy of the City of Haverhill to provide for employee treatment and compensation under the Worker's Compensation Law.

By definition, "work-related" means an accident, injury, or occupational illness (exposure) which occurs in the performance of duties as an employee of the City of Haverhill.

#### **6.1.8 Chapter 41 Section 111F**

**Pursuant to Massachusetts General Laws Chapter 41, Section 111F, a police officer or a firefighter who is injured in the line of duty without fault of his own, must be granted leave without loss of pay**

#### **6.1.8 Chapter 41 Section 111F (Continued)**

**for the period of such incapacity; the City is responsible for payment of an injured police officer or a firefighter's medical expenses.**

#### **6.1.9 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.**

#### **6.1.10 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.**

#### **6.1.11 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.**

#### **6.1.12 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.

## **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 the 21st year 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.

### **C. 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.

### **D. 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

## **6.2. Vacations (Continued)**

**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.**

### **E. 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.**

### **F. 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.**

### **G. 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 Personnel Office 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.**

### **H. 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**

## **6.2. Vacations (Continued)**

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 therefor.

**I. 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.

**J. 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.

**K. 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**

- 1) **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:**

**The employee has worked for at least a year for the City of Haverhill.**

**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.**

**6.3 Leave of Absence Without Pay/Family & Medical Leave (Continued)**

- 2) **Coverage - Employees are covered in cases involving the following:**

- a. **Caring for the employee's new born child, or for a new born or child adoption, or foster care placement with the employee.**
  - b. **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.**
  - c. **The employee suffers a serious health condition that makes him or her unable to perform job duties.**
- 3) **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.**
- 4) **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.**

**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.**

**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.**

**An employee's accumulated sick leave cannot be used in any capacity to cover the serious illness of a family member.**

- 5) **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,**
- 6.3 **Leave of Absence Without Pay/Family & Medical Leave (Continued)**  
**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.**

- 6) **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.**
  
- 7) **Benefits and Reinstatement - Employment benefits will be continued during an employee's medical and family leave as stated below:**
  - a. **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.**
  
  - b. **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.**
  
  - c. **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.**

**The terms and conditions of other employee benefits pertaining to this policy are provided in the Employee Benefit Section 7 of this Handbook.**

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

- 8) **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.**

## **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 Supervisor of Benefits in the Personnel Department.

## **7.2 Benefits and Deductions**

Particular information on all plans is available through the Supervisor of Benefits located in the Personnel Department.

### **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 several health coverage plans, and employees are urged to review the plans carefully prior to making a choice.

## **7.2 Benefits and Deductions (Continued)**

The City subsidizes seventy-five percent (75%) and the employee pays twenty-five percent (25%) of the Blue Cross Master Medical premium rate or applies the same dollar amount to Blue Cross/Blue Shield Master Health Plus.

The City subsidizes ninety percent 90% of any HMO plan and employee

contributions are ten percent (10%) unless otherwise negotiated.

**B. Dental Insurance**

A dental plan is offered to eligible City employees where the employee pays the full premium.

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 providers.

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.

**C. 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 a 28 day waiting period (self-insuring) period before benefits are paid for total disability due to injury or sickness. Maximum benefit period is 24 months.

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.

**D. 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.

In addition, an active employee has the option of voluntarily selecting a voluntary life and accidental life insurance policy including coverage for spousal and dependent family members. Under this plan, the employee pays the full premium. At retirement, the employee portion decreases to \$5,000. At

age 70, the policy further decreases to \$3,000 and at age 75 terminates at no cash value.

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

**E. Automobile Insurance**

Safety Insurance Company offers a group auto discount to City of Haverhill employees of 10% off of the standard Massachusetts automobile insurance rates.

For more information or to apply for coverage, contact one of the following Safety Insurance Company agents: City Insurance Agency, Inc., Costello Insurance Agency, Inc., Warren C. Frye Insurance, Agency, Phaneuf Insurance Agency, Inc., and Minichiello Insurance Agency.

**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 .145 % 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.**

**I. Aetna Retirement Plan**

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

**For more specific information contact the Supervisor of Benefits in the Personnel 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 Personnel Office or at the respective Credit Union.**

**K. Deferred Compensation**

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

Particular information on covered circumstances is available through the Supervisor of Benefits located in the Personnel Department.

**L. Direct Deposit**

Direct deposit provides a convenient, 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. To sign up, you must bring to the Treasurer's Office 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 weeks.

**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 Hale Hospital Occupational Health Department. The Personnel Department will provide a copy of the job description at the examination so that the physician can make an informed judgement 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 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.**

**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, and covers five (5) varieties of controlled substances, namely:**

- . Marijuana**
- . Cocaine**
- . Opiates**
- . Amphetamines**
- . Phencyclidine**

**This policy prohibits the following line of conduct by covered employees:**

- . Reporting for duty with a blood alcohol concentration of 0.02 or greater.**

## **8.2 Drug & Alcohol Testing Policy (Continued)**

- . Possession or use of alcohol while on duty.**
- . Use or possession of any substance, which could impair an employee's ability to safely operate a commercial motor vehicle.**
- . Refusal to submit to a required alcohol or drug test.**

**Circumstances of testing are as follows:**

- o Pre-employment**
- o Random testing**
- o Reasonable suspicion**
- o Post-accident**
- o Return to duty/Follow-up**

**Contact the Personnel Office for a copy of the Drug and Alcohol Testing**

**Policy.**

### **8.3 Employee Assistance Program**

**Members of the Haverhill Fire Department 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. These services offer provides professional counseling, evaluation and referrals for employees experiencing personal problems that may affect his/her 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**

**Information on the Employee Assistance Program can be obtained in the respective departments or by contacting the Personnel Office.**

### **8.4 Workers Compensation/Reporting an Injury**

**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. The Supervisor/designee will complete an 'Employer's First Report of Injury' form and will be responsible for providing the original copy to the Personnel Department.**

**Prompt medical help can be obtained by reporting immediately to the Hale Occupational Health Department during regular working hours and identify yourself as a City of Haverhill employee. If you seek medical attention during off hours, please report to the Emergency Room and identify yourself as an injured City of Haverhill employee.**

**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.

All bills should be submitted to the appropriate Department.

#### **8.5 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 Personnel Office.

Advise the Personnel Office of changes.

#### **8.6 Inclement Weather**

In all occasions of inclement weather, all city offices are to remain open. If severe weather conditions persist throughout the day to warrant early closing, a decision will be made by the Mayor.

#### **8.7 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.

#### **8.8 Use of City Vehicle**

The assignment of City vehicles to carry out City duties is at the discretion of the Department Head. The extent to which these vehicles can be utilized by the employee is again at the discretion of the Department Head. If an employee uses his/her personal vehicle with the approval of the department head, reimbursement of travel money at \$.21 per mile will be paid. All travel mileage must be submitted to the Department Head for approval before payment is made.