



WEST PALM BEACH



# Employee Handbook

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## INTRODUCTION

### **Welcome**

Whether you have just joined the City of West Palm Beach (“City”) as a new employee or have been a City employee for a while, the City is confident you will find our organization a dynamic and rewarding place to work. The City considers its employees to be one of our most valuable resources.

You have a challenging and rewarding future ahead of you as part of our team dedicated to meeting the needs of our citizens. The demand for our services continues to grow. To meet this demand and provide maximum service at minimal cost to the taxpayers, teamwork is required. You are part of the team. As such, you and your job are important. The work assigned to each employee is essential to the overall success of our City government. So remember, your job is important - it deserves your professionalism and your best performance.

### **The Organization of Our City Government**

The City of West Palm Beach is a Strong Mayor - Commission form of government.

### **Mayor and City Commission**

The Mayor is the Chief Executive Officer and administrative head of the City and is elected at-large on a non-partisan basis for a four (4) year term. The Mayor serves as a member of and the Chair of the City Commission and votes only for the purpose of breaking a tie vote among City Commission. The City Commission is the legislative body of City government and consists of the Mayor and the five (5) City Commissioners elected at-large on a non-partisan basis for overlapping two (2) year terms.

### **City Administrator**

The City Administrator coordinates all activities of City departments, divisions, and agencies; serves as liaison between the Mayor, the City Commissioners, and City departments, divisions, and agencies; and performs such administrative and executive duties as assigned by the Mayor.

### **City Commission Meetings**

Commission meetings are held bi-weekly, in the City Hall Commission Chambers, 401 Clematis Street, 1<sup>st</sup> Floor, West Palm Beach, Florida on Mondays beginning at 5:00 p.m. All meetings of the City Commission are open to the public.

### **Vision, Mission, Values, and Strategic Pillars**

Working with the community, City leadership has formulated a strategic plan to guide our efforts. Our mission, vision, core values, and strategic priorities include:

**Mission**

In Partnership with our communities, West Palm Beach delivers exceptional customer service that enhances quality of life.

**Vision**

West Palm Beach is a vibrant world-class city.

**Values**

**“DIRECT”**

**Diversity**

We find strength in our differences, promoting mutual understanding and inclusiveness

**Integrity**

We adhere to the ethical principles underlying public service; believing honesty and follow-through support credibility

**Respect**

We treat our constituents, stakeholders, and each other with dignity, courtesy, and esteem

**Excellence**

We deliver high-quality services in a friendly manner, based on an understanding of our constituents and their needs

**Collaboration**

We build partnerships that support the community’s success

**Transparency**

We recognize that openness and accountability

**Strategic Pillars for Success****Pillar 1 - Built Environment**

- A. Adopt comprehensive land use planning to ensure compatibility, diversity and sustainability while promoting efforts to mitigate noise and light pollution
- B. Encourage alternative modes of transportation and enhance connectivity between all forms of mobility
- C. Promote neighborhoods that are clean, green, safe and connected
- D. Support the development of affordable and workforce housing accessible to jobs and transit options
- E. Include placemaking strategies in the development of public infrastructure and private projects
- F. Develop and maintain active parks and public spaces, to promote public engagement
- G. Improve and maintain existing infrastructure to ensure functionality and accessibility

## **Pillar 2 - Climate & Energy**

- A. Work to mitigate the City's vulnerability to climate conditions, resource availability, and energy issues, including sea-level rise, and improve stormwater management
- B. Require "green" building standards, including LEED (Leadership in Energy and Environmental Design) and WELL (a program of the WELL Building Institute) certifications for new development, including the use of renewable energy sources
- C. Eliminate the use of fossil fuels in the City fleet by 2025
- D. Make the City of West Palm Beach carbon neutral by 2050

## **Pillar 3 - Education, Arts & Community**

- A. Partner with and support primary, secondary, vocational schools and other organizations to create a skilled workforce and cultivate a highly educated community
- B. Promote arts, culture, education, and recreation activities that reflect the diversity of the community
- C. Support the City's world-class library
- D. Promote the design and utilization of public space to encourage public interaction and discourse
- E. Promote public art throughout the community

## **Pillar 4 - Economy & Jobs**

- A. Promote and support job creation
- B. Create a quality of life that attracts and retains companies
- C. Encourage redevelopment and modernization of commercial and industrial properties
- D. Promote an economic development plan with emphasis on business expansion, diversity and retention
- E. Actively address national business trends
- F. Develop, attract and retain good talent in the City

## **Pillar 5 - Equity & Empowerment**

- A. Develop partnerships with the community, local agencies, and nonprofit organizations to address equity and opportunities for all residents
- B. Promote awareness of community assistance programs
- C. Promote programs, training and economic opportunities for minority-, women-owned and other small businesses
- D. Develop requirements and goals for local businesses that receive tax dollars for workforce development
- E. Maintain and promote workforce diversity
- F. Be a "Great Place to Work"
- G. Promote, support and provide programs that expand opportunities for home ownership
- H. Support the expansion of services to assist and reduce the homeless population in our community

## **Pillar 6 - Health & Safety**

- A. Maintain a safe city through community-based law enforcement, strong code enforcement and effective fire prevention and emergency response programs

- B. Measure and address community perceptions of crime and safety
- C. Maintain a robust plan for disaster recovery, community health and other emergencies
- D. Protect water quality and availability
- E. Eliminate all fatalities, serious traffic accidents and preventable injuries on our roadways through Vision Zero
- F. Promote and strengthen access to primary health care programs, services and education, including mental health and wellness
- G. Provide opportunities for access to quality fresh food throughout the community

### **Pillar 7 - Natural Systems**

- A. Protect natural water sources, particularly Grassy Waters Preserve
- B. Increase the size and diversity of the City's shade-tree canopy
- C. Support "green" initiatives
- D. Support ecosystems management that enhance the benefits of city-owned natural resources
- E. Maximize natural resources and protect our water system

### **Customer Service**

City departments, divisions, work units, fellow employees, citizens, visitors, vendors, and other agencies are our customers. It is the responsibility of all City employees to:

- a) Treat all customers with courtesy, dignity, and respect.
- b) Provide timely, efficient, and effective services.
- c) Provide timely and clear information.
- d) Continuously work to improve customer service.
- e) Establish partnerships with our customers, vendors, and other agencies to improve services.

### **Communication with Your Supervisor**

The City takes pride in the working relationships that exist among its employees, supervisors, and administration. You are encouraged to discuss with your supervisor any question that is encountered on the job or go to your supervisor with helpful suggestions. Supervisors are also encouraged to be available to their employees for these conversations. Open communication helps promote better working conditions. Join the City in keeping the lines of communication open.

### **Employee Handbook Statement of Purpose**

This informational Handbook is designed to help City employees understand policies and procedures related to employment and benefit programs. This Handbook does not constitute a contract for employment with the City, either expressed or implied, and the City of West Palm Beach reserves the right at any time to change, delete, or add to any of the provisions at its sole discretion. The information contained in this Handbook applies to all City employees.

Employees may locate and read the current Handbook by any one of the following:

- a) Navigating to [wpb.org/career](http://wpb.org/career):
  - 1) Clicking Employee Relations link.

- 2) Clicking the Employee Handbook link.
- b) Opening Lotus Notes:
  - 1) Navigating to the Employee Resource Center.
  - 2) Clicking the City Policies icon.
  - 3) Clicking the Human Resources tab.
- c) Requesting a copy from their supervisor or time keeper.
- d) Calling the Human Resources Department at 561.494.1000.

Employees are also subject to individual departmental rules and regulations and copies of these policies are available in your department.

Where a provision of this Handbook may conflict with a current Collective Bargaining Agreement (CBA), City policy, procedure, or Ordinance, the CBA will prevail.

### **Collective Bargaining Agreements (CBA) and Civil Service Rules and Regulations**

The Employee Relations Division administers and provides oversight for the CBAs with the City. There are five (5) CBAs governing different classes of employees, which are as follows:

- International Association of Firefighters (IAFF) - Rank and File: Certified Fire personnel through the rank of Captain are represented by the IAFF. Employees represented by IAFF are governed by the Civil Service Rules and Regulations.
- International Association of Firefighters (IAFF) - Battalion Chief: Certified Fire Personnel who are Battalion Chiefs are represented by the IAFF. Employees represented by IAFF are governed by the Civil Service Rules and Regulations.
- Police Benevolent Association (PBA): Sworn police personnel through the rank of Lieutenant, Crime Scene Investigators, and Police Aides are represented by the PBA. Employees represented by PBA are not governed by the Civil Service Rules and Regulations.
- Professional Managers and Supervisors Association (PMSA): Members represented by PMSA are unclassified and may be exempt or non-exempt from overtime pay. Employees represented by PMSA are not governed by the Civil Service Rules and Regulations.
- Service Employees International Union/Florida Public Services Union (SEIU/FPSU): Members represented by the SEIU/FPSU are generally non-exempt employees and are not governed by the Civil Service Rules and Regulations.

Copies of CBAs and Civil Service Rules may be located by any one of the following:

- a) Navigating to [wpb.org/career](http://wpb.org/career):
  - 1) Clicking the Employee Relations link.
  - 2) Clicking the CBA or Civil Service Rules link.
- b) Requesting a copy from their supervisor or time keeper.
- c) Calling the Human Resources Department at 561.494.1000.

## CITY POLICIES

Below are brief summaries of various City policies. These and other policies are located throughout this Handbook along with links to read the entire policies.

Employees may locate and read all current City policies by any of the following:

- a) Opening Lotus Notes:
  - 1) Navigating to the Employee Resource Center.
  - 2) Clicking the City Policies icon.
  - 3) Searching for a policy.
  - 4) Double-clicking a policy link to open the policy.
- b) Requesting a copy from their supervisor or time keeper.
- c) Calling the Human Resources Department at 561.494.1000.

### Code of Ethics

[Ethics Policy](#)

[Ethics Training Policy](#)

[Palm Beach County Code of Ethics Guide for Employees](#)

All City officers and employees are bound by Chapter 112 (Part III) of the Florida Statutes, the Code of Ethics for Public Officers and Employees, and by the Palm Beach County Commission on Ethics Code. The main goals of Chapter 112 and the County's Ethics Code are to promote the public interest and maintain the respect of the people for their government. This means that employees conduct themselves independently and impartially, not using or attempting to use their offices for private gain, and to avoid the creation of unnecessary barriers to public service. Any questions regarding Ethics may be addressed with the Ethics Officer by contacting the City Attorney Department at 561.822.1350 or by contacting your departmental ethics liaison.

### Equal Employment Opportunity (EEO)

[Equal Employment Opportunity Policy 4-2](#)

The City of West Palm Beach is committed to providing equal employment opportunity for all applicants and employees regardless of race, color, religion, sex, gender identity or expression, national origin, age, disability, familial status, marital status, sexual orientation, genetic information, or any other status protected by law. In order to provide equal employment and advancement opportunities to all individuals, employment decisions will be based on merit, qualifications, and abilities.

Employees are responsible for promoting a workplace free of discrimination and harassment. Employees who have knowledge of an actual or suspected EEO policy violation are encouraged and expected to immediately report such information to a supervisor, department director, or the City's EEO Compliance Officer in the Human Resources Department.

Supervisors are responsible for promoting a workplace free of discrimination and harassment. Supervisors who have knowledge of an actual or suspected EEO policy violation are obligated to immediately report such information to the City's EEO Compliance Officer in Human Resources.

Employees shall not falsify reports, provide false information, or disclose confidential information during any part of any EEO investigation.

### **Request for a Religious or Reasonable Accommodation**

#### **[Equal Employment Opportunity Policy 4-2](#)**

Individuals may request a religious accommodation to enable them to exercise their religious practices.

Individuals with a disability under the Americans with Disabilities Act may request a reasonable accommodation that will enable a qualified applicant or employee to participate in the application process or to perform the essential job functions. An employee may request a reasonable accommodation orally or in writing from the employee's supervisor, manager, or department director. The request does not have to use the term or terms "reasonable accommodation", "disability", or "Rehabilitation Act." Such requests shall be coordinated through the Human Resources Department orally or in writing. Supervisors are required to contact the Human Resources Department in advance of making any type of modification so that an appropriate resolution may be determined based on the given situation.

The Chief Human Resources Officer will determine whether a requested accommodation is reasonable or whether it imposes an undue hardship on the City or workplace. Such determination is required before the requested accommodation is granted.

### **Drug Free Workplace**

#### **[Substance Abuse Policy 4-16](#)**

It is the policy of the City of West Palm Beach to provide a drug free workplace. Further, as a condition of employment, employees must abide by the following terms:

- a) The unlawful manufacture, distribution, dispensation, possession, or use of a controlled substance, and any attempts to do so, in the workplace is prohibited. Any employee who violates this prohibition will be subject to discipline up to and including termination of employment.
- b) An employee who is arrested or convicted for a violation of a criminal drug statute must notify Risk Management and Employee Relations in writing of such arrest or conviction immediately but in no event later than five (5) calendar days subsequent to such arrest or conviction.
- c) All employees are subject to drug and alcohol testing before beginning employment and upon reasonable suspicion. A reasonable suspicion is derived from specific, objective, and particular facts and reasonable inferences. Certain employees are also subject to random testing. The submission to such testing is a condition of employment with the City.
- d) Any employee who refuses to submit to drug and/or alcohol testing when required under this policy, or who alters, adulterates, or otherwise interferes with drug testing collection, samples, or analysis will be terminated from employment and may forfeit medical and/or indemnity benefits under the Florida Workers' Compensation statute and with forgo his/her rights under the Consolidated Omnibus Budget Reconciliation Act (COBRA).

In addition to many other services, the Employee Assistance Program (EAP) provides assistance for employees with substance abuse problems and referral for treatment/rehabilitation at an employee's request and in accordance with the Drug-Free Workplace Act.

[EAP Program Policy 4-3](#)

[EAP Flier](#)

## **Telephones and Technology Use**

[Telephone Policy 1-42](#)

[Technology Use Policy 1-28](#)

Many City policies apply to the use of the computers, email, telephone, and cellular phone usage. Violation of these policies may subject an employee to disciplinary action up to and including termination of employment. Highlights of these policies include:

- a) The City furnishes computers and software solely for use in City business activities.
- b) Only City-authorized software and equipment is permitted and must be installed and used in accordance with its copyright, license agreements, and/or other contracts.
- c) The City reserves the right to access, read, use, and disclose employee communication and files as it considers appropriate. No employee should have any expectation of privacy as to his/her electronic communication usage. Employees are reminded that all emails are subject to disclosure under Florida's public record laws.
- d) It is prohibited to access Internet sites containing inappropriate, offensive, or sexually explicit material. If inadvertently connected to such a site, you are to immediately disconnect and notify the Support Services Department at 561.822.1234.
- e) Illegal use, misuse, or inappropriate use of City computers, telecommunications, or electronic equipment is grounds for immediate dismissal.
- f) All electronic and telephonic communication systems (including email, voice mail, etc.) and all communication and information transmitted by, received from, or stored in City systems are the property of the City and may be monitored by authorized management employees.
- g) User IDs and passwords help maintain individual accountability. Any employee who obtains a password or ID must keep that password and ID confidential. City policy prohibits the sharing of user IDs or passwords.
- h) Sensitive information is not to be sent via email, such as disciplinary or health information.
- i) Profanity, inappropriate, or offensive messages such as racial, sexual, or religious slurs are prohibited in all forms of electronic communication. Defamatory remarks about citizens, customers, vendors, or employees are also prohibited.

## **Tuition Reimbursement**

[Higher Education Assistance Policy 4-19](#)

The City may, subject to budgetary funding, provide financial assistance to employees who seek higher education. Higher education assistance is intended to:

- a) Assist employees in acquiring additional job-related knowledge and improving technical skills.

- b) Enable employees to stay abreast of developments in their profession, trade, or technical area.
- c) Enhance the City's ability to attract, retain, and motivate employees by providing developmental opportunities.

Employees must complete one (1) full year of employment to be eligible to receive higher education assistance. Job performance must be satisfactory at the time of application for assistance.

Employees are required to repay the City for the total amount of the received education reimbursement if leaving the City voluntarily or terminated for cause within one (1) year after receiving the expense reimbursement. Any employee who leaves the City voluntarily or is terminated for cause between one (1) and two (2) years after receiving education reimbursement is required to repay the City one-half of the total amount received.

### **Violence Free Workplace Policy**

#### [Violence Free Workplace Policy 4-18](#)

Verbal threats and/or physical violence in the workplace will not be tolerated. Employees shall immediately report incidents of workplace violence to a supervisor or a department director. In the case of an immediate serious threat or crime, employees shall also report the incident to law enforcement authorities. Failure to report an incident of workplace violence may subject an employee to discipline up to and including termination of employment.

Supervisors are expected to intervene appropriately when they are made aware of threats or witness workplace violence. Supervisors shall immediately contact the Chief Human Resources Officer or the Human Resources Employee Relations Division if they become aware of an incident of workplace violence or if they become aware of a direct or perceived threat.

## **EMPLOYMENT**

### [Hiring Policy 4-5](#)

#### **Employment Status**

An employee is a person who works for the City on a wage or salary basis. An employee's salary, eligibility for benefits, and other terms and conditions of employment are determined by the category of employment, as defined in the Hiring Policy.

Employees are categorized as exempt, non-exempt, regular full-time, regular part-time, temporary, and others who are subject to the control and direction of the City in the performance of their duties.

#### **Classified and Unclassified Positions**

All positions are designated as classified or unclassified as identified in the Job Classification and Pay Plan. Most classified positions are covered by the Civil Service Rules and Regulations.

Unclassified positions are not covered by the Civil Service Rules and Regulations. They include appointed positions which fall under the jurisdiction of the Mayor, department directors, and attorneys. Temporary employees, persons employed by contract, and those positions excluded by a Collective Bargaining Agreement (CBA) are also unclassified.

### **Classification and Compensation**

Job titles, salary ranges, and policies related to classification and compensation are maintained by the Human Resources Department and are updated in the Classification and Pay Plan. All positions in the City have an assigned job classification (title) and a designated pay grade. Pay grade assignments are based on several factors including job responsibility, complexity, education and experience requirements, and market value of similar jobs in other organizations. The City Commission approves all job classifications and pay grades.

### **New Hire (Initial) Probationary Period**

All new hire employees typically serve a probationary period of six (6) months. Positions which may include a longer probationary period include, for example, Firefighters, Police Officers, Police Telecommunicators, Crime Scene Investigators, Building Inspectors, and Plans Examiners. The length of probation for each job classification is stated in the employee's Offer Letter. Please also refer to any applicable CBA.

New hire probationary periods may at the discretion of the department director be extended up to six (6) additional months if warranted. Employees who successfully complete their new hire probationary period are granted regular status.

### **Promotional Probationary Period**

Promotional probationary periods are usually six (6) months in length but can be twelve (12) months for certain positions such as Police Telecommunicators, Police Officers, Fire Fighters, and other positions as stated in the employee's Promotional Offer Letter. Promotional probations do not affect earned regular status rights acquired in another position.

A promotional probationary employee who does not successfully complete probation can be demoted to his/her former position unless otherwise provided in an applicable CBA or Civil Service Rules.

### **Lateral Transfer Probationary Period**

A lateral transfer occurs when an employee is moved to a classification in the same pay grade. Employees can only have a lateral transfer to positions for which the employee is qualified. An employee who transfers laterally to a different job classification will serve a six (6) month probation in the new position. The Chief Human Resources Officer or his/her designee determines whether or not a probationary period will be required for lateral transfers.

### **Work Schedule**

#### [Work Schedule Policy 4-6](#)

The regular work schedule consists of five (5) work days with eight (8) hours of work time and up to one (1) hour of unpaid lunch time in a forty (40) hour work week. The department director establishes work schedules to meet the needs of customers. Most

employees who work in an office setting are expected to report by 8:00 a.m. and to remain at work until 5:00 p.m. Employees may request to work a voluntary alternative work schedule which requires prior approval by the department director or designee. This approval may be rescinded at any time. Some departments such as Fire, Police, and Public Utilities maintain different schedules so that twenty-four (24) hour service will be available to all citizens. Certain jobs require employees to work regular hours or work weeks that are different than the normal City business hours. Your hours and work week are established by your department director and may be changed to meet the needs of the City.

Unpaid breaks are allowed for an employee to express breast milk for her nursing child for one year after the child's birth each time such employee has the need to express the milk. The frequency of breaks as well as the duration of each break will vary based on each employee's need. Employees needing to express breast milk may request access to the Nursing Mother's Room located on the 3<sup>rd</sup> floor of City Hall by notifying the Human Resources Department. Departments and/or divisions located outside City Hall shall provide a place, other than a bathroom, that is shielded from view and free from intrusion from coworkers and the public, which may be used by an employee to express breast milk. A space temporarily created or converted into a space for expressing milk or made available when needed is sufficient. An employee requesting unpaid breaks to express milk must notify the immediate supervisor or a member of management, when possible, immediately before the break begins and immediately after the break ends. Each employee is required to document the unpaid breaks through the department's regular time and record keeping process.

#### **Assignment, Demotion, Promotion, or Transfer** [Compensation Administration Policy 4-7](#)

Jobs vacancies are listed on the City's web site [wpb.org](http://wpb.org), the English job hot line at 561.494.1001, and the Spanish job hotline at 561.494.1002. Employment opportunities may be open to anyone, restricted to City employees, or restricted to City employees with regular status.

**Assignment** occurs when an employee works out of classification for the following reasons:

- a) An employee is assigned to a budgeted vacancy pending the completion of a recruitment or promotional process, to fill in during a temporary absence, to complete a special project, or to provide individual developmental opportunities.
- b) An employee assigned to a higher classification must meet the minimum requirements of such position.

**Demotion** occurs when an employee is placed in a position with a lower pay grade. Demotions may be voluntary or the result of disciplinary action, layoff, restructuring, or the unsuccessful completion of a probationary period in a higher job classification.

**Promotion** occurs when an employee accepts a different classification with a higher pay grade.

**Transfer** occurs when an employee is moved from one (1) classification to another classification with the same pay grade. Employees must be qualified to perform the duties of the new job classification. In certain circumstances employees may be transferred to a position with a lower pay grade.

### **Employment Outside the City**

Employees may obtain and/or maintain employment outside of the City with proper approvals. Before accepting or continuing outside employment, employees are responsible for completing the Commission on Ethics Employee Conflict of Interest Waiver form and forwarding the form to their department director for approval. If the additional work does not interfere with the employee's City job and does not constitute a conflict of interest, approval will not unreasonably be withheld by the department director or designee. On obtaining department director or designee approval, the employee must forward the form to the Department of Human Resources for review. The form requires the signature of the employee, department director, and City administration.

The Commission on Ethics Employee Conflict of Interest Waiver form is available by any of the following:

- a) Opening Lotus Notes:
  - 1) Navigating to the Employee Resource Center.
  - 2) Clicking the Human Resources icon.
  - 3) Clicking the HR Forms link.
  - 4) Clicking the Employee Conflict of Interest Waiver (Outside Employment) link.
- b) Requesting a copy from their supervisor or time keeper.
- c) Calling the Human Resources Department at 561.494.1000.

Employees are responsible for the completion of a Commission on Ethics Employee Conflict of Interest Waiver form for each job held outside City employment.

Employees may not accept or continue any outside employment except upon written authorization by the appropriate department head and City Administrator. In no event shall any such outside or non-City employment interfere with or be in conflict with the proper performance of any employee's duty to the City. Poor performance, absenteeism, lateness, or refusal to work overtime associated with outside employment will result in a withdrawal of the approval and may result in disciplinary action up to and including termination of employment.

An outside position may not conflict with the function, performance, work hours, or obligations (such as emergency response requirements) of City employment, nor prevent the employee from coming to his/her City job fully fit to safely and competently perform his/her duties.

### **Personnel Records**

The official work record of every City employee is maintained in the Human Resources Department. In accordance with the Florida Public Records law, personnel files are open to public inspection and copying. Employees have a right to review their files in Human Resources and any unofficial personnel files maintained in their department or division.

It is an important responsibility of the employee to keep information in his/her file updated. Immediately complete a Notice of Change Form for any of the following changes:

- a) Name (must show social security card with the correct name).
- b) Address.
- c) Phone number.
- d) Emergency contact information.

The Notice of Change Form may be located by any of the following:

- a) Opening Lotus Notes:
  - 1) Navigating to the Employee Resource Center.
  - 2) Clicking the Human Resources icon.
  - 3) Clicking the HR Forms link.
  - 4) Clicking the Notice of Change Form link.
- b) Requesting a copy from their supervisor or time keeper.
- c) Calling Human Resources at 561.494.1000.

### **Employment and Income Verification**

It is the policy of the City to protect the privacy of each employee. Organizations who wish to verify the employment of a current or past employee will use an automated external employment verification service designated by the City.

Employment and income verifications may be required when applying for a mortgage or car loan, checking references, leasing an apartment, establishing credit, or any other instance where proof of employment or income is needed. The individual employee is responsible for authorizing the release of this information to the verifying organization.

The City uses The Work Number<sup>®</sup> to provide automated employment and income verifications on our employees. Give the person seeking your proof of employment the following information:

- a) The Work Number<sup>®</sup> Access Options:
  - [theworknumber.com](http://theworknumber.com).
  - 1-800-367-5690.
- b) The City of West Palm Beach Code: 13514.
- c) Your Social Security Number.

### **Employment of Relatives**

Employment of relatives with the City shall be in accordance with state law (112.3135) and is subject to the approval of the Chief Human Resources Officer or his/her designee. In no circumstance shall one employee be supervised by a member of his or her immediate family.

### **Immediate Family**

#### **[Leave Administration Policy 4-13](#)**

The term "immediate family" shall mean spouse, registered domestic partner (defined as a person with whom the employee shares a residence and within the context of a

committed relationship), registered domestic partner's parents, registered domestic partner's child, registered domestic partner's grandparents, natural, adopted, foster or step-child, parent, step-parent, parent-in-law, brother, sister, step-brother or step-sister, grandparent, step grandparent, step grandchild, grandparent of spouse, grandchild, daughter-in-law, son-in-law, any person for whom the employee is a legal guardian, or a sole dependent residing in the same household if such sole dependent is an allowable deduction pursuant to the Internal Revenue Service.

## **COMPENSATION**

### [Compensation Administration Policy 4-7](#)

Employees are paid in accordance with the Equal Pay Act, Fair Labor Standards Act, Florida wage laws, the City's Compensation Administration Policy, and the provisions of applicable Collective Bargaining Agreements (CBAs).

#### **Pay Period**

The City has a bi-weekly payroll cycle with twenty-six (26) pay periods in the year. Each pay period begins at 12:00 a.m. Sunday and ends at 11:59 p.m. thirteen (13) days later on a Saturday. Employees are paid the next Friday after the end of the pay period and pay dates may change due to City holidays and/or emergencies.

Employees shall review their paychecks for accuracy and immediately contact their supervisors with any discrepancies.

#### **Pay Plan**

The Classification and Pay Plan lists all the job titles with corresponding pay grades and salary ranges and lists special pay allowances for which employees may be eligible as approved by the City Commission.

Employees may locate and read the Classification and Pay Plan by:

- 1) Opening Lotus Notes.
- 2) Navigating to the Employee Resource Center.
- 3) Clicking the Human Resources icon.
- 4) Clicking the Classification and Pay Plan tab.

#### **Overtime Compensation**

Overtime is paid to non-exempt employees in accordance with federal and state wage and hour law requirements. Overtime is based on a forty (40) hour work week for most non-public safety positions and calculated at a rate of 1½ times the employee's hourly rate of pay. Overtime is not calculated on a daily basis if the employee works more than eight (8) hours a day.

A supervisor may direct you to work over forty (40) hours when necessary to meet emergency deadlines or operating needs. You are obligated to comply. Overtime worked without prior authorization from your supervisor may result in disciplinary action.

## **Overtime/Compensatory Time**

### [Overtime Policy 4-21](#)

If a non-exempt employee is required to work overtime, every effort will be made by the supervisor to give reasonable notice. Employees may elect to receive compensatory time in lieu of cash payment. Compensatory time is earned at the rate of 1½ hours for each hour of overtime worked. Certain bargaining agreements have a cap on compensatory hours banked. Please refer to your governing CBA for the maximum hours you can accrue.

## **Performance Appraisals**

The City has a formal employee performance appraisal process. Performance is reviewed periodically based on job-related standards. The process requires that supervisors explain the review process completely with employees.

Probationary performance reviews are completed at the end of the initial and promotional probationary periods. Annual reviews are completed for all employees on their review dates.

An employee may be placed on a Performance Improvement Plan (PIP) for a period of up to ninety (90) days if the employee's work falls below minimally acceptable standards. The employee's performance must demonstrate immediate and consistent improvement and is reviewed weekly for the first thirty (30) days and bi-weekly for the remaining period of the PIP. During this time, the immediate supervisor shall work closely with the employee on defined performance goals. If the employee does not demonstrate immediate and consistent improvement in work performance, the supervisor may then recommend demotion or termination of employment.

The department director may request an extension of a PIP if the employee's performance has improved but is still not acceptable. All extensions of a PIP must be approved by the Chief Human Resources Officer prior to granting such extension.

## **Salary Increases**

Each year during the budget process the City Commission determines the types and amounts of salary increases, if any, for non-bargaining unit employees. These may include an across-the-board increase and/or a merit increase based on annual performance reviews. Bargaining unit employees should refer to their respective CBA to determine how salary increases, if any, are awarded.

## **TIME OFF**

### [Leave Administration Policy 4-13](#)

Employees must submit all their leave requests using the Kronos terminal, web access entry, or Telestaff, as applicable.

Supervisors and managers will approve or deny leave requests via the Kronos Workforce Timekeeper software.

Job aids and tutorials for both employees and supervisors may be located by navigating to [wpb.org/kronos](http://wpb.org/kronos).

## Annual Leave

Annual Leave is paid time off for employees' personal use and is accrued according to City Code or respective Collective Bargaining Agreement (CBA). Although Annual Leave begins accruing immediately upon employment, employees are not entitled to use Annual Leave until completion of six (6) months of continuous employment.

It is recommended that all requests for Annual Leave be turned into the respective department forty-eight (48) hours in advance of the leave request date.

Full-time and part-time employees whose normal work week is twenty (20) hours or more shall accumulate Annual Leave with pay based on actual hours worked according to the following accrual schedule:

- Regular unclassified and confidential employees:

- Hired on or prior to December 31, 2012.

Years of Service	Annual Accrual Expressed in Eight-Hour Days	Maximum Carry Forward Expressed in Eight-Hour Days
01-04	13	26
05-09	17	34
10-14	20	40
15-19	21	42
20+	22	44

- Hired on or after January 1, 2013.

Years of Service	Annual Accrual Expressed in Eight-Hour Days	Maximum Carry Forward Expressed in Eight-Hour Days
01-05	10	20
06-10	13	26
11-15	15	30
16-20	18	36
21 or more	20	40

- The following shall refer to their respective CBA to view the Annual Leave accrual schedule:
  - International Association of Firefighters (IAFF) - Rank and File: Certified Fire personnel through the rank of Captain are represented by the IAFF.
  - International Association of Firefighters (IAFF) - Battalion Chief: Certified Fire Personnel who are Battalion Chiefs are represented by the IAFF.
  - Police Benevolent Association (PBA): Sworn police personnel through the rank of Lieutenant, Crime Scene Investigators, and Police Aides are represented by the PBA.
  - Professional Managers and Supervisors Association (PMSA).

- Service Employees International Union/Florida Public Services Union (SEIU/FPSU).

All leave requests are subject to the approval of the Department Director. The Department Director shall not unreasonably deny a leave request if such denial results in an excess of the maximum accrual allowed for such employee at the end of the last pay period of the calendar year. Employees shall request Annual Leave so as not to conflict with the operations of the department, and such request shall be in accordance with departmental rules. The day or dates the employee requests Annual Leave and the day on which the employee is to return to work shall be specified in such request.

No Annual Leave with pay shall be granted except on the basis of requesting leave using the Kronos terminal, web access entry, or Telestaff, as applicable, and no employee shall be allowed annual leave that has not already been accumulated.

Temporary, seasonal, and contract employees do not accrue Annual Leave.

Annual Leave shall only be charged for leaves of absence during which an employee would otherwise be scheduled for work and receive pay.

Certified fire department employees and sworn police officers on extended work hours shall accrue and utilize annual leave as provided in the appropriate collective bargaining agreement.

Upon separation from employment, a regular status employee will be paid for all earned and unused Annual Leave within two pay periods of separation.

Employees may locate and read the leave accrual rate based on years of service by:

- 1) Navigating to [wpb.org](http://wpb.org).
- 2) Searching the Code of Ordinance or the respective CBA.

### **Bereavement Leave**

Bereavement Leave is a paid absence taken at the time of the death of an immediate family member so that the employee may attend to family business, attend the funeral, or care for the emotional needs of self or family. The City Code provides for five (5) and respective CBAs may differ.

### **Discretionary Leave**

Discretionary Leave is eight (8) hours of paid leave granted to eligible employees who are on the payroll during the first payroll period of the calendar year. The Discretionary Day does not accrue or carry over from one (1) year to the next. It may be used by an employee as a "personal day" and must be approved forty-eight (48) hours in advance by the department director or designee.

Eligible part-time employees receive discretionary hours based on their regularly scheduled hours up to a maximum of eight (8) hours. Eligible employees who are on

probation the first payroll period of the calendar year will also receive Discretionary Leave and may use it while on probation.

### **Earned Personal Leave**

Earned Personal Leave (EPL) is leave that results from the conversion of unused sick leave.

### **Family and Medical Leave**

#### **[Family and Medical Leave Policy 4-12](#)**

The Family and Medical Leave Act (FMLA) is a federal law giving eligible employees the right to take leave for a maximum period of twelve (12) work weeks in a twelve (12) month period for specific medical and family reasons: birth of a child, placement of a child with an employee for adoption or foster care, or a serious health condition of the employee, spouse, child or parent of the employee. The City uses a rolling twelve (12) month period measured backwards from the date an employee uses any FMLA leave in calculating usage. Employees are required to have worked for the City for one (1) year and 1,250 hours during the preceding twelve (12) month period. The City has a right to thirty (30) days advance notice from the employee where practicable.

Eligible employees with a spouse, son, daughter, or parent on active duty or call to active duty status in the National Guard, Reserves, and/or Active Duty Service Members may use their twelve (12) week leave entitlement to address certain qualifying exigencies. Qualifying exigencies may include attending certain military events, arranging for alternative childcare, addressing certain financial and legal arrangements, attending certain counseling sessions, and attending post-deployment reintegration briefings.

Eligible employees may also receive special leave entitlement for Caregiver Leave - up to twenty-six (26) weeks of unpaid leave to an employee to care for a family member (spouse, son, daughter, parent, or next of kin) who is injured while serving on active military duty.

To begin a leave request under FMLA, the employee requesting leave must contact the City's FMLA Administrator.

### **Parental Leave**

Parental leave is provided to full time eligible employees with base salary continuation for the first six weeks following the birth, adoption, or foster care intake of the employee's child. Parental leave runs concurrent with an approved FMLA leave and is available to full time employees. Employees must have worked for the city for at least 12 months and worked at least 1,250 hours during the 12-month period preceding the leave.

## Holidays

The City currently observes the following holidays:

New Year's Day	January First
Martin Luther King Day	Third Monday in January
Presidents Day	Third Monday in February
Memorial Day	Last Monday in May
Independence Day	July Fourth
Labor Day	First Monday in September
Columbus Day	Second Monday in October
Veteran's Day	November Eleventh
Thanksgiving Day	Fourth Thursday in November
Thanksgiving Holiday	Friday Following Thanksgiving
Christmas Day	December Twenty-Fifth

Employees must be in a paid status the entire day before and after a holiday to receive pay for the holiday.

If a holiday falls on Saturday, the City shall observe the holiday on Friday, the day before the holiday. If a holiday falls on Sunday, then the City shall observe the holiday on the next Monday.

## Incentive Sick Days

Incentive Sick Days is paid time off up to a maximum of twenty-four (24) hours per payroll calendar year provided to all eligible employees as established by the City's Salary Plan. This time is deducted from the Sick Leave balance, but is not counted as Sick Leave for purposes of qualifying for the annual Sick Leave conversion.

Incentive Sick Leave is credited to eligible active employees who are on payroll during the first payroll period of the calendar year. Incentive Sick Leave does not accrue or carry over from one year to the next. Incentive Sick Day usage reduces the employee's Sick Leave balance on an hour for hour basis.

## Jury Duty/Court Subpoenas

Leave with pay is granted to an employee to respond to a summons to serve on a jury. An employee must immediately notify his/her supervisor upon receiving a notice of jury duty. In addition, an employee must communicate daily with his/her supervisor while on Jury Duty Leave. An employee is expected to be on the job if excused from jury duty early or if the employee is not required to be present in court. An employee must provide his/her supervisor documentation showing he/she performed the duty to receive Jury Duty Leave.

Employees who are subpoenaed for court cases related to City employment will be allowed to attend court on City time. Once released from the court case, the employee must return to the worksite and report to his/her immediate supervisor.

Employees who are subpoenaed for court cases not related to their City duties are not eligible to attend court on City time. However, employees may request to use any accrued leave, excluding the use of Sick Leave, to cover their absence. An employee

shall immediately provide his/her supervisor with a completed leave request using the Kronos terminal, web access entry, or Telestaff, as applicable, for time away from work.

### **Management Leave**

Management Leave is provided to specific management employees as authorized by the annual Salary Resolution or bargaining agreement. Management Leave is credited the first pay period beginning in January, does not accrue or carry over from one (1) year to the next, and is not paid out at separation. Management Leave is pro-rated for newly hired or promoted eligible employees based on hire date and must be used by the end of the payroll calendar year.

### **Military Leave**

#### [Military Policy 4-9](#)

The City authorizes leave with pay for employees who are commissioned reserve officers or reserve enlisted personnel in the United States military or naval services or National Guard to attend training. Employees are entitled to take up to two-hundred-forty (240) working hours of paid leave in any one (1) annual pay period (October 1 - September 30). The employee must provide documentation for each training session. If additional days of documented training are required, the employee may use accrued leave other than Sick Leave.

### **Sick Leave**

Sick Leave may be used for absences caused by personal or immediate family illness, injury, disability, or medical appointments. Sick Leave is a benefit provided by the City and shall not be abused. Sick Leave is accrued according to the City Code or respective Collective Bargaining Agreement (CBA).

Medical documentation must be submitted when the employee is absent in excess of three (3) consecutive days. Medical documentation may be required for requests for Sick Leave of less than three (3) days at the discretion of the department director or designee.

Full-time and part-time employees whose normal work week is twenty (20) hours or more shall accumulate Sick Leave with pay based on actual hours worked according to the following accrual schedule:

- Regular unclassified and confidential employees:
  - Hired on or prior to December 31, 2012.
    - Rate of 0.046154 per hour (equivalent of twelve (12) days based on a forty (40)-hour schedule) based on actual hours worked and actual hours of paid leave use, exclusive of overtime hours. Employees are not permitted any sick leave days off with pay until they have completed three (3) months continuous employment with the City. The maximum accumulation shall be nine hundred sixty (960) hours.
  - Hired on or after January 1, 2013.

- Rate of .0385 per hour (equivalent to ten (10) days based on a forty (40)-hour schedule) based on actual hours worked and actual hours of paid leave use, exclusive of overtime hours. Employees are not permitted any sick leave days off with pay until they have completed three (3) months continuous employment with the City. The maximum accumulation shall be seven-hundred twenty (720) hours.
- The following shall refer to their respective CBA to view the Sick Leave accrual schedule:
  - International Association of Firefighters (IAFF) - Rank and File: Certified Fire personnel through the rank of Captain are represented by the IAFF.
  - International Association of Firefighters (IAFF) - Battalion Chief: Certified Fire Personnel who are Battalion Chiefs are represented by the IAFF.
  - Police Benevolent Association (PBA): Sworn police personnel through the rank of Lieutenant, Crime Scene Investigators, and Police Aides are represented by the PBA.
  - Professional Managers and Supervisors Association (PMSA).
  - Service Employees International Union/Florida Public Services Union (SEIU/FPSU).

Employees may convert Sick Leave to Earned Personal Leave and be compensated for Sick Leave balances upon termination according to their collective bargaining agreement or City Code.

No Sick Leave with pay shall be granted except on the basis of requesting time off using the Kronos terminal, web access entry, or Telestaff, as applicable, and no employee is permitted sick leave that has not already been earned.

Supervisors will review each employee's Sick Leave usage regularly. If the explanation and/or documentation are not satisfactory, the department director or designee will have the specific authority to implement the following corrective measures:

- a) Counsel the employee.
- b) Place the employee on a Performance Improvement Plan (PIP) for correcting absenteeism.

Should the employee fail to improve his/her Sick Leave usage, the department director or designee has the authority to take stronger disciplinary action up to and including termination of employment.

Temporary, seasonal, and contract employees do not accrue Sick Leave.

Employees may locate and read the City's Sick Leave code by:

- 1) Navigating to [wpb.org](http://wpb.org).
- 2) Searching the Code of Ordinances or the respective CBA.

### **Reporting Unplanned Absences**

Employees unable to work because of personal or family illness or injury, or for any other reason, should notify their supervisor or designee before the start of normal work time and must call one (1) hour prior to their starting time.

Each employee is responsible for speaking directly with his/her supervisor about his/her absence. It is not acceptable to leave a message on a supervisor's voicemail, except in extreme emergencies. When leaving a voicemail message, an employee must follow-up with another call later that day. Employees are required to follow departmental rules regarding who should be notified and when notification must take place.

## **BENEFITS**

Eligible employees are offered a variety of comprehensive benefits. The following information is provided as a summary of the benefits programs available to eligible employees and is subject to change at any time, with or without notice. All employees in budgeted positions working thirty (30) or more hours per week are eligible for Health, Dental, Vision, and Life insurance. Long Term Disability (LTD) insurance is available to all General employees. These benefits are available for employees, domestic partners, and/or eligible dependents. Employees will be eligible to participate in the City's group health, dental, vision, life, and LTD insurance programs on the first day of the month following thirty (30) days of employment with the City. Cost to the employee varies by the plan selected and any controlling Collective Bargaining Agreement (CBA). Please refer to the Summary Plan Descriptions (SPDs) for a more detailed description of each benefit. The current SPDs are always the governing documents of record.

The SPDs may be viewed 24/7 (24 hours a day, 7 days a week) by:

- 1) Navigating to [mybentek.com/wpb](http://mybentek.com/wpb).
- 2) Logging in using your user name and password.
- 3) Clicking the Menu button.
- 4) Clicking the Employee Benefits Center link.
- 5) Clicking Forms.

Employees may also use the BenTek system 24/7 to view their benefit elections and update their beneficiaries.

### **Health Insurance**

Employees may participate in one (1) of the health insurance options as offered by the City.

### **Dental Insurance**

Employees may participate in one (1) of the dental plan options as offered by the City.

### **Vision Insurance**

Employees may participate in a vision plan that offers coverage for a vision exam, lenses, and frames.

### **Cafeteria Plan (Section 125)**

Employees may participate in the Dependent Care and Unreimbursed Medical Expense Plans on a pre-tax basis.

### **Life Insurance**

The City provides life insurance in the amount of one (1) times the employee's annual salary. Employees who qualify may purchase additional life insurance for themselves in an amount up to three (3) times their annual salary. Employees may purchase dependent life insurance for their spouse and/or children.

### **Long Term Disability Insurance**

Employees (excluding police, fire and general employees enrolled in the "closed" Defined Benefit Retirement Plan) who are out of work for illness or injury for ninety (90) days or more may be eligible for long term disability benefits as provided by the City.

### **Retirement Programs**

#### **Fire Employees:**

Employees are eligible for participation in a Defined Benefit Retirement Plan.

#### **Sworn Police Officers:**

Employees are eligible for participation in a Defined Benefit Retirement Plan.

#### **General Employees:**

Professional Managers and Supervisors Association (PMSA), Service Employees International Union/Florida Public Services Union (SEIU/FPSU), Confidential, Non-Represented, and Regular Unclassified employees make up this classification. Employees are eligible for participation in a Defined Contribution Retirement Plan. Upon entering the plan, these employees are immediately 100% vested and the plan is portable. Participation in this plan is mandatory and is a condition of continued employment.

- Regular unclassified and confidential employees:
  - Hired on or prior to December 31, 2012.
    - Employees are enrolled in the City's Defined Contribution Retirement Plan effective the first day of employment. Deductions of 7.5% of the employee's pay for the Defined Contribution Plan begin on the first day of the pay period following successful completion of initial probation, unless extended. The City contributes 9.5% towards the employees' retirement, upon completion of probation. Part-time employees working twenty (20) through twenty-nine (29) hours are eligible to participate in this plan.
  - Hired on or after January 1, 2013.
    - Employees begin deductions of 7.5% of the employee's pay for the Defined Contribution Plan on their date of hire. The City's

contribution of 6.5% will commence on the first day of the pay period following successful completion of initial probation, unless extended. Starting the first full pay period of the sixth year of employment, the city shall increase its share of the employer contribution to 7.5 percent of gross pensionable wages. Part-time employees working twenty (20) through twenty-nine (29) hours are eligible to participate in this plan.

- The following shall refer to their respective CBA to view retirement details:
  - International Association of Firefighters (IAFF) - Rank and File: Certified Fire personnel through the rank of Captain are represented by the IAFF.
  - International Association of Firefighters (IAFF) - Battalion Chief: Certified Fire Personnel who are Battalion Chiefs are represented by the IAFF.
  - Police Benevolent Association (PBA): Sworn police personnel through the rank of Lieutenant, Crime Scene Investigators, and Police Aides are represented by the PBA.
  - Professional Managers and Supervisors Association (PMSA).
  - Service Employees International Union/Florida Public Services Union (SEIU/FPSU).

#### Deferred Compensation Plan (457):

All PT20, PT30 and Full-Time employees are eligible to participate in a voluntary Deferred Compensation Plan beginning the day of hire.

#### **Voluntary Employee Beneficiary Association (VEBA)**

Subject to meeting certain qualification guidelines, the City offers retired employees a VEBA benefit. The purpose of the VEBA fund is to provide eligible reimbursement for health insurance premiums, medical expenses or other qualified benefits permitted under Section 501 of the Internal Revenue Code. Please contact the Human Resources Benefits Division to learn more on the benefit qualification requirements and opt-into this benefit.

#### **Employee & Family Health Center**

The City's Health Center is conveniently located downtown West Palm Beach at 413 Clematis Street, Suite 230 (City Center complex above the Photo Center). Active and retired employees (and their eligible dependents) are welcome to use the Health Center's services provided they are covered on the City's Health Insurance Plan. While walk-ins are welcome, scheduled appointments will take first preference. Employees may contact the Health Center by calling 561.822.2000 or visit [cityfitmd.com](http://cityfitmd.com) for information and to schedule an appointment.

Benefits of using the Health Center's services are:

- Zero (0) office visit co-pays.
- Zero (0) generic prescription drug co-pays - Includes approximately the top 100 drugs most frequently used by those on the insurance plan.
- Onsite labs, X-rays and Ultrasounds.

- Physicals for Police and Fire.
- Confidential and quality care.

The Health Center places a high priority on preventive health education, medical screenings, and lifestyle modifications to ensure a lifetime of optimal health. The Physician, Nurse Practitioner/Physician's Assistant, and medical staff will take the time to provide you with information concerning your medical care and encourage your participation in healthcare decisions. The Health Center's management provider is fully committed to complying with Federal HIPAA guidelines protecting the confidentiality of patient information. Therefore, your personal health information will be treated confidentially and will not be released to anyone without your prior written consent.

### **CityFit Program**

CityFit is a citywide comprehensive health and wellness program that promotes good nutrition, general wellness, physical activity, and weight loss. CityFit programs may include organized activities; nutritional support with online recipes and live seminars; aerobic classes; and much more. For more information, please contact the Benefits Division of the Human Resources Department by calling 561.494.1000.

### **CityFit Wellness Center**

#### [CityFit Wellness Center Policy 4-17](#)

The CityFit Wellness Center is located on the 3<sup>rd</sup> Floor of City Hall and is open to all City employees. The Center's hours of operation are Monday through Friday from 6:00 a.m. to 7:00 p.m. and closed on weekends and City holidays.

Use of this facility is strictly voluntary and on the employee's own time and at his/her own risk, which risk he/she freely assumes.

### **Employee Assistance Program (EAP)**

#### [Employee Assistance Policy 4-3](#)

The City is aware that personal or health problems may occasionally interfere with an employee's ability to perform his/her job. The City's EAP is available to all City employees and members of their households needing confidential counseling sessions for services such as:

- a) Marriage counseling.
- b) Financial counseling.
- c) Substance abuse assistance.
- d) Grief counseling.
- e) Stress and anxiety with work or family.
- f) Child and elder care issues.
- g) Smoking cessation.
- h) Codependency issues.
- i) Legal referrals (e.g. wills, livings wills).

The EAP is a confidential information, referral, and counseling program. The EAP provides each employee up to six (6) free general counseling sessions per issue, per plan year and there is no limit to the number of issues. An employee's attendance to the EAP shall remain confidential as prescribed by law. If the EAP Counselor concludes that a

referral to an outside provider is necessary, costs for such outside services may be covered by the employee's health insurance. If not, the cost is the employee's responsibility.

There are three types of referral to the EAP:

- **Self-Referral:** An employee who recognizes that he/she needs professional help to deal with job-related or personal problems may contact the EAP directly. Employees shall use their personal accrued time to attend self-referral EAP appointments.
- **Supervisor's Referral:** The employee's supervisor may also recommend the EAP to an employee whose job performance is adversely affected due to personal or work-related issues. A supervisor referral is voluntary and it's the employee's option to follow through with the program. Employees shall use their personal accrued time to attend supervisor's referral EAP appointments.
- **Mandatory Referral:** An employee may also be mandatorily referred to EAP with the approval of the department director and/or Chief Human Resources Officer to correct continued unsatisfactory job performance or behavioral problems. Mandatory referral is a condition of continued employment and the employee must successfully complete the mandatory referral or be subject to disciplinary action up to and including termination of employment. Employees shall attend mandatory referral EAP appointments during regular working hours, and the EAP shall notify the City if mandatorily referred employees are in compliance with the program.

### **Staff Appreciation and Recognition (STAR) Awards Program**

The STAR Awards Program recognizes City employees for outstanding job performance. Any employee may be nominated for a STAR Award.

Employees may locate the STAR Award nomination form by any of the following:

- a) Opening Lotus Notes:
  - 1) Navigating to the Employee Resource Center.
  - 2) Clicking the Human Resources icon.
  - 3) Clicking the STAR link.
- b) Requesting assistance from their supervisor or time keeper.
- c) Calling the Human Resources Department at 561.494.1000.

## **LEARNING AND DEVELOPMENT**

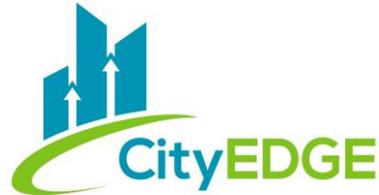
### **Online and Classroom-Based Learning Opportunities**

The City recognizes learning and development is a life-long process and is important to ensure employees are able to perform successfully on the job.

Employees shall review the [Learning and Development Standard Operating Procedure \(SOP\)](#) to become familiar with both online and classroom-based learning and development opportunities and the training cancellation policy. In addition, employees may use the SOP to customize their learning and development path.

Examples of learning and development paths are:

- a) Employees.
- b) Career Development.
- c) Aspiring Leaders.
- d) Supervisors and Managers.
- e) Senior Leaders.



**“Get the edge on learning and development”**

### **CityEDGE/TargetSolutions**

Employees will locate, enroll, unenroll, and complete online and/or classroom-based learning opportunities by:

- a) Logging on to [CityEDGE.wpb.org](http://CityEDGE.wpb.org).
- b) Clicking:
  - 1) Self-Assign for online learning.
  - 2) My Events for classroom-based learning.

For instructions, please see the [CityEDGE Employee and Supervisor User Guide](#).

Employees are expected to communicate with their immediate supervisor prior to starting an online course or enrolling in a classroom-based training. Also, non-exempt/hourly employees shall only use CityEDGE while at work and during regular work hours. Remember, approval from an immediate supervisor is required prior to any non-exempt/hourly employee working outside their work schedule and/or earning overtime.

## **EMPLOYEE RELATIONS**

### **Code of Conduct**

It shall be the duty and responsibility of City employees to maintain a high standard of cooperation, efficiency, and integrity in his/her conduct and work performance.

The City requires that employees be familiar with all rules and regulations in carrying out their assigned duties. The City’s right to discipline or terminate employment may be specific to these or to any other violation that constitutes unsatisfactory work performance, misconduct, adverse impact for the City, or any other just cause. Code of Conduct violations include but are not limited to:

### **General**

- a) Any violation of the Substance Abuse Policy 4-16.
- b) Any violation of the provisions of the City Charter, these rules of any other published City or Departmental rule or regulation.

- c) Any violation of the provisions in Article V or the City Charter relating to political activity.
- d) Any violation of Fla. Stat. 112, Part III (Code of Ethics for Public Officers and Employees).

### **Performance**

- a) Insubordination.
- b) Refusal to perform assigned duties and responsibilities.
- c) Inability to perform the essential functions of the job with or without reasonable accommodation.
- d) Incompetence, negligence, and/or inefficiency to such an extent that performance levels, including performance review ratings fall below the minimum standard.
- e) Malingering, which is pretending to be ill or injured to avoid responsibility at work.
- f) Carelessness or negligence with property of the City, loss of equipment, materials, or anything of value belonging to the City.
- g) Failure to comply with all safety regulations and procedures or failure to observe security procedures.
- h) Making derogatory or false accusations so as to discredit any employee of the City or the general public.
- i) Loss of licenses, certifications, or other credentials required for employment.
- j) Unauthorized release or misuse of any privileged or confidential information or release of work products without the express approval of the supervisor.
- k) Inappropriate conduct or language including the use of profanity or abusive language toward the public or any employee of the City.
- l) The use of violence or the threat of violence against any employee of the City or member of the general public. ([Violence Free Workplace Policy 4-18](#))
- m) Refusal to respond to any lawful inquiry by the City or its representatives or to furnish lawfully requested statement concerning property holdings, financial affairs, income or expenditures, or refusal of any lawful request to waive immunity from prosecution before any grand jury, or any other body, official or officials having the rights and possessing the powers of a grand jury.
- n) Antagonism toward any employee of the City or general public, which include but is not limited to criticizing orders, rules or policies adopted by the City, or conduct which interferes with the proper coordination of the employees of the City or efficient delivery of public service.
- o) Failure to comply with any residential and/or emergency response requirements.

### **Attendance and Punctuality**

- a) Being absent from work without approved leave or failure to report to work after approved leave has expired, or within a reasonable time after such leave of absence has been revoked or canceled.
- b) Absence without approved leave in excess of three (3) workdays shall constitute abandonment of employment and will result in immediate termination.
- c) Being habitually absent or tardy for any reason or in excess of the standards set forth in the respective Collective Bargaining Agreement.
- d) Abuse of Sick Leave privileges such as reporting sick when not sick or obtaining Sick Leave under false pretenses.

### **Integrity and Honesty**

- a) Unauthorized use or possession of firearms or other weapons while at work, in a City vehicle or in a City uniform (excluding Police Officers).
- b) Domestic violence.
- c) Criminal misconduct.
- d) Conviction of a felony.
- e) Theft of City property.
- f) On or off-the-job conduct not becoming of a City employee, or conduct that renders an employee incapable of effective performance of his/her duties and responsibilities.
- g) Removal of City money, merchandise, or property without permission, including property in custody of the City.
- h) Dishonesty, including but not limited to intentionally giving false information, making false statements, or intentionally falsifying records.
- i) Falsification of any testimony, documents, or records in connection with work-related issues or investigations related to City business.
- j) Falsification of any documents prepared to secure employment, making false statements when applying for employment or during the course of employment with the City.
- k) Taking of any fee, gift, or items of value in the course of City employment in connection therewith, including soliciting, use of client or business contacts or attempt to obtain preferential treatment for personal gain.
- l) Solicitation for personal gain by an employee during his/her work time or during another employee's work time, exclusive of breaks, without the approval of the Chief Human Resources Officer.
- m) Use or the threat to use, or attempt to use political influence including but not limited to securing promotion, leave of absence, transfer or change of classification, pay or character of work.
- n) Gambling of any type during duty hours or on City property or with City computers or telecommunication devices.
- o) Conducting any type of personal commercial enterprise using City time, facilities, and equipment to include City computers or telecommunication devices.
- p) Sleeping on the job.
- q) Failure of an employee to notify the Department Director or designee verbally or in writing within two (2) working days of an arrest for a felony or DUI while in an on duty or off duty status, or any traffic infraction while driving a City vehicle.
- r) Failure of an employee to notify the Department Director of the suspension of his/her driver's license. Notification must be before the beginning of the next shift or assignment.
- s) Evading a drug test, assisting an employee in evading a drug test, or failure to submit to a drug test.

## **Discipline**

### **[Progressive Discipline Policy 4-1](#)**

The City of West Palm Beach administers discipline or corrective actions, if necessary, as a means to ensure that employees adhere to established standards of conduct and performance. Corrective actions may include verbal counseling (reduced to writing).

In those instances where misconduct in the first instance is not extreme or serious, the City may use progressive discipline. Extreme or serious misconduct based on a single incident may result in immediate termination of employment.

The progressive disciplinary process may result in a documented verbal reprimand, written reprimand, suspension without pay, demotion or reduction in pay, or termination of employment. In deciding which corrective action may be appropriate, a supervisor will consider the seriousness of the infraction, the circumstances surrounding the matter, and the employee's previous record.

Disciplinary actions are defined as:

- a) Verbal Reprimand: A verbal reprimand is issued to an employee about his/her conduct or work performance, or violation of City policy or procedure; reduced to writing to document the issue.
- b) Written Reprimand: A written reprimand is issued to an employee when a verbal reprimand has not resulted in a satisfactory change in the employee's conduct or work performance, or for violation of City policy or procedure.
- c) Suspension: A suspension is an involuntary removal from the work site, which includes loss of pay for the time specified.
- d) Involuntary Demotion: A change to a lower paid job classification.
- e) Termination of Employment: A termination of employment is a permanent separation from employment with the City. An employee may be terminated for a serious or severe first offense, with or without prior disciplinary measures.

A specific reason for separation of employment is not required for a probationary employee who fails to meet probationary standards.

The City reserves the right to bypass preliminary disciplinary steps when circumstances warrant immediate disciplinary action. The type of discipline that is administered will depend on the severity of the offense, the employee's work record and history, and other relevant factors. If an offense is serious or severe, it shall result in immediate termination of employment and may not necessarily follow the steps of progressive discipline. Offenses that may result in immediate termination include but are not limited to:

- a) Illegal or inappropriate use of the City's computer or electronic communication devices.
- b) Theft of services.
- c) Untruthfulness.
- d) Falsification of official documents.
- e) Positive Substance Abuse Test.
- f) Fraud, waste, or abuse.
- g) Any code of ethics violation.

An employee who is terminated from the City as a result of misconduct shall not be eligible for future employment with the City.

When a disciplinary hearing, investigatory procedure, or investigation is pending, an employee may be placed on paid or unpaid administrative leave by the department

director or designee in collaboration with the Employee Relations Division of the Human Resources Department. While on administrative leave, the employee is restricted to the terms of the directives specified in the administrative leave letter that the employee receives.

Disciplinary actions will be administered according to the City's disciplinary policy or any applicable Collective Bargaining Agreement (CBA). The Employee Relations Division shall be consulted prior to any discipline being issued to an employee.

### **Grievance Procedure**

A grievance is defined as a dispute involving the meaning, interpretation, and application of the express terms of a CBA.

An employee governed by a CBA may file a grievance for violation(s) of the contract or for other disputes only as provided for in their respective CBA.

### **Appeals**

Employees governed by a bargaining unit shall follow the appeals procedure of their CBA. Initial hire employees who are on probation, unclassified non-bargaining employees, and temporary, seasonal, or intermittent employees have no appeal rights.

Employees governed by the Civil Service Rules and Regulations are generally classified as professional, managerial, or confidential employees and are ineligible for bargaining unit representation. An Employee in the Classified Service may appeal disciplinary actions within ten (10) days after the delivery or mailing to him/her of a written notice of the action, whichever comes first. The employee must file a written request for a hearing to the Civil Service Board in the office of the Director of Human Resources. Employees in the Classified Service should follow the Civil Service Rules and Regulations appeals procedures.

A verbal counseling (reduced to writing) and a verbal reprimand are not subject to appeal.

### **Complaints/Equal Employment Opportunity (EEO)/Discrimination Report**

[Equal Employment Opportunity Policy 4-2](#)  
[EEO/Discrimination Report Form](#)

The City prohibits discrimination in the workplace and is committed to provide equal employment opportunity to all employees regardless of race, color, religion, sex, gender identity or expression, national origin, age, disability, familial status, marital status, sexual orientation, genetic information, or any other status as established by Title VII of the Civil Rights Act, the Florida Civil Rights Act, or the West Palm Beach EEO Ordinance. If an employee feels that they have been subject to discrimination, they should immediately contact their supervisor, division manager, department director, or the Equal Employment Opportunity Compliance Officer of the Human Resources Department.

Most internal complaints should be handled at the departmental level. Employees are encouraged to meet with their supervisor, division manager, or department director to try and resolve their complaint. However, if an employee feels that the issue cannot be resolved at the departmental level, the employee shall contact the Equal Employment

Opportunity Compliance Officer in the Human Resources Department 561.494.1000 as soon as the issue arises.

The City shall make reasonable attempts to resolve issues at an informal level, depending on the nature of the complaint. If resolution cannot be achieved informally, a resolution to the issue shall be initiated through a formal investigation. Throughout the investigation, the City will take appropriate steps to maintain the confidentiality of the complaint and safeguard the privacy and rights of both the complainant and the person against whom the complaint is made.

### **Mediation**

The City realizes that when employees work together they occasionally have disagreements and conflicts. Mediation is a voluntary request for attempted resolution of an issue between employees or between employee(s) and their supervisor(s). The Employee Relations Division shall mediate such conflicts when both parties request and agree to mediation, depending on the nature of the incident and absent any policy violation.

To request mediation, contact the Employees Relations Division of the Human Resources Department at 561.494.1000.

## **LEAVING CITY EMPLOYMENT**

### **[Employee Separation Policy 4-10](#)**

#### **Resignation (Voluntary)**

When an employee intends to voluntarily resign his/her employment with the City, the employee shall submit a letter of resignation to the supervisor, division manager, or department director with at least two (2) weeks-notice prior to his/her final workday. Failure to do so may prevent future employment opportunities at the City.

#### **Termination (Involuntary)**

An employee who is terminated for cause shall not be eligible for rehire with the City. Employees who are involuntarily terminated can contact the Benefits Division of the Human Resources Department by calling 561.494.1000 for information about their benefits.

#### **Layoff**

The City reserves the right to reduce its work force either permanently or temporarily. When it becomes necessary to reduce the number of positions within a job classification, temporary, provisional, and probationary employees shall be laid off first and then regular status employees.

Where Collective Bargaining Agreements (CBAs) and/or the Civil Service Rules and Regulations apply, the City will follow stated seniority rules. For those employees who are not members of such units, the City reserves the right to determine layoffs in a manner serving its best interests. The City will follow recall procedures set by CBAs or the Civil Service Rules and Regulations. Employees not covered by such agreements or the Civil Service Rules and Regulations may be recalled as determined by the City.

### **Return of City Property**

Prior to leaving City employment, employees must return all City issued property, including but not limited to: ID cards, procurement cards, keys, tools, communication devices such as cellular phones, laptop computers, manuals, uniforms, and any other property belonging to the City.

Employees shall be responsible for reimbursement to the City for all properties of the City not returned. The Return of City Property form may be located by any of the following:

- a) Opening Lotus Notes:
  - 1) Navigating to the Employee Resource Center.
  - 2) Clicking the Human Resources icon.
  - 3) Clicking the HR Forms link.
  - 4) Clicking the Return City Property link.
- b) Requesting a copy from their supervisor or time keeper.
- c) Calling the Human Resources Department at 561.494.1000.

### **Exit Interviews**

Prior to leaving City employment, employees may also complete the Exit Survey using the link from Lotus Notes. Employees are asked to give honest, constructive feedback about their experience at the City in an effort to improve the services provided by the City or to make essential job changes.

The Exit Survey may be located by any of the following:

- a) Opening Lotus Notes:
  - 1) Navigating to the Employee Resource Center.
  - 2) Clicking the Human Resources icon.
  - 3) Clicking the HR Forms link.
  - 4) Clicking the Employee Exit Survey link.
- b) Completing the survey using the kiosks on the 3<sup>rd</sup> floor of City Hall.
- c) Calling the Human Resources Department at 561.494.1000.

## **SAFETY and SECURITY**

### **General Safety**

City employees are responsible for the safety and security of their workplace. Full compliance must be maintained with regard to all City safety rules including but not limited to:

- a) Wearing all required safety equipment at all times.
- b) Maintain clean and safe equipment at all times.

Employees are responsible for working as they are instructed to safely produce a quality product or service. Employees are also responsible for immediately reporting unsafe conditions or practices to their supervisor and Risk Management at 561.494.1130. No employee should ever perform a task or work with equipment that is unsafe. Failure to

comply with safety rules will result in disciplinary action up to and including termination of employment.

### **Smoke Free Workplace**

#### [Smoke Free Workplace Policy 1-9](#)

The City recognizes the right of its employees to work in an environment free of tobacco smoke and has established a Smoke Free Workplace Policy. In compliance with the Florida Clean Indoor Air Act of 1985, the right to a smoke-free environment in the workplace takes precedence over individual desires to smoke. Smoking is strictly prohibited in City owned or leased buildings, including offices, hallways, waiting rooms, restrooms, lunch rooms, elevators, and meeting rooms, among other areas, and in City vehicles.

The City also recognizes the rights of employees who choose to smoke to make personal decisions without interference, as long as these decisions do not interfere with the rights of other employees. Such employees may smoke during designated breaks only in designated smoking areas outside of City buildings or at least twenty-five (25) feet away from City worksites, building entrances, and storage areas of flammable substances.

This policy applies to all employees, clients, contractors, and visitors. Address inquiries or complaints about smoking in the workplace to Risk Management at 561.494.1130.

In accordance with the wishes of the West Palm Beach City Commission, the City Center block has been designated as a non-smoking area. Smoking is not permitted anywhere at City Center, including in the outdoor courtyard area. To learn more about City smoking cessation programs, contact the Benefits Division of the Human Resources Department at 561.494.1000.

### **Vehicle Safety**

Vehicles must be maintained and pass inspection by the Fleet Maintenance Division and the employee's supervisor. An employee shall perform vehicle safety checks as required by his/her supervisor. Where applicable, such safety checks shall be based on the guidelines and requirements of the Florida Commercial Drivers Handbook.

Employees will follow posted speed limits and observe all City safety regulations and state motor vehicle laws, including, but not limited to, wearing seat belts. Cell phone usage should be avoided while driving. City vehicles may be equipped with GPS devices to help ensure the safety of occupants and equipment.

### **Reporting Accidents and Violations**

#### [Motor Vehicle Policy 9-1](#)

If you are authorized to operate a City motor vehicle or your own motor vehicle in the course of your assigned work, you will be responsible for any fines, traffic violations, and any other associated fees. In the event of a vehicular accident, employees are responsible for immediately notifying police and, if necessary, rescue authorities. Once authorities have been notified, immediately contact your supervisor and Risk Management in accordance with the Motor Vehicle Policy. Employees must be drug tested in accordance with the City's Substance Abuse Policy 4-16 and federal Department of Transportation rules.

The City's self-insurance program does not provide coverage for damage to an employee's personal vehicle. Employees should confirm their personal auto insurance policy provides coverage for this use. An employee involved in an accident while operating a City vehicle will not be responsible financially for the damages incurred as a result of the accident.

## **Workers' Compensation**

### [Workers' Compensation Policy 7-1](#)

Employees who sustain or incur an illness arising out of or in the course of employment are covered by Workers' Compensation insurance. This insurance provides medical coverage and partial replacement of lost wages for the period of time the employee is unable to work. All employees are covered whenever the injury occurs in the course of employment and the City pays the entire cost of this protection. Employees must report all injuries, incidents, or accidents immediately to their supervisor. Employees who are injured at work must immediately complete an On the Job Injury form with their supervisor, file the form with Risk Management, and comply with all of the workers' compensation policies and procedures. Employees must be drug tested in accordance with the City's Substance Abuse Policy 4-16.

Employees may locate a copy of the On the Job Injury form by:

- a) Opening Lotus Notes:
  - 1) Navigating to the Employee Resource Center.
  - 2) Clicking the HR icon.
  - 3) Clicking the HR Forms link.
  - 4) Clicking the Risk Management link.
  - 5) Clicking the On the Job Injury link.
- b) Requesting a copy from their supervisor or time keeper.
- c) Calling Risk Management at 561.494.1130.

Employees injured during outside employment are not covered by the City's workers' compensation insurance and should check with the insurance provider of the outside employer.

## **Use of City Property**

Each employee shall exercise due caution in the care and handling of all tools and equipment which may come into his/her custody or over which he or she may have a degree of control. Any employee who loses, misuses, or damages through his or her carelessness, negligence, and/or intentional misconduct such tools or equipment provided by the City shall be subject to discipline up to and including termination of employment. Intentional misconduct resulting in damage to City property may also include reimbursement to the City by the employee.

City property issued to employees, including but not limited to software, manuals, and proprietary information must be returned if employment with the City is terminated either voluntarily or involuntarily. If City property is not returned, employees will be responsible for repaying the City the value of the property.

No employee will remove City property from the premises without written permission from the supervisor or department director or designee who is responsible for the

property in question. Illustrative and not exhaustive examples of the kind of property subject to this policy are:

- a) Books, office supplies, and equipment.
- b) Personal property owned by the City or other employees.
- c) Confidential literature including contracts, outlines, files, and reports.
- d) Computer disks, tapes, and other storage media.
- e) Trailers, mowers, weed eaters, and leaf blowers.
- f) Marketing or other street pole banners.

Removing or attempting to remove City property without proper permission can result in discipline up to and including termination of employment.

### **City Center Building Rules**

Employees are permitted to hang their own pictures, certificates, plaques, etc. as long as the items weigh five (5) pounds or less. The only permitted picture hanging hardware is manufactured by OOK, for ten (10) pounds or less. Employees must use common sense when hanging their own pictures. Items such as bulletin boards or any item greater than ten (10) pounds will be hung by Building Maintenance personnel. To request service, call 561.822.2120, state the request, and a work order will be created.

### **Building Security and Identification Badges**

All employees who are issued keys are responsible for their safekeeping. Employees are expected to use designated entrances and exits. Employees are not allowed on City property after hours without prior authorization from their supervisor.

An identification badge is issued to each employee at the time of employment. Employees are expected to display their identification badges while working. Identification badges remain the property of the City.

Lost badges must be reported immediately by completing the Request for Replacement Employee ID Card form by:

- a) Opening Lotus Notes:
  - 1) Navigating to the Employee Resource Center.
  - 2) Clicking the Human Resources icon.
  - 3) Clicking the HR Forms link.
  - 4) Clicking the Replace Employee ID Card link.
- b) Requesting assistance from their supervisor or time keeper.
- c) Calling the Human Resources Department at 561.494.1000.

The City reserves the right to inspect bags, parcels, or containers entering or exiting City premises. The City also reserves the right to inspect the workplace, including lockers, desks, files, computers, etc.

Employees are expected to be observant of any suspicious persons, items, or activity while on City premises. Employees should immediately report any suspicious persons or activity to their supervisors so proper action can be taken. Employees should be aware of

any unfamiliar persons who are in secured areas. Such persons should be questioned as to their purpose for being there and properly escorted to their legitimate place of business.

"If you see something, say something" is the goal of City government. Employees will immediately report any suspicious activity or safety hazard to their supervisor or department director. City Center employees may also call the City Hall Security Desk by dialing 561.822.1536 or by dialing extension 4444 while using an internal City telephone.

### **City Hall Employee, Patron, and Visitor Protocol**

#### **Patrons/Visitors**

- a) Employees are responsible for notifying security, by use of the City Center Visitor's Log (see below) within Lotus Notes, of visitors who are authorized to proceed above the 1<sup>st</sup> floor of City Hall for business purposes.
- b) All visitors are to enter City Hall through the main entrance located on the northwest side of the courtyard of City Center.
- c) All visitors are to remove all metal objects from their pockets (including phones) and place them on the table next to the metal detectors, along with bags, purses, briefcases, and other items carried into City Hall. All items are subject to search.
- d) All visitors must pass through the metal detectors and be cleared by City security guards.
- e) If a visitor has a weapon subject to municipal regulation, the security guard will direct the visitor to store the weapon in the visitor's vehicle prior to proceeding with business at City Hall.
- f) If the visitor is carrying a concealed weapon subject to state regulation, then a City Police Officer will ask to see the visitor's concealed weapons license and proper identification prior to proceeding to the next step.
- g) Upon clearance by security, all visitors must approach the designated sign-in desk. A log will be provided to enter name, location of business transaction and time. Visitors will receive a visitor tag.
- h) If the visitor's business is on the 1<sup>st</sup> floor public access areas (i.e., Development Services, Public Utilities Customer Service, Cashier, or the City Clerk's Office) then he/she may proceed.
- i) If the visitor has a meeting or appointment in the City business areas of City Hall (i.e. 2<sup>nd</sup> through 5<sup>th</sup> floors), then either of the following shall apply:
  - a) If the visitor is listed in the City Center Visitor's Log database at the sign-in desk, provided by the appropriate department, then the visitor may proceed to logged in location.
  - b) If the visitor is not listed in the City Center Visitor's Log database, then the appropriate city department or staff member is to be called to confirm the appointment prior to the visitor proceeding to the location.
- j) If the visitor does not have an appointment or is not on the City Center Visitor's Log database, then the visitor can be directed to the courtesy phone to call the appropriate department or staff to schedule an appointment or receive permission to proceed to the location.

#### **Public Meetings**

- a) In the case of public meetings (i.e., Commission Meetings), those individuals entering the building to attend the scheduled public meeting only, are not required

to sign in and may proceed directly to the public meeting upon clearance through security (steps 1 - 5 Patrons/Visitors above).

#### City Staff

- a) All City staff must comply with steps a-d of the above Patrons/Visitor Protocol section.
- b) No City staff shall bring any weapons or firearms into City Hall.

#### City Center Visitor's Log

To comply with the above City Center Visitor's Log requirement, employees shall record City Center visitor information including the date of the appointment, name of visitor, company of visitor, department and name the visitor is going to visit, and a contact phone extension. The database will provide the needed information for the staff manning the sign-in station at one simple viewing location.

Employees may locate the City Center Visitor's Log database by:

- 1) Opening Lotus Notes.
- 2) Navigating to the Employee Resource Center.
- 3) Clicking the City Center Visitor's Log icon.

**You should know about the personnel practices and the many benefits available to you as an employee of the City of West Palm Beach. If you have questions which this Handbook did not answer, please talk to your supervisor or contact the Human Resources Department.**

## IMPORTANT TELEPHONE NUMBERS

### City of West Palm Beach

Non-Emergency Hotline: 561.822.2222 - (available 24/7)

### Employee & Family Health Center

[cityfitmd.com](http://cityfitmd.com)

561.822.2000

### Human Resources

Reception: Monday-Friday 8:00am-5:00pm 561.494.1000

#### Job Hotlines:

English 561.494.1001

Spanish 561.494.1002

EEO Officers: 561.494.1031  
561.494.1030

Chief Human Resources Officer: 561.494.1006

Risk Management 561.494.1130

After Hours/Weekends: 561.252.2749  
561.856.5180  
561.644.7417  
561.402.3061  
561.961.9285

### Legal Department

Reception: Monday-Friday 8:00am-5:00pm 561.822.1350

Ethics Officer: 561.822.1350

### Police Department

Emergency: 911 - (available 24/7)

Non-Emergency: 561.822.1900 - (available 24/7)

### Fire Department

Emergency: 911 - (available 24/7)

Non-Emergency: 561.804.4700

## EMPLOYEE HANDBOOK ACKNOWLEDGMENT FORM

- This Employee Handbook is an important document intended to help you become acquainted with the City of West Palm Beach and understand the rules governing City employment. As the general business atmosphere of the City and economic conditions are always changing, the contents of this Handbook may be changed at any time at the discretion of the City. It is understood that future changes in policies and procedures will supersede or eliminate those found in this Handbook, and employees will be notified of such changes through normal communication channels. Where a provision of this Handbook may conflict with a current Collective Bargaining Agreement (CBA), City policy, procedure, or Ordinance, the CBA will prevail.
- As of this date, I understand where to locate a copy of the Employee Handbook. Also, I understand that the policies, rules, and benefits described in the Employee Handbook are subject to change at the sole discretion of the City at any time. I understand that it is my responsibility to immediately read and comply with the Employee Handbook and any revisions made to it. I understand that I can review all current City policies on Lotus Notes, and, if I do not have regular access to Lotus Notes, I may request copies from my supervisor, time keeper, or the Human Resources Department. I understand that this Handbook replaces (supersedes) all other previous handbooks for the City.
- I further understand that my employment is terminable at will, either by myself or the City, or in accordance with an applicable collective bargaining agreement or Civil Service Rules and Regulations, regardless of the length of my employment or the granting of benefits of any kind, including but not limited to pension benefits which may provide for vesting based upon length of employment.
- I understand that unless I am a covered Civil Service or bargaining unit employee, no contract of employment other than "at will" has been expressed or implied, and that no circumstances arising out of my employment will alter my "at will" employment relationship unless expressed in writing, with the understanding specifically set forth and signed by myself and the Mayor, with the approval of the City Commission.
- I am aware that during the course of my employment confidential information may be made available to me. I understand that this information is critical to the success of the City and must not be given out or used outside of the City's premises or with non-City employees. In the event of termination of employment, whether voluntary or involuntary, I hereby agree not to utilize or exploit this information with any other individual or employer.
- I understand that the Employee Handbook is available for my reference at any time at [www.wpb.org/career](http://www.wpb.org/career). I also understand that if I have any questions about any City policies, rules, or regulations, I am responsible for asking my supervisor, Human Resources, or any other member of City management for guidance.
- I understand that completing this acknowledgement form indicates that I have read and understand the above statements and it is my responsibility to immediately read and comply with the Employee Handbook.

\_\_\_\_\_  
Print Legal Name: (First, Middle, Last)

\_\_\_\_\_  
Department

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Today's Date

## HISTORY OF UPDATES

- April 2, 2012
  - Revised/release date - April 2, 2012
- January 29, 2013
  - Updated Immediate Family definition
  - Updated Annual Leave section to reflect change in City Code
  - Updated Sick Leave section to reflect change in City Code
- February 15, 2013
  - Updated Annual Leave section to reflect PMSA and SEIU contract language
  - Updated Sick Leave section to reflect PMSA and SEIU contract language
- May 1, 2013
  - Edited the Military Policy hyperlink
    - Removed the expired policy and replace with current policy
- August 28, 2013
  - Updated steps to locate information to match the new HR website
  - Added graphics/image to front cover
- October 23, 2013
  - Updated steps to location information to match the new Lotus Notes Employee Resource Center
- June 3, 2015 and July 15, 2015
  - Updated hyperlinks to align with the City's new web site and added the new logo
- January 20, 2016
  - Revised /release date - January 20, 2016
    - Updated the following sections
      - Updated policy hyperlinks to align with the City's new web site
      - Cover
      - Mission
      - Core Values
      - Strategic Priorities
      - New Hire (Initial) Probationary Period
      - Promotional Probationary Period
      - Lateral Transfer Period
      - Performance Appraisals
      - Annual Leave
      - Bereavement Leave
      - Earned Personal Leave
      - Incentive Sick Days
      - Jury Duty/Court Subpoenas
      - Sick Leave
      - Long Term Disability Insurance
      - Retirement Programs
      - Employee Assistance Program
      - Workplace Learning/Training
      - Exit Interviews
      - City Center Employee, Patron, and Visitor Protocol

- City Center Visitor’s Log
    - Important Telephone Numbers
    - Employee Handbook Acknowledgement Form
  - Removed the following sections
    - Leave of Absence Without Pay
    - Medial Leave of Absence
- March 31, 2016
  - Acknowledgement Form
    - Added missing word
      - Added “of” in the first sentence of the second bullet
- July 1, 2016
  - Employee Assistance Program (EAP) Flier
    - Updated link to flier with new carrier information
- September 26, 2016
  - Mission, Vision, Values
    - Updated language to align with Strategic Plan 2016-2020
- November 23, 2016
  - Updated the hyperlinks for the following updated policies
    - Leave Administration Policy 4-13
    - Substance Abuse Policy 4-16
    - Violence Free Workplace Policy 4-18
- January 3, 2017
  - Replaced Training and Development section with Learning and Development information
  - Updated the Employee and Family Health Center’s new location and address
- April 13, 2017
  - Updated hyperlink for revised policy
    - Substance Abuse Policy 4-16
  - Revised policy title and hyperlink
    - Removed title and hyperlink
      - Computer Hardware/Software, Networks and Communications Policy
    - Added policy title and hyperlink
      - Technology Use Policy 1-28
- October 13, 2017
  - Added Ethics Training Policy 4-22
- February 1, 2018
  - Updated hyperlinks for revised policy
    - Employee Assistance Program (EAP)
  - Updated hyperlinks for revised policy
    - Leave Administration Policy 4-13
  - Updated hyperlink for revised policy
    - Higher Education Assistance Policy 4-19
- February 9, 2018
  - Updated Learning and Development step to locate classroom-based training
    - My Events link within CityEDGE
- August 20, 2018
  - Updated the hyperlinks for the following updated policies

- Compensation Administration Policy 4-7
  - EEO Discrimination Report Form
  - Employee Separation Policy 4-10
  - Ethics Policy 4-4
  - Ethics Training Policy 4-22
  - Hiring Policy 4-5
  - Leave Administration Policy 4-13
  - Progressive Discipline Policy 4-1
  - Work Schedule Policy 4-6
- Added the following section
  - Voluntary Employee Beneficiary Association (VEBA) section
- March 13, 2019
  - Vision, Mission, Values, Strategic Pillars
    - Updated language to align with the City's Strategic Plan 2019-2023
  - New Hire (Initial) Probationary Period
    - Updated job title
  - Promotional Probationary Period
    - Updated job title
  - Immediate Family
    - Updated description
  - Learning and Development
    - Added tagline
    - Added CityEDGE/TargetSolutions title
  - Annual Leave
    - Updated language regarding separation payout
  - Family and Medical Leave
    - Updated language regarding contacting the City's FMLA Administrator
  - Parental Leave
    - Added section
  - Sick Leave
    - Updated language regarding submitting documentation
  - Benefits
    - Updated language regarding location of forms
  - Retirement Programs
    - Updated language regarding deduction percentages
  - Employee and Family Health Center
    - Updated language regarding eligibility to use the Center and benefits of the Center
  - Employee Assistance Program
    - Updated description language
  - Updated the hyperlinks for the following updated policies
    - CityFit Wellness Center Policy 4-17
    - Family and Medical Leave Policy 4-12
    - Equal Employment Opportunity Policy 4-2
    - Military Leave Policy 4-9
    - Motor Vehicle Policy 9-1
    - Overtime Policy 4-21
    - Violence Free Workplace Policy 4-18
    - Workers' Compensation Policy 7-1