

TOWN OF WAKEFIELD

EMPLOYMENT MANUAL



January 1, 2019

DISCLAIMER

By preparing this manual, the Town of Wakefield does not intend to create a contract of employment between the Town and any of its employees, and no part of this manual should be considered a contract with the Town. Employees who are not union members, who are not part of the Civil Service System, or who do not have contracts with the Town are employees at will and may either decide to leave the Town's employ or be terminated at any time and for any reason.

In addition, by preparing this manual, the Town of Wakefield does not intend to modify the terms of any individual employment agreement or collective bargaining agreement (CBA). If an employee has an employment agreement or is a union member, that contract should be referenced for guidance about the terms and conditions of employment. Union contracts and salary scales are available from union representatives. This manual does not supplant, replace, or modify any individual employment agreement or CBA. **Where terms conflict with this manual, contracts or CBAs control.**

The Town reserves its right to amend, modify, suspend, change, or cancel the terms of this manual, in whole or in part, at any time, in its sole discretion. Revisions to the manual will be distributed by the Town, but it is the employee's responsibility to ensure that his/her manual is kept up to date. The enclosed material supersedes any policies or manuals previously distributed.

This manual does not apply to Wakefield Public Schools (WPS) or Wakefield Municipal Gas and Light Department (WMGLD) employees.

DEFINITIONS

Appointing authority

The person or officials authorized by law to make appointments and dismissals. In the Town of Wakefield, the Town Administrator is the sole appointing authority.

Exempt position

Those employees of the Town who are exempt from overtime payments pursuant to M.G.L. c. 151, Section 1A and/or Section 13(a)(1) of the Fair Labor Standards Act as defined by Regulations, 29 CFR Part 541.

Examples of such employees generally include certain department heads, managers, professional, computer, and administrative employees who are compensated on a salary basis.

Non-exempt position

All Town employees not classified as exempt.

Full-time employee

An employee who works a regularly scheduled minimum of 30 hours or more per week and has definite assigned responsibilities.

Part-time employee with benefits

An employee who works a regularly scheduled minimum of 20 hours per week (1,040 annually) but less than 30 hours per week and has definite assigned responsibilities. These employees are granted holiday pay, vacation pay and sick pay on a pro-rata basis, as determined by the number of regularly scheduled hours compared to the normal work week in his or her given department. These employees are eligible for group health insurance and other benefits only if they meet the criteria for Group Insurance Commission (GIC) coverage.

Part-time employee without benefits

A part-time employee is an employee who is scheduled less than 20 hours per week regularly. These employees are not entitled group health insurance or any other fringe benefits.

Seasonal, temporary, intermittent employee, library page, or vendor

An employee who is serving in a position for a specified period of time or completing a specific project. These employees are not entitled to holiday pay, vacation pay, sick pay, group health insurance, or any other benefits regardless of the number of hours worked per week unless, in the case of a contract employee, it is explicitly provided pursuant to his or her contract.

Civil service employees

The Civil Service Commission is the quasi-judicial agency with the statutory authority to enforce the civil service law codified in Massachusetts General Laws, Chapter 31. The Commission oversees and rules on actions taken by the Human Resources Division (HRD) or the appointing authority as they pertain to civil service law and ensures that the basic merit principles outlined in the civil service law are not violated.

Employees with permanent civil service status may refer to the rules and regulations outlined in Massachusetts General Laws, Chapter 31 and in the Personnel Administration Rules (PARs) to obtain more information regarding employment transactions and rights under civil service law. The Human Resources Division has provided informative guidelines pertaining to a number of common topics. These guidelines may be found on HRD's website at www.mass.gov/hrd.

No-pay status

Approved or unapproved leave without pay.

TOWN OF WAKEFIELD STANDARDS FOR CUSTOMER SERVICE

Customer Service is everyone's responsibility, not just those who staff the front information desks. Every time we interact with an individual, answer the telephone, send an email, write a letter, or attend a meeting, we are making an impression on our customers – whether they are citizens, visitors, vendors or colleagues. These customer service standards were created to ensure that the quality of service to all of our customers meets or exceeds their expectations.

All new employees will be introduced to these standards as part of their orientation.

Guiding Principles

We are a dedicated organization committed to enhancing the quality of life in the community of Wakefield by providing premium services in response to the needs of everyone who lives, works, and visits our Town.

As a Town employee, you may be privy to certain information about our local businesses and services. The information you provide should be factual, consistent with your job responsibilities and relevant law, and without interjecting personal opinion.

Standards covering all Customer Service Interactions

Customers have a right to expect that employees will:

- treat them with courtesy, respect, honesty, and professionalism
- listen to their requests and questions, ask for clarification if necessary, and provide knowledgeable, accurate, and precise information
- make a reasonable effort to provide information about the Town and, as appropriate, other outside agencies related to your department's function

Telephone and Voicemail

Customers have a right to expect that employees will:

- answer the telephone promptly whenever possible. We prefer a person, not voicemail, answer each department's main number
- answer calls in a courteous manner (with a smile)
- listen and understand the nature of a request before transferring a call
- provide the name, telephone number, and department of a transferred call's destination in the event of a disconnection
- provide an explanation if unable to assist a customer, offer to take a message for the caller, and ensure that the call is returned within one business day
- acknowledge voicemail messages within one business day
- keep their outgoing voicemail greetings current by notifying the public when out of the office and offering an alternative number for customers to call

In Person

Customers have a right to expect...

- to be addressed at the customer service window, not from a work station
- a timely and courteous acknowledgement, such as eye contact, especially if employees are on the telephone or with another customer
- that each main informational counter is staffed during business hours or, if staff is unavailable, signage refers them to the appropriate department
- that personal phones are not visible in any customer service area and are used only in matters of significant importance

In-Person Contacts with Field Personnel

When approaching a Town employee who is doing work in the field, customers have a right to expect that a staff member will:

- attempt to answer questions that pertain to his or her duties or for which the employee knows the answer
- provide residents with a supervisor's contact information if the questions are within the employee's scope of responsibility but the answer is unknown
- provide residents with the contact information necessary for resolution if the questions is outside of the employee's scope of responsibility

Email

Customers have a right to expect that emails will:

- be answered within one business day whenever possible
- be answered in a courteous manner with professional language and accurate spelling and grammar
- have an updated auto-response that notifies the public when an employee is out of the office and offers an alternate contact during absences
- contain signatures with full contact information in the below format:

First Last

Title, Town of Wakefield

1 Lafayette Street, Wakefield, MA 01880

Ph. (XXX) XXX-XXXX | Fx. (XXX) XXX-XXXX

Em: name@wakefield.ma.us

Web: www.wakefield.ma.us/yourdepartment

Confidentiality Notice

This electronic message and any attached files contain information from the Town of Wakefield that may be privileged and/or confidential. The information is intended for the recipient named above, and use by any other person is not authorized. If you are not the intended recipient, any disclosure, distribution, copying, or use of this information is strictly prohibited. If you have received this message in error, please notify the sender by e-mail immediately. Also, please be advised that the Secretary of State's office has determined that most e-mails sent to and from municipal officials are considered to be public records and consequently may be subject to public disclosure.

When referring a customer to another party via email, employees will:

- reply to the customer and copy the appropriate party with an explanation of who is being copied and why
- follow up with colleagues to ensure that a referred email is answered
- remain available as a resource to the customer

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SECTION 1. EMPLOYMENT PRACTICES

PROBATIONARY PERIOD

All new employees, whether full time or part time, must serve a six-month probationary period. The probationary period allows employees and their supervisors to determine if the positions are ones for which the employees are well suited.

PROBATIONARY PERIOD ASSESSMENT

Supervisors may conduct probationary period assessments with newly hired employees prior to their six-month employment milestones. The purpose of the reviews is to clarify expectations, give feedback, and provide direction.

Probationary employees may be disciplined, discharged, or otherwise terminated at the sole discretion of the Town of Wakefield, and any such action shall not be subject to challenge. Employees transferring from one department to another are not subject to an additional probationary period. However, a break in service during a probationary period extends the period by the length of the break.

HIRING RATE AND WAGE PROGRESS

The hiring rate for non-union employees shall be set at the time new employees are hired. For union positions, the hiring rate generally begins in the step 1- through 3- rate range established in the salary scales.

NEW HIRE PROCESSING

All new employees must visit the Human Resources Department to complete pre-employment and benefit paperwork prior to their start dates. New employees need to bring a copy of their birth certificates and driver's licenses along with a voided check for direct deposit.

RETIREMENT ELIGIBILITY (SEE ALSO RETIREMENT BENEFITS)

Employees must work a minimum of 30 hours per week to become a member of the Town of Wakefield retirement system. New employees must notify our Retirement department if they have prior service in another community. If employees are not eligible for The Town of Wakefield retirement system, they must sign up for OBRA, an alternative retirement plan. **This is mandatory and is required by the Omnibus Budget and Reconciliation Act of 1990.**

BENEFIT ELIGIBILITY

Employees must be a member of the Town of Wakefield retirement system and work a minimum of 20 hours per week to be eligible for health insurance through the Group Insurance Commission (GIC). Employees may elect benefits during annual open enrollment, new employment, or with a qualifying event. Human Resources will review new hires' benefit packages at the time of new hire processing.

- **health insurance enrollment must be completed within 10 days of hire**
- most other benefit elections must be completed within 30 days of hire

PAYROLL

Employees are paid bi-weekly, on Fridays, by direct deposit. Direct deposit is required upon hire for all employees and direct deposit advice is sent via email. Other payroll documents, such as W-2 and 1095, are also sent via email.

So that our payroll system can create a test connection with a new employee's bank account, one's first paycheck will be a "live" paper check to be cashed. Subsequent paychecks will be delivered via direct deposit with email advice upon successful completion of testing.

Paychecks will reflect payroll deductions, including federal income tax, state income tax, health insurance, basic and voluntary life insurance, retirement, etc. For employees hired after April 1, 1986, there is an additional deduction for federal Medicare. Paychecks also reflect accrual balances for sick, vacation, personal, and compensatory time.

DRESS CODE

The Town strives to maintain an atmosphere of professionalism and believes that appropriate dress and overall appearance on the part of each employee is essential. Town Hall offices allow for "business casual" attire Monday through Thursday and jeans are permitted on Friday. Shorts, tank tops, visible undergarments, gym shoes, flip flops, hats, spaghetti straps, and shirts bearing advertisements are not permitted. Men should wear a collared shirt. The responsibilities of some field employees may necessitate certain types of clothing, footwear, or protective gear. Supervisors will discuss with their employees what is appropriate for their positions. If there are questions on whether something is appropriate, employees are expected to use good judgment. If there are questions on whether something is appropriate, employees are encouraged to check with their supervisors, who are ultimately charged with enforcement. Supervisors are charged with enforcement. Dress code accommodation requests can be made with our Human Resources department.

WORK WEEK AND OVERTIME

Town Hall is open Monday through Wednesday, 8 a.m. to 4:30 p.m.; Thursday, 8 a.m. to 7 p.m.; and Friday, 8 a.m. to 12:30 p.m. Each office's schedule is determined by its department head.

Generally, Town Hall employees are classified as either exempt or non-exempt in accordance with the parameters of the Fair Labor Standards Act (FLSA). Generally speaking, non-exempt employees are entitled to be paid at time and one-half for all hours actually worked in excess of 40 in a given work week. For purposes of the FLSA, the work week is Monday to Sunday. Exempt employees are generally paid a set salary and not entitled to overtime. Additionally, public safety employees shall be compensated for overtime, depending on their work schedules, in accordance with the requirements of the FLSA.

If entitled to overtime pay, all work actually performed in excess of 40 hours per week (not including excused or unexcused absences or use of paid or unpaid leave) is considered overtime. Employees covered under specific Collective Bargaining (Union) Agreements (CBAs) should consult their respective agreements relative to determine work-hour requirements.

COMPENSATORY TIME

Union employees should consult their respective CBAs for information about compensatory time off.

Under the law, those individuals employed in a bona fide executive, administrative, or professional capacity are exempt from the minimum wage and overtime requirements of the FLSA. As a result, exempt employees are not entitled to either overtime pay or compensatory time pursuant to the FLSA.

In certain situations, however, compensatory time for exempt employees will be considered. Compensatory time for exempt employees is provided at the sole discretion of the Town, is not guaranteed, and is not granted on an hour-for-hour basis. The purpose of providing compensatory time for exempt employees is to offset the extraordinary time put in during peak and exceptional workload

periods. Whenever possible, compensatory time should be earned and used within the same biweekly pay period.

- compensatory time will be limited to a balance of 16 hours within a calendar year except for unusual circumstances approved by a department head
- compensatory time may not be “banked” and used as vacation time
- compensatory time may not accrue from fiscal year to fiscal year

Compensatory time may be accrued when:

- exceptional demand created by major or simultaneous projects causes an unusual or exceptional workload
- there is unusual demand for special reports to the state
- new systems or procedures are implemented
- late tax billing produces an extraordinary increase in workload
- coverage needs change due to unexpected absences

Employees covered under specific CBAs should consult their respective agreements relative to determine eligibility for compensatory time.

PERSONNEL FILES

Personnel files are maintained by the Human Resources department for all employees except School Department and Wakefield Municipal Gas and Light employees. These files include employment applications, copies of resumes, and salary changes and similar documents relating to employees' employment with the Town.

By law, employees are entitled to see their personnel files. Employees must make a written request to the Human Resources department with at least five days' notice to review or obtain a copy of their records.

The Town will only give out personnel information which is accessible under the Massachusetts Public Records Law (M.G.L. c.4, Paragraph 7(26)(a)-(m)). Other information will only be divulged if the furnishing of such information is authorized in writing by the employee, required to be released by a court of competent jurisdiction, or through lawful legal process.

PERFORMANCE MANAGEMENT

All employees are expected to meet acceptable standards for work performance, punctuality, attendance, and personal conduct including interpersonal relations and customer service.

Supervisors are responsible for informing employees of standards, policies, and procedures and must address deficiencies as soon as they are identified. All problem situations should be reviewed with Human Resources at the earliest opportunity. Employees may be referred to the Town's Employee Assistance Policy (EAP) at any point in this process.

Documentation serves as an essential guide to develop and improve employee performance. It also gives supervisors the opportunity to make employees aware of the positive and negative impacts of their actions.

Generally, the following series of steps will be followed when acceptable standards are not met, although there will be circumstances which justify skipping steps, modifying steps, repeating steps, or proceeding to immediate termination at the discretion of management and in accordance with applicable law. At each step, employees must be given a chance to review, acknowledge with signature, and respond to any memos placed in their personnel files.

Step 1: Verbal alert for a first offense. The supervisor and the employee discuss the performance problem and the steps needed for improvement. A memo detailing the date of the meeting is completed and is kept by the department head. This memo also should be sent to Human Resources either when the verbal warning is presented or when the corrective-action warning is given.

Step 2: Corrective-action warning for a second offense or a first offense requiring more than a verbal alert. All corrective-action warnings must be reviewed by Human Resources before being presented to an employee. The supervisor meets with the employee and, if desired, with Human Resources. A corrective-action warning becomes a permanent part of an employee's personnel file.

The supervisor and staff member review the performance problem and identify the steps necessary to correct it. The supervisor reviews the following points and includes them in the written warning:

- statement of performance problems
- necessary corrective action discussed
- restatement of prior counseling, if any
- description of the next step in the process

Step 3: Final warning. If a problem continues, a final written warning is issued. The warning must be reviewed by Human Resources before it is presented to the employee and a meeting arranged with the employee, the supervisor, and Human Resources. The purposes of this meeting are to:

- review the performance problem
- identify necessary corrective action
- attempt to resolve any underlying problems interfering with the employee's ability to correct the performance problem
- restate prior counseling
- clearly indicate that if the problem is not resolved, the next step will be termination

Step 4: Recommendation for release. If the desired improvements do not occur, the supervisor has no choice other than to recommend that the employee be terminated. In certain situations, the supervisor may believe that immediate termination is warranted or that some of the steps set forth above should not be used. Anyone recommended for release must be referred to the Town Administrator and Human Resources for immediate review.

Those employees covered under Civil Service Laws have certain rights, including written notification, hearings, and rights of appeal in cases of transfer, abolition of position, demotion, removal, discharge, lay-off, or suspension.

Employees covered under a specific CBA may have different or additional procedures that apply to disciplinary actions and should therefore consult their agreements.

REFERENCES AND RECOMMENDATIONS

All requests for recommendations and references must funnel through the Human Resources department. Employees should not provide information regarding a current or former employee to any outside party.

It is the Town's policy to only confirm dates of employment and positions held when approached for a reference. Any employee or former employee who wishes to allow the release of more information must contact the Human Resources department and provide a written authorization for the release of information.

SECTION 2. VACATIONS, HOLIDAYS, and LEAVES

Paid-time-off accruals (including vacation, personal days, and sick leave) are accrued annually and awarded on January 1 and/or on milestone anniversaries. Paid time off is accrued and awarded in the same calendar year. Effective July 1, 2018.

VACATION

Employees in full-time employment shall accrue up to two weeks of vacation with pay in the first calendar year beginning on their dates of hire. Time shall be accrued at 0.833 days per month, regardless of their start date.

Employees in full-time employment shall accrue two weeks of vacation with pay beginning their second calendar years.

Employees in full-time employment with five years of service shall accrue three weeks of vacation with pay in their anniversary years and beginning each January 1 thereafter.

Employees in full-time employment with ten years of service shall accrue four weeks of vacation with pay in their anniversary years and beginning each January 1 thereafter.

Employees in full-time employment with twenty years of service shall accrue five weeks of vacation with pay in their anniversary years and beginning each January 1 thereafter.

All requests for vacation must be approved by an employee's department head to ensure sufficient coverage within each department or office.

Employees are allowed to carry over a maximum of two weeks' vacation from one calendar year to another. Vacation in excess of two weeks may be carried over only with the approval of the department head and under unusual circumstances. Any carry-over vacation time in excess of two weeks must be used during the year to which it was carried, or the employee loses that time.

HOLIDAYS

Following is a list of holidays when Town Hall is closed:

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

If one of the designated holidays falls on a Saturday, Town Hall will be closed on Friday. If the holiday falls on Sunday, Town Hall will observe the holiday on Monday. Employees required to work as part of a skeleton crew will be paid their hourly rates plus earn compensatory time at time and one-half.

While on vacation, an employee shall not be charged a vacation day on a designated holiday if the designated holiday falls on, or is legally observed on, Monday, Tuesday, Wednesday, Thursday, or Friday. The same is true for a day in which town buildings are closed due to inclement weather or other circumstances. This does not apply if town buildings unexpectedly close early on any given day.

SICK LEAVE

Employees in full-time employment shall accrue up to 10 days of sick leave with pay in the first calendar year beginning on their dates of hire. Time shall be accrued at 0.833 days per month, regardless of their start dates.

Employees in full-time employment shall accrue 10 days of sick leave with pay beginning each January 1 thereafter, up to a maximum of 150 days.

Sick leave accruals are available to employees in the event of sickness or injury, by exposure to contagious disease, or in cases of serious illness in an employee's immediate family requiring the employee to stay home. In the event that the leave is categorized as Family and Medical Leave Act (FMLA), FMLA rules regarding accruals and use apply.

When ill, it is important that employees inform their supervisors as soon as possible. Department heads should ensure that all employees know their departments' call-in procedures.

Department heads or supervisors may require that a physician's note be submitted under certain circumstances including sick days taken just before or after a scheduled vacation, sick days following or taken on weekend shifts, sick days taken after the employee has received a written warning regarding sick leave abuse, and sick leave taken for three or more consecutive days.

In the event of a serious health condition lasting more than three days, or a circumstance which requires hospitalization, the Town requires a fit-for-duty certificate from an employee's doctor prior to returning to work. It is the Town's intent to ensure that the employee's job will not exacerbate the condition, negatively impact the employee upon his or her return, or create a safety risk for the employee or others.

Upon death or retirement, employees shall be credited with one-third of accrued sick time up to 150 days.

In the event sick and all other paid time off is exhausted, an employee may request a sick leave extension through his or her department head. The department head is authorized to grant up to 20 additional sick days per calendar year at his or her discretion and with appropriate medical documentation. Request for sick leave in excess of these 20 days should be made through the department head to either Human Resources or the Town Administrator and will only be granted in exceptional circumstances.

PERSONAL DAYS

Employees are awarded two personal days each January 1. Personal days must be used in the year they are earned and will not transfer to the next calendar year. An employee with perfect attendance for a calendar quarter will earn a personal day to be taken within the following quarter or it is forfeited.

FAMILY AND MEDICAL LEAVE ACT

Family and medical leave is an unpaid employee leave of absence pursuant to federal law – the Family Medical Leave Act (FMLA). FMLA leave is provided in accordance with law to eligible employees. FMLA leave runs concurrently with any other available paid or unpaid leave, to the maximum extent allowed by law. Please see the Town's FMLA policy for additional information. If you have

questions about the applicability of the FMLA to your particular circumstance, please contact Human Resources.

PARENTAL LEAVE

The Town of Wakefield grants maternity and paternity leave in accordance with the provisions of MGL Chapter 149; Section 105D. Employees having successfully completed three months of benefit-eligible service, and who intend to return to employment, shall be granted eight weeks of unpaid maternity-paternity leave without loss of seniority or benefits for the purposes of giving birth, becoming a father, adopting a child under age 18, or adopting a child under age 23 if the child is mentally or physically disabled.

Employees are permitted to use their accrued sick time or vacation time during the entire leave.

Upon expiration of parental leave, employees will be restored to the same or similar positions. In the event that an employee is eligible for both FMLA and parental leave, that employee's leave will be charged to both forms of leave simultaneously (see Family and Medical Leave Policy).

Employees requesting leave pursuant to this policy must notify the Town at least two weeks prior to the anticipated leave, unless impracticable to do so.

Health coverage will continue during this leave time, as described in this manual, for active employees. This leave will not affect the employee's rights to receive vacation time, sick leave, bonuses, advancement, or other benefits for which he or she was eligible at the date of his or her departure.

BEREAVEMENT LEAVE

Emergency leave of up to five days with pay may be allowed for death of an employee's parent, spouse, domestic partner, child, or any other person residing in the employee's household at the time of death. Emergency leave of up to four days with pay may be allowed for the death of an employee's grandparent, grandchild, brother, sister, mother-in-law, father-in-law, first cousin, or stepchild. Reasonable time off with pay, up to a maximum of one day, shall be granted to an employee to attend the funeral of a nephew, niece, aunt, uncle, brother-in-law, or sister-in-law.

Pay shall be for the employee's regular scheduled hours lost on the day of leave.

MILITARY LEAVE AND TRAINING

The Town of Wakefield complies with all applicable laws related to available leave for military purposes. Please contact Human Resources for additional information or if you have any questions.

JURY DUTY

Employees who are called for jury duty or are summonsed as witnesses in connection with federal or state court proceedings (other than police officers who are required to appear in connection with their official duties) will be granted jury duty or court leave in accordance with applicable law. Employees must notify their supervisors or department heads at the earliest possible date prior to the start of their civic responsibilities. Employees are responsible for submitting proof of juror service to Human Resources. Court leave will not be granted if the employee is the defendant or is engaged in personal litigation unless the litigation arose from the performance of his or her job responsibilities. Jury duty and court leave shall not affect an individual's employment rights.

Compensation of Employed Jurors for First Three Days of Juror Service

In accordance with the Massachusetts jury statute, M.G.L., c. 234A, Section 48, each regularly employed trial or grand juror shall be paid regular wages by the Town of Wakefield for the first three days, or part thereof, of juror service to the Commonwealth of Massachusetts. Regular employment includes full time, part time, temporary, and casual employment.

Compensation from the Town

If trial jury service and grand jury service exceeds three days of court service, the Town will pay the difference between the employee's regular pay and the amount received from the Commonwealth, if any. The employee retains any expenses paid by the Commonwealth for travel, meals, room, or incidentals. The employee's pay statement from the Town will show his or her regular gross wages and the dollar amount of juror compensation subtracted from the wages.

Reporting to Work if Excused from Jury Duty

An employee who is excused from service by the court is expected to return to work if there is a minimum of three and one-half hours remaining in the employee's regular work day.

Proof of Service

Individuals receive two copies of the juror service certificate from the Office of the Jury Commission each week of service. The certificate serves as evidence of having performed juror service and lists any compensation paid to the juror. Employees must submit one copy of each certificate to Human Resources upon return.

Harassment by Employer; Penalties and Enforcement

Under Massachusetts law, it is unlawful for an employer to deprive a juror-employee of his or her employment or any incidents or benefits thereof, or to harass, threaten, or coerce an employee because the employee has received a juror summons. The Town of Wakefield shall not impose compulsory work assignments upon any juror-employee nor do any other intentional act which will substantially interfere with the availability, effectiveness, attentiveness, or peace of mind of the employee during the performance of his or her juror service.

Employees covered under specific CBAs should consult their respective agreements relative to provisions of this section.

SMALL NECESSITIES LEAVE ACT

Employees who meet the federal requirements for FMLA eligibility are also eligible for the Small Necessities Leave Act (SNLA) which provides a total of 24 hours of unpaid leave per year (defined in Wakefield as a rolling year from the date of the last leave) in order to:

- Participate in school activities directly related to the educational advancement of his or her child, such as parent-teacher conferences.
- Accompany his or her child to routine medical or dental appointments.
- Accompany an elderly relative to routine medical or dental appointment or for other professional services related to the elder's care.

Employees who wish to use SNLA leave must make a written request to their supervisors at least seven days in advance. If it is not possible to give seven days' advance notice, employees must give as much notice as possible. The Town requires employees who have available vacation, sick time, or personal days to substitute that time for all SNLA requested time.

WORKERS' COMPENSATION

The Town of Wakefield uses Massachusetts Education and Government Association (MEGA) Insurance Group for workers' compensation claims submitted by Town employees. Employees who are injured as the result of work-related incidents should notify their immediate supervisors or department heads. An injured employee and his or her supervisor must complete an incident report, putting the Town on notice of the injury, and submit it to Human Resources as soon as possible. All fields on the report are to be completed. Reports can be obtained through Human Resources or the department head.

If an employee is hospitalized as the result of a work-related injury or accident, health insurance should not be used. Instead, the attending physician or hospital should be informed that it is a workers' compensation claim and that MEGA should be contacted for billing of medical treatment:

Massachusetts Education and Government Association
C/O CCMSI
55 Walkers Brook Drive, FL 4
Reading, MA 01867
PH (800) 552 1150 | FX (781) 246 2610

If eligible for workers' compensation, employees are entitled to 60 percent of their average weekly wage on a tax-free basis. In the event an employee is eligible to receive workers' compensation payments, supplemental compensation granted under the provisions of vacation, sick, personal, or compensatory time shall be limited to the difference between the amount paid from workers' compensation and the employee's regular rate.

111F

General Laws c.41 §111F provides for leave without loss of pay for a period of incapacity incurred by a police officer or firefighter because of injury sustained in the performance of the employee's duty without fault of the employee.

§111F benefits are administered in accordance with law. General Laws c.41, §111F benefits are available only to police officers and firefighters. Police officers and firefighters receiving such leave under §111F are entitled to 100 percent of their compensation on a tax-free basis.

ABSENCE FROM WORK WITHOUT PAY

Absence from work without pay (authorized or unauthorized) may affect leave accruals, vacation status, salary adjustments, GIC benefits, retirement, and other benefits. An employee on unpaid leave may need to pay insurance premiums directly to the Town or to the GIC and should contact Human Resources.

ACCRUALS WHILE ON LEAVE

While out on unpaid leave, employees are only entitled accrue vacation, sick time, and personal time during the first 12 weeks of leave, regardless of the leave type.

SECTION 3. FRINGE BENEFITS

HEALTH INSURANCE

The Town of Wakefield offers subsidized comprehensive health insurance plans to benefit-eligible employees. The Human Resources department can provide information about plan options, rates, eligibility requirements, co-pays, and enrollment. New employees have 10 days from their hire date to enroll. The Town requires 30 days' advance payroll deductions for new enrollments.

New employees may enroll in health insurance on the first day of the month after 60 days of initial employment. If an employee does not select a plan upon hire, he or she must wait until the annual open enrollment period to join – unless there is a qualifying event. Open enrollment occurs from early April through early May of each year, with an effective date of July 1.

Employees are required to submit name changes, changes of address, and changes in dependent status to the Human Resources Department.

HEALTH REIMBURSEMENT ARRANGEMENT (HRA)

Employees enrolled in one of our health plans through the GIC are automatically enrolled for reimbursements through the town-sponsored Health Reimbursement Arrangement (HRA) to help offset two types of out of pocket expenses: high-cost co-payments for in-patient or outpatient hospitalization and high-tech imaging plus out-of-pocket maximums.

DENTAL INSURANCE

Dental insurance is a pre-tax deduction offered to active, benefit-eligible employees through Altus Dental. Dental premiums are 100 percent employee paid.

VISION PLAN

The vision plan is a pre-tax deduction offered to active, benefit eligible employees through VSP. Premiums are 100 percent employee paid.

LIFE INSURANCE

The Town offers a subsidized \$5,000 basic life insurance policy for all employees who work at least 20 hours a week.

To qualify for optional life insurance, an employee must be enrolled in basic life insurance policy. A new employee has 30 days from his or her hire date to enroll. If an employee chooses to enroll at a later date, the insurance carrier requires the employee to apply through a proof of evidentiary insurability application. Optional life insurance is 100 percent employee paid.

VOLUNTARY INSURANCES

Through our partnership with the Mass Municipal Insurance Program, Wakefield employees are eligible to enroll in any or all of the following insurances: universal life, term life, accident, critical illness, cancer, short-term disability, and long-term disability. Additional information can be obtained by contacting the Mass Municipal Insurance Program at 800-445-4493. Employees enrolling after 30 days of hire may be required to submit proof of evidentiary insurability.

FLEXIBLE SPENDING ACCOUNTS (FSA)

Flexible spending accounts allow employees to set aside pre-tax deductions to help pay for medical, dental, and child-care expenses. Medical and dental participants receive a "Benny Card" pre-loaded with

elected dollar amounts. One's total election is available immediately and is repaid through biweekly payroll deductions from July 1-June 30. Dependent care participants must submit a claim form for reimbursements.

MILEAGE REIMBURSEMENT

All Town employees who are eligible for and entitled to mileage reimbursement must complete a log of all miles traveled including related expenses for tolls, parking, etc. The Town will reimburse at the current IRS standards.

RETIREMENT BENEFITS

All permanent employees (except teachers and some school professional employees) who work at least 30 hours per week must become members of the Wakefield Retirement System which is part of the statewide retirement system for state, county, and municipal employees. Employees do not have Social Security deducted from their earnings.

Employees hired after July 1, 1996, will have a 9 percent retirement deduction taken from their regular compensation. Employees hired after January 1, 1979 will have an additional 2 percent deducted from their regular compensation for any amount over \$30,000. All deductions are tax deferred.

Any employee working less than 30 hours per week must have OBRA deductions withheld. This plan is overseen by the state Treasurer's Office.

An employee will be vested after a minimum of 10 years of creditable service for retirement. Retirement benefits are based on age, length of service, and an average calculation of the employee's salary. The system also has provisions for disability retirements. If an employee leaves the Town, a request may be made for the return of deductions. Such refund would be taxed. Funds may also be rolled over to an eligible qualified plan with no penalty.

The rights and responsibilities of the Town and its employees under the Wakefield Retirement System may be amended from time to time based on changes in applicable federal and state laws. All employees are encouraged to visit the Retirement office for additional information.

OPTIONAL RETIREMENT SAVINGS

Optional retirement savings plans are offered by Valic and the MA Smart Plan. Optional retirement savings are in addition to the mandatory retirement savings noted above.

EMPLOYEE ASSISTANCE PROGRAM (EAP)

The Employee Assistance Program (EAP) is a free and anonymous service available to help employees explore problem-solving resources. Resources are available to assist with legal problems, caregiver issues, financial situations, counseling, and much more. No enrollment is required.

COBRA

Employees and their dependents are eligible to continue group health, dental, and vision insurances for up to 18 months when a termination of insurance is due to a reduction in work hours, layoff, or voluntary termination of employment with the Town. There are also provisions allowing spouses and dependent children to obtain continuation coverage. The cost of continuation coverage is paid for in full by the individual and is administered by the GIC.

CREDIT UNION

The Wakefield Town Employees Federal Credit Union offers employees an opportunity for regular savings

through automatic payroll deduction. Employees should contact the credit union for any changes they wish to make in payroll deductions. The credit union operates independently of the Town of Wakefield, and the Town does not guarantee or insure deposits made in the credit union. It is located at 47 Tuttle Street in Wakefield and can be reached at (781) 245-9331.

LONGEVITY COMPENSATION

In order to show its appreciation for the efforts of its employees, the Town has established a bonus that is added to the annual compensation of full-time, eligible employees who have worked for the Town continuously for at least five years. Once employees pass their anniversary milestones, longevity is accrued annually and paid in June of each year as follows:

5 years of service	\$250
10 years of service	\$350
15 years of service	\$450
20 years of service	\$550
25 years of service	\$650

Employees covered under specific CBAs should consult their respective agreements relative to the provisions of this section.

SECTION 4. FEDERAL, STATE, AND OTHER EMPLOYMENT POLICIES, LAWS, AND RULES

EQUAL EMPLOYMENT AND AFFIRMATIVE ACTION

The Town of Wakefield is committed to the fundamental principles of equal employment opportunity for all current and prospective employees. The Town's policies, procedures, and practices are intended to prohibit discrimination based on race, color, national origin, ancestry, sex, disability, age, religion, veteran status, uniformed military service, sexual orientation, genetic information, pregnancy, marital status, gender identity, or any other classification protected by law.

AMERICANS WITH DISABILITIES ACT

The Town of Wakefield takes its obligations under the Americans with Disabilities Act (ADA) and the Massachusetts disability and handicap discrimination statutes seriously. Accordingly, it does not refuse to hire, dismiss from employment, or discriminate in compensation or other terms of employment because of an otherwise qualified employee's disability. Employees must, however, be able to perform the essential functions of their jobs. It is not illegal discrimination to require that all employees, including those with disabilities, be able to perform the essential functions of their jobs, or the jobs for which they apply.

Those with questions about the ADA or who require accommodations should contact the Human Resources department.

PREGNANCY

Employees have a right to be free from discrimination due to pregnancy or a condition related to said pregnancy including, but not limited to, lactation or the need to express breast milk to nurse a child. The town will provide reasonable accommodations for conditions related to pregnancy in accordance with law.

Any employee or applicant for employment who believes that she may need an accommodation in employment or the application process, or who has questions about reasonable accommodation, is encouraged to contact the Human Resources department.

CAMPAIGN AND POLITICAL ACTIVITY

The Campaign Finance Law (Massachusetts General Laws, Chapter 55) does not prohibit public employees from engaging in political activity, as long as such activity: 1) is not undertaken during work hours or otherwise using public resources, and 2) does not include soliciting or receiving political contributions.

The Campaign Finance Law (Massachusetts General Laws, Chapter 55) prohibits all compensated state, county, and municipal employees from:

- selling tickets to a political fundraiser or otherwise soliciting or collecting contributions in any manner, such as by phone or mail
- serving as treasurer of a political committee
- allowing the employee's name to be used in a solicitation letter or fundraising phone calls
- helping identify people to be targeted for political fundraising
- using public resources for political campaign purposes, such as influencing the nomination or election of a candidate or the passage or defeat of a ballot question

The Massachusetts Conflict of Interest Law (MGL c. 268A) prohibits all state, county, and municipal public employees, whether compensated or not, from:

- using any public resources or facilities, or the state seal or coat of arms, for campaign purposes
- engaging in any campaign activities during their normal public working hours

For more information, contact the Office of Campaign and Political Finance or the State Ethics Commission or visit <http://mass.gov/ocpf> or <http://www.mass.gov/ethics>.

CONFLICT OF INTEREST

All state, county, and municipal employees must complete an online Conflict of Interest Law training program every two years and are provided with a summary of the law annually. Newly elected or appointed public employees must complete this training within 30 days of beginning public service and are provided with the summary within 30 days of election or appointment. All public employees are required to sign a written acknowledgment that they have been provided with the summary.

The Conflict of Interest Law can be referenced at www.mass.gov/ethics and the online training accessed at www.muniprogram.state.ma.us. A certificate of completion should be printed at the end of an employee's training session and submitted to the Town Clerk's office. Department heads and commission and board chairpersons are responsible for keeping copies of their departments' certificates and ensuring all employees are compliant.

It is a Town policy, and the duty of each employee, to comply fully with all laws governing the areas in which we conduct Town business, from local ordinances to state and federal statutes. Our Town Counsel should be consulted for guidance if there are doubts in the propriety of our actions.

CORI/SORI POLICY

All new hires undergo a criminal background check prior to beginning employment. Massachusetts law and regulations promulgated by the Commonwealth Executive Office of Health and Human Services (EOHHS) state that individuals convicted of certain crimes pose an unacceptable risk to vulnerable populations (i.e. underage, elderly, disabled, or persons receiving care due to illness) and are therefore ineligible to provide services or support in such state programs or facilities.

Standardized procedures for the review of criminal offender record information (CORI) and sex offender registry information (SORI) help ensure that candidates under consideration are appropriate for serving in their positions. CORI and SORI checks will be performed on all employees, volunteers, trainees, and students who provide service or support to any Town program or facility in either a paid or unpaid capacity, and employees and applicants must authorize the Town to conduct the screening.

CORI and SORI applications are processed through the Commonwealth of Massachusetts Department of Criminal Justice Information Services and the US Department of Justice National Sex Offender Public Website. The confidential CORI and SORI records are used to make a determination as to a candidate's eligibility based on the standards established by the EOHHS. A person who is the subject of CORI and SORI checks is entitled to review the information received by the Town.

ANTI-HARASSMENT POLICY

The Town is committed to maintaining a work environment in which employees are treated fairly and in accordance with all applicable laws. Through enforcement of this policy, the Town strives to prevent inappropriate conduct that could be considered harassment. In addition, the Town is committed to correcting any inappropriate conduct and to disciplining those who violate this policy.

All employees of the Town, regardless of position, are covered by and expected to comply with this policy and should take appropriate measures to ensure that prohibited conduct does not occur. This

policy also extends to Town property, including but not limited to its telephones, copy machines, facsimile machines, computers, and computer applications, such as email and internet access, which may not be used to engage in conduct that violates this policy. Retaliation against an individual who has complained about harassment or cooperated with an investigation of a harassment is unlawful and will not be tolerated by this organization.

Unlawful Harassment

It is against Town policy to engage in physical, visual, verbal, and non-verbal conduct that denigrates or shows hostility or aversion toward an employee or that implicates an employee's race, color, national origin, ancestry, sex, disability, age, religion, veteran status, uniformed military service, sexual orientation, genetic information, pregnancy, marital status, gender identity, or any other basis protected by federal, state, or local law or ordinance.

Examples of such unwelcome conduct prohibited by this policy include, but are not limited to:

- behavior that unreasonably interferes with an individual's work performance, that creates an intimidating or offensive work environment, or that adversely affects an individual's employment opportunities
- hostile physical contact, intimidating acts, threats of such actions or violence, or any other actions that may be considered threatening or hostile in nature
- derogatory remarks, gossip, epithets, slurs, negative stereotyping, offensive jokes, teasing, the display or circulation of offensive printed, visual, or electronic materials, or similar misconduct

Sexual Harassment

Sexual harassment in the workplace, or in other settings in which employees may find themselves in connection with their employment, is unlawful and will not be tolerated by the Town of Wakefield. The Town takes allegations of sexual harassment seriously and will respond promptly to complaints of inappropriate conduct. Where it is determined that such inappropriate conduct has occurred, we will act promptly to eliminate the behavior and impose such corrective action as is necessary, including disciplinary action where appropriate.

While this policy sets forth our goals of promoting a workplace that is free of sexual harassment, the policy is not designed or intended to limit our authority to discipline or take remedial action for workplace conduct which we deem unacceptable, regardless of whether that conduct satisfied the definition of sexual harassment.

Definition of Sexual Harassment

In Massachusetts, the legal definition of sexual harassment is sexual advances, requests for sexual favors, and verbal or physical conduct of a sexual nature when:

- a. submission to or rejection of such advances, requests, or conduct is made either explicitly or implicitly a term or condition of employment or as a basis for employment decisions; or
- b. such advances, requests, or conduct have the purpose or effect of unreasonably interfering with an individual's work performance by creating an intimidating, hostile, humiliating, or sexually offensive work environment.

Under this definition, direct or implied requests by a supervisor for sexual favors in exchange for actual or promised job benefits such as favorable reviews, salary increases, promotions, increased benefits, or continued employment constitutes sexual harassment.

The legal definition of sexual harassment is broad. In addition to the above examples, other intentional or unintentional sexually-oriented conduct that is unwelcome and creates a workplace environment that is hostile, offensive, intimidating, or humiliating to male or female workers may also constitute sexual harassment.

While it is not possible to list all those additional circumstances that may constitute sexual harassment, the following are some examples of conduct which, if unwelcome, may constitute sexual harassment depending upon the totality of the circumstances including the severity of the conduct and its pervasiveness:

- unwelcome sexual advances – whether they involve physical touching or not
- sexual epithets, jokes, written or oral references to sexual conduct, gossip regarding one's sex life, comments on an individual's body, and comments about an individual's sexual activity, deficiencies, or prowess
- displaying sexually suggestive objects, pictures, or cartoons
- unwelcome leering, whistling, brushing against the body, sexual gestures, or suggestive or insulting comments
- inquiries into one's sexual experiences
- discussion of one's sexual activities

Complaints of Harassment

If an employee believes that he or she has been subjected to harassment, the employee has the right to file a complaint with the Town of Wakefield. This may be done in writing or verbally by contacting a supervisor, department head, or

Stephen P. Maio, Town Administrator
(781) 246-6390

Amy B. Forziati, Human Resources Manager
(781) 246-6396

One Lafayette Street, Wakefield, MA 01880

Thomas A. Mullen, Town Counsel
(781) 245-2284

40 Salem Street, Ste 12, Lynnfield, MA 01940

These individuals are also available to discuss concerns, provide information about our harassment policy, and offer insight into our investigation process. Retaliation against an individual who has complained about harassment or cooperated with an investigation of a harassment is unlawful and will not be tolerated by this organization.

Harassment Investigation

When the Town receives a harassment complaint, we will promptly investigate the allegation in a fair and expeditious manner. The investigation will be conducted in such a way as to maintain confidentiality to the extent practicable under the circumstances. Our investigation will include a private interview with the person filing the complaint and with witnesses. We will also interview the person alleged to have committed harassment. When we have completed our investigation, we will, to the extent appropriate inform the person filing the complaint and the person alleged to have committed the conduct of the results of that investigation.

Disciplinary Action

If it is determined that inappropriate conduct has been committed by one of our employees, we will take disciplinary action. Such action may range from counseling to termination from employment and may include such other forms of discipline as we deem appropriate under the circumstances.

State and Federal Remedies

In addition to filing a complaint with Town of Wakefield authorities, you may also file a formal complaint with either or both of the government agencies set forth below. Each of the agencies has a short time period for filing a claim (EEOC – 300 days; MCAD – 300 days).

The United States Equal Employment Opportunity Commission (EEOC)

John F. Kennedy Federal Building
25 New Sudbury Street
Boston, MA 02203
1-800-669-4000
(617) 565-3200

The Massachusetts Commission Against Discrimination (MCAD)

One Ashburton Place, STE 601 Boston, MA 02108 (617) 994-6000	436 Dwight Street, Rm 220 Springfield, MA 01103 (413) 739-2145
484 Main Street, Rm 320 Worcester, MA 01608 (508) 453-9630	128 Union Street, STE 206 New Bedford, MA 02740 (774) 510-5801

VIOLENCE IN THE WORKPLACE

It is the Town's policy to promote a safe environment for its employees. The Town is committed to maintaining a work environment free from violence, threats of violence, and other disruptive behavior. Employees who commit such acts may be removed from the property or subject to disciplinary action, up to and including termination, criminal penalties, or both.

All employees have a role in maintaining a safe work environment and should not ignore violent, threatening, intimidating, or other disruptive behavior or any other violations of Town policy. Employees who observe or experience such behavior, regardless of the relationship between the Town and the parties involved in the incident, must report it immediately to a supervisor or the Human Resources department. Supervisors who receive such reports should seek advice and assistance from Human Resources.

CONFIDENTIAL AND PERSONAL INFORMATION

All Town employees who have access to, or knowledge of, sensitive and personal information are not at liberty to disclose said information without proper authority from their immediate supervisors or department heads. Inappropriate release of such information could subject both the Town and the employee to civil or criminal lawsuits. Included within this policy is the release of information by any means, including but not limited to computers, email, social media, fax machines or similar electronic equipment, paper, and orally in person or by telephone.

All Town of Wakefield information is categorized into two classifications: public and confidential/personal. Massachusetts general laws allow public information to be freely be given to anyone without risk to the Town of Wakefield. Confidential or personal information, as defined by Massachusetts General Laws Chapter 93H and other laws, must be protected in a secure manner. It includes, but is not limited to, personnel and retiree information, information related to civil or court matters, information related to the collective bargaining process, and any information that is deemed confidential by the Town and its

management team.

Employees who are responsible for collecting personal information must send or receive information using Town approved encryption and security methods. Please consult with the Information Technology department for encryption instructions.

What is personal information may vary based on different laws and regulations. Please use common sense and reasonable care when transmitting or communicating any personal information. Questions about the proper classification of information should be addressed to the Human Resources department.

COMMUNICATIONS POLICY

The intent of this policy is to establish a formal set of guidelines for the request, acquisition, and use of all Town of Wakefield communications systems which include but are not limited to mobile devices, email, voicemail, facsimiles, and land-based, cellular, satellite, or other communication systems and related equipment. All employees who use a Town-issued device and associated systems agree by such use to comply with the expectations outlined in this policy statement. The Town reserves the right to change this policy at any time at the Town's sole discretion.

Authorization

Whenever in this policy the employee is required to obtain authorization or consent, and the person for whom consent or authorization should be obtained is not specified, permission for that specific activity must be given by the director of information technology.

Acceptable Use

Town-issued communication systems are provided at the expense of the Town and are to be used solely for work-related communication that is required in the performance of an employee's principal job function.

Employees may not use Town-issued systems to communicate information, opinions, or comments without authorization and are prohibited from passing off their personal views as representing those of the Town. Town-issued systems must not be used to send discriminatory or harassing messages or engage in any other illegal or tortious activities.

Proper and improper communication

All employees agree to use Town communication systems for proper work-related communication. Further, the employee agrees not to engage in improper communication. Proper communication is any communication required in the performance of an employee's principal job function that is professional, reasonable and executed with good customer service. Improper communication is any non-work related communication. The Town Administrator's office and the Human Resources department will determine if a communication is considered proper or improper.

No Expectation of Privacy

Employees should have no expectation of privacy when using any Town communication system, including computers, phone, and email. Security of these systems cannot be guaranteed. Passwords and user IDs are designed to protect the Town's confidential, private, and proprietary information from outside parties, not to provide employees with personal privacy. Employees should assume that any communications that they create, send, receive, or store on Town systems may be read or heard by someone other than the intended recipient.

Town's Right to Monitor Messages

The Town reserves the right to monitor, access, retrieve, read, and disclose to law enforcement officials or other third parties all messages or content created, sent, received, or stored on the Town's systems without prior notice to the messages' originators and recipients. This may include listening to stored voicemail messages, reading email messages, and inspecting any other computer systems, files, or information.

Authorized personnel may monitor employee communications to determine whether there have been any violations of law, breaches of confidentiality or security, communications harmful to the business interests of the Town, or any violations of this policy or any other Town policy.

Message Restrictions

Communications on Town systems may not contain content that a reasonable person would consider to be defamatory, offensive, harassing, disruptive, or derogatory, including but not limited to sexual comments or images, racial or ethnic slurs, or other comments or images that would offend someone on the basis of race, color, national origin, ancestry, sex, disability, age, religion, veteran status, uniformed military service, sexual orientation, genetic information, pregnancy, marital status, gender identity, or any other classification protected by law. Professional language should be used in communications created, sent or forwarded by employees using the Town's Systems or used by employees in the course of their employment.

Ownership of Messages, Hardware, Access, and Telephone Numbers

The Town's systems, and all information stored on them, are property of the Town of Wakefield. All information and messages, whether Town-related or personal, that are created, sent, received, accessed, or stored on these systems constitute Town records. Hardware, telephone numbers, and other access numbers issued by the Town remain the property of the Town. The Town solely reserves the right to transfer, discontinue, or port telephone and access numbers at any time.

Violations

Violations of this policy, including breaches of confidentiality or security, may result in suspension of communication privileges, disciplinary actions, and termination. The Town reserves the right to hold employees personally liable for any violations of this policy.

Record Retention

As with paper documents created and received by an employee, it is each employee's responsibility to ensure that those electronic messages that should be retained or deleted are done according to the State's record retention policy.

Prohibited Activities

Employees may not use the Town's systems to:

- upload, download, or otherwise transmit copyrighted, trademarked, or patented material, trade secrets, or other confidential, private, or proprietary information or materials without the Town's authorization
- upload, download, or otherwise transmit any illegal information or materials
- upload, download, access, create, distribute, or otherwise transmit sexually explicit materials or participate in the viewing of such materials
- gain unauthorized access to remote computers or other systems or to damage, alter, or disrupt such computers or systems in any way
- use another employee's code or password without authorization or disclose anyone's code or password, including their own

- enable unauthorized third parties to have access to or use the Town's systems or otherwise jeopardize its security
- play games, shop online, or use personal social media
- engage in inappropriate, illegal, or tortious activities

Message Creation

As with paper records, proper care should be taken in creating electronic records, which can affect the Town's reputation and which the Town may someday have to produce in connection with a lawsuit. Even when a message has been deleted, it may still exist on a back-up system, be recreated, printed out, or forwarded to someone else without its creator's knowledge.

Approved Software

Before any software may be used on any Town systems, the software must be virus-tested, approved for use by the director of information technology, and registered with the Town. No instance of a software program may be used unless the Town has a valid license for its use. Employees are not permitted to make additional copies of any software without authorization and proper registration of the copy.

Viruses

The Town must scan all files downloaded from the Internet and any digital drives and devices received from non-Town sources with virus-detection software before installation and execution. The introduction of viruses, attempts to breach system security, or other malicious tampering of the Town's systems is expressly prohibited and must be reported to the director of information technology.

Uploading to Town Website and Internet

Employees must not place Town or customer material, such as copyrighted software or other materials, internal memos, and Town trademarks on the Town website or any publicly accessible website unless the posting of these materials has first been approved by the director of information technology.

Mobile Communications

Town-issued mobile communication devices must be requested through department leaders and set up by our information technology team.

Monitoring of Mobile Communications

All mobile communications usage, including account activity, passwords, and voicemail messages, may be monitored by the Information Technology department. The Town of Wakefield reserves the right to discipline any employee who fails to comply with the mobile communications policy. Departments may be required to seek a transfer of funds to cover any costs related to improper or uncontrolled communications on Town issued devices or systems.

Departments with employees who have been issued mobile communication devices will be financially responsible for overages incurred by excessive, uncontrolled, or improper usage. In certain instances the employee may be required to reimburse the Town of Wakefield for the costs of improper communications on Town-issued devices or systems.

TOBACCO USE POLICY

The Town of Wakefield is committed to providing a safe and healthy workplace and promoting the health of its employees and residents. Therefore, use of tobacco products is prohibited by all parties, including citizens, contractors, vendors, and employees, inside and within 25 feet of Town property or in any location where smoke may migrate into Town property. Tobacco products

include, but are not limited to, lit cigarettes, lit cigars, lit pipes, e-cigarettes, vapors, chewless tobacco, and any other product containing tobacco or tobacco-like products. This policy applies to Town employees in public and private buildings, Town-sponsored off-site conferences or meetings, and vehicles owned or leased by the Town.

DRUG FREE WORKPLACE POLICY

The Town of Wakefield is a drug- and alcohol-free-workplace employer. Employees must accept all of the conditions required by the federal government regarding controlled substances. Possessing, dispensing, or using a controlled substance (drug) without a medical prescription is strictly prohibited. Any employee found violating any of these provisions could be subject to disciplinary action up to and including termination of employment. Employees covered under a specific CBA should consult their respective agreements for provisions relative to this section.

Employees with a problem relating to either alcohol or drug abuse are encouraged to contact their supervisors or the Human Resources department to discuss counseling or other treatments offered by the employees' health insurance plans. In addition, our Employee Assistance Program provides free, anonymous resources for substance abuse issues.

TOWN PROPERTY

Office space, furniture, equipment, vehicles, computers, phones, mobile devices, and all other materials provided by the Town to assist you in your work are Town property. It is your responsibility to become familiar with the proper use of this property and to assure that it is maintained properly. Town property should not be abused, misused, or removed from the premises without proper authorization. The Town has the right to inspect all issued property at any time.

USE OF TOWN VEHICLES

Town vehicles are to be driven only for purposes of Town business and during normal operating hours. Drivers of Town vehicles shall take reasonable precautions of maintenance, including checking fluid levels, air pressure, and safety equipment such as wipers, lights, etc. Certain job functions require employees to be on-call during a 24 hour period and operate a Town vehicle to and from home. In these cases, authorization for vehicle use must be obtained from a supervisor, department head or the Town Administrator. Employees are subject to periodic driving-record checks.

WORKPLACE SAFETY

The Town has a responsibility to provide a work environment in which safe operations can be achieved in accomplishing all phases of work. All employees are expected to be safety conscious and assist the Town in identifying conditions that might cause an accident. Employees should exercise care and perform work operations in as safe a manner as possible.

When using Town vehicles or vehicles rented for Town purposes, safe driving practices and all traffic laws are to be observed. Under no circumstances is such a vehicle to be operated without possession of a valid driver's license or while the driver is under the influence of alcohol, drugs, or controlled substances. Where possession of a driver's license or C.D.L. license is a requirement of the job, the loss of such license could result in loss of employment.

SECTION 5. ACKNOWLEDGMENT – RECEIPT OF MANUAL

This is to acknowledge receipt of the Town of Wakefield employee manual which outlines the benefits and policies available to me as an employee of the Town of Wakefield. I understand that it is my responsibility to familiarize myself with this manual, ask my supervisor or Human Resources if I have any questions, and comply with all relevant policies and rules.

The information contained in the manual is subject to change as situations warrant and I understand that changes in benefits or policies may supersede, modify, or eliminate those summarized in the manual. Any such changes will be communicated to me through official notices. I accept responsibility for keeping informed of these changes.

I understand that I have an obligation to inform my supervisor of any changes in my personal data, such as address, telephone number, marital status, number of dependents, and whom to contact in case of an emergency.

A copy of this acknowledgment form will be placed in my personnel record to verify that I have, in fact, read and understand its contents.

ACKNOWLEDGMENT RECEIVED

Department: _____

Signature: _____

Printed Name: _____

Date: _____