

COUNCIL ACTION FORM

SUBJECT: REVISIONS TO PERSONNEL POLICIES AND PROCEDURES MANUAL

BACKGROUND:

The Human Resources Department has identified the following sections of the City's Personnel Policies and Procedures Manual that need to be revised or added to the manual.

CHANGE 1

- *The current policy regarding the performance evaluation process is in need of updating to more accurately reflect the current terminology and process being used by the city.*

Chapter 8 – ~~Performance Appraisal~~ **Performance Evaluation Process**

8.1 Purpose

The purpose of **the performance appraisal evaluation** is to document job performance in conjunction with an integrated process of performance management including planning, managing, appraising, developing and rewarding performance. The goal of the performance management process is to develop and maintain organizational productivity through joint planning, coaching, counseling, providing feedback and identifying employee development needs; and to provide appropriate reinforcement through the merit pay program.

8.2 Procedure

1. Performance Appraisal (PAM) Management Groups

For the purpose of standardization, job classes having similar characteristics are grouped into families called ~~PAM~~ **performance management** groups. These include Management, Professional/Technical, Administrative Support, and Union.

2. Factors

The performance ~~appraisal~~ **evaluation** form for each ~~PAM~~ group includes several performance factors. ~~Each factor includes a description of the factors, and a "Results Expected" section to be used to specify goals tailored for each~~

~~employee.~~ The factors are to be weighted so that the total equals 100, provided that no factor may be assigned a weight less than 5. The "Comments" section is provided to document the employee's actual job performance.

3. Performance Appraisal Evaluation Schedule

A written performance ~~appraisal~~ **evaluation** shall be conducted annually for each regular employee, except as otherwise provided in these Policies and Procedures. Additional performance ~~appraisals~~ **evaluations** may be conducted as deemed necessary by the department head. See Section 7.6 for guidelines for new hires and promotional appointments.

4. Evaluators

The responsibility for completing the performance ~~appraisal~~ **evaluation** form and conducting the performance ~~appraisal~~ **evaluation** interview rests with the employee's immediate supervisor. Multiple evaluators may be used as appropriate.

5. Quality Assurance

Each department head is responsible for reviewing all performance ~~appraisals~~ **evaluations** conducted by subordinate supervisors. The department head's signature certifies compliance with performance ~~appraisal~~ **evaluation** policies and guidelines, and that the department head concurs with the ratings.

The Human Resources Director shall provide oversight for the performance ~~appraisal~~ **evaluation** process, and shall develop and implement a quality assurance program to ensure compliance with the purpose and goals of this chapter.

6. Employee Receipt and Response

Following the ~~appraisal~~ **evaluation** interview the employee shall acknowledge receipt of a copy of the performance ~~appraisal~~ **evaluation** form by signing the document. Signing the performance ~~appraisal~~ **evaluation** form does not necessarily express or imply that the employee agrees with the evaluation results. In the event that the employee refuses to sign the document, the supervisor shall make a notation on the form indicating that the employee refused to sign it.

An employee is entitled to respond in writing to anything contained in the employee's performance ~~appraisal~~ **evaluation** either by using the "Comments" section, or by submitting a response on a separate sheet. The employee's

written response shall be forwarded along with the employee's performance appraisal **evaluation** form to the Human Resources Department for inclusion in the employee's personnel file.

CHANGE 2

- **Change 2** - *The current policy regarding life insurance is being updated to show the actual amount of life insurance coverage available to full-time employees. This will make it easier for employees to reference this information.*

9.2 Life Insurance

The City provides life insurance coverage, including accidental death and dismemberment for all benefited full and part-time employees. The City pays the full premium. Coverage is effective on the first of the month following 30 days of employment. **Full-time merit employees receive \$50,000 in coverage.**

CHANGE 3

- **Change 3** - *The current policy regarding insurance coverage for part-time unbenefited and temporary employees is in need of updating due to requirements outlined in the Patient Protection and Affordable Care Act (PPACA). This language will clarify how the city will determine eligibility for coverage under the PPACA for these employees and designates the measurement period necessary to make such determinations.*

9.4 Part-time and Temporary Employees

Part-time unbenefited and temporary employees are not eligible for insurance coverage. An employee who works in more than one capacity for the City shall not receive a higher level of benefits (i.e., insurance, sick leave, vacation leave and the like) than that to which the employee is entitled for any one of the positions. There shall be no additive effect on benefits because an employee serves in more than one capacity for the City.

Effective July 1, 2013, the City designates a 12 month measurement period under the Patient Protection and Affordable Care Act (PPACA) for purposes of determining health insurance eligibility. Part-time unbenefited and temporary employees with more than 1560 hours of service over a 12 month measurement period are considered as full-time employees under the PPACA and will become eligible for health insurance benefits during a subsequent 12 month stability period.

CHANGE 4

- *The current policy is being updated to reflect the new name for one of the health promotion programs.*

9.6 Health Promotion Program

With the exception of temporary employees, all City of Ames employees (regardless of health insurance coverage) are eligible for the Health Promotion programs. In addition, all members (spouse, dependents and retirees) on City insurance are eligible for selected programs. For safety purposes, a minimum age requirement may apply to some programs/services.

Healthy4Life Employee-2010: All full-time or part-time employees covered by the City health insurance plan are eligible for the **Healthy4Life Employee-2010** program. The program provides a financial reward linked to benefits upon successful completion of the program. The payment of the reward is provided through the Health Promotion program and is equivalent to the 10% employee share of the health insurance premium payment for a single person on the Blue Advantage plan.

CHANGE 5

- *The annual vacation leave policy is being updated to better reflect the current practice of city departments regarding the increments in which vacation may be taken. Also, seniority is no longer taken into account when departments grant vacation requests.*

10.4 Annual Vacation Leave

4. When Taken

Each department will maintain records of vacation leave credit and its use. The department head shall schedule vacation leaves with regard to **seniority of employees**, the department's operating requirements and responsibilities, and, insofar as possible, with the requests of employees.

Vacation leave shall not be granted in units of less than **15 minutes one-half** hour.

CHANGE 6

- *This policy is being updated to remove outdated language. The health insurance function is no longer handled by the Risk Manager.*

10.8 Military Leave

9. Benefits

(a) Health Insurance

Employees whose military service exceeds the 30-calendar day period shall be eligible to receive group health care coverage under COBRA provisions. ~~Arrangements can be made through the Risk Manager.~~

CHANGE 7

- *The emergency leave policy is being revised to allow employees to use their three days of emergency leave for serious illness in the immediate family in one day increments instead of using all three at once. This is similar to language recently negotiated with the Blue Collar bargaining unit and will give employees more flexibility should they have multiple occurrences during the fiscal year.*

10. Emergency Leave

Emergency leave of up to three days with pay shall be granted to all probationary and regular full-time and regular part-time employees in the event of death or serious illness in the immediate family. Two days of additional emergency leave may be granted and charged to sick leave. Serious illness shall generally be considered to be an illness or injury causing an individual to be hospitalized in serious or critical condition or placed under hospice care. Days when an employee may be absent from the work place will be determined by the employee and the department head or the appropriate supervisor.

Emergency Leave use for the purpose of serious illness in the immediate family shall be limited to **three (3) days** ~~one occurrence~~ per employee per fiscal year **and shall be taken in a minimum of one (1) day increments.**

For the purpose of this section, immediate family includes mother, father, foster parent, current step-parent, spouse, son, daughter, foster child, brother, sister, grandchild, grandparent, great-grandparent, mother-in-law, father-in-law, son-in-law, daughter-in-law, brother-in-law, sister-in-law, step-father, step-mother, step-child, step-brother, or step-sister.

CHANGE 8

- *The leave of absence policy is being revised to require that employees exhaust all available paid leave before requesting an unpaid leave of absence. The revised language also includes an option for department heads to request an exception from the City Manager.*

10.13 Leave of Absence Without Pay

In the event that paid leave has been exhausted, Department heads may grant a regular or probationary employee a leave of absence without pay not to exceed two weeks. Such leaves shall be reported immediately to the Human Resources Department and the Payroll Division of the Finance Department through a Payroll Change Form. **A Department head may request an exception from the City Manager if the employee hasn't exhausted all available paid leave.**

CHANGE 9

- *The Family and Medical Leave (FMLA) policy is being updated to show that injury leave/workers' compensation leave will not be designated concurrently as FMLA leave. The Risk Manager has recommended that these two leaves should not be run concurrently. The language will also show that forms are available electronically rather than contacting Human Resources for paper versions.*

10.16 Family and Medical Leave

8. Injury Leave and Workers' Compensation

When an employee is on injury leave and/or workers' compensation leave, such leave will **not** be designated concurrently as FMLA leave. ~~when the employee's condition is qualifying under the FMLA.~~

14. Family/Medical Leave Forms to be Submitted by the Employee

- a. Certification of Health Care Provider (Family Member/Serious Health Condition or Employee/Serious Health Condition)
- b. Certification of Qualifying Exigency for Military Family Leave
- c. Certification for Serious Injury or Illness of Covered Servicemember for Military Family Leave
- d. Authorization for Payroll Deduction for Benefit Plan Coverage Continuation during a Family/Medical Leave of Absence
- e. Fitness to Return to Work Certification

These forms may be obtained **on-line** from the Human Resources Department's **intranet site**.

CHANGE 10

- *This policy is being revised to reflect the current name being used for employee development plans. This change will eliminate any confusion regarding the old term used to describe such plans.*

16.2.1 ~~Employee Development~~ **Personal Action Plans**

Because employee development is an integral component of performance management, it is expected that individual development goals and plans will be established jointly between employees and supervisors as part of the performance management cycle. ~~Employee development~~ **Personal action** plans shall be considered in preparing departmental training budgets.

CHANGE 11

- *The current policy regarding the acceptance of gifts by City employees includes language which allows the receipt of food and drink up to the amount of \$3 per day from any one person. This language is in conflict with the City's current purchasing policy which prohibits acceptance of any personal gifts given as a result of City employment.*

20.5 Acceptance and Reporting of Gifts

All City employees are expressly prohibited from accepting directly or indirectly from any person, company or corporation any rebate, gift, money, discount, or anything of value if:

1. The giver is seeking to be a party to a contract with the City; or
2. The giver is regulated by the City; or
3. The giver will be affected financially by the performance or non-performance of the donee's official duty.

Excluded are:

1. Informational materials pertaining to official functions.
2. Things received from relatives.
3. An inheritance.
4. Things distributed to the general public.
5. Travel and accommodations for participating as a speaker or panelist at a meeting.
6. Items of negligible resale value given as recognition for public service.
7. ~~Food and drink up to \$3/day from any one person.~~

Exception is also made in the case of a non-monetary gift or series of non-monetary

gifts if donated to the City or a bona fide educational or charitable organization within thirty days. **The recipient must turn over such gift(s) within 30 days of receiving it.**

CHANGE 12

- *This policy is in need of updating to reflect the current practices in place. These revisions will eliminate any confusion over how this process is administered by the city.*

20.9 Immigration Reform and Control Act of 1986

1. Policy

All employees hired after November 6, 1986 must submit for review by authorized City staff original documents that establish the employees' identity and eligibility to work in the United States. The Human Resources Department shall collect this employment information for regular full-time and part-time employees. **Depending on the department, either the Human Resource Department or the department head or /designee shall collect this information for temporary and seasonal employees.**

2. Providing and Retaining Documentation

New employees shall provide the required documentation within three days of employment. It shall be retained for three years ~~or for one year~~ after the individual's employment ends, ~~whichever is longer.~~

Seasonal and temporary employees must complete a new INS Form I-9 ~~every three years if breaks in service are less than one year in length; or a new I-9 upon each rehiring if the break in service is more than one year in length.~~

CHANGE 13

- *This policy is being revised to show that there is no longer a need to dial 9 to reach an outside phone line before dialing 911. These changes will show the correct process when calling for help.*

20.13 Workplace Violence

1. Immediate Emergency Situations - Call 9– 911

~~Important note: Within the City telephone system you must first dial 9, then 911.~~

The first step in any emergency is to immediately call **9-911** and report as many details as possible so that appropriate emergency response units can be dispatched. This will ensure that trained personnel are available to assist. Although not every situation may require such assistance, it is always best to call **9-911** if there is any question or doubt.

Guidelines for Managing Workplace Altercations

These guidelines are intended to aid supervisors in dealing with violent or potentially violent situations at work where the supervisor is in a position to intervene and control the situation.

In circumstances deemed by the supervisor to be an emergency, call **9-911** then contact the departmental director and Human Resources Director. It is understood that the actions of a supervisor or other employee will depend on the seriousness and nature of the incident. However, consistent with personal safety, supervisors have a responsibility to make a good faith effort to defuse violent or potentially violent situations as quickly as possible in order to prevent their escalation and creating a threat to others. The term "altercation" as used in these guidelines includes actual or threatened violence including verbal or physical confrontation or assault, or attempts at such assault.

In general:

1. Separate the parties involved. Do not allow a minor altercation to escalate into something more serious. If the individuals cannot be separated, call **9-911** and follow the steps previously described.
- *This policy is in need of updating to reflect the current practice. Paper copies of revised pages are no longer sent out to departments. This change will direct employees to the electronic version which will ensure they are looking at the most recent version. There have been instances where departments have been looking at outdated paper versions of the manual.*

21.1 Updating of Policies and Procedures

As modifications are made to existing chapters, or as new chapters are added to these Policies and Procedures, ~~a copy of the revision or addition shall be sent to each department head and division manager in City service. Outdated pages shall be discarded and replaced by updated versions of existing chapters, or new chapters shall be inserted.~~ **an "everyone" email will be sent notifying all employees that there have been updates made along with a link to the electronic version of the document on the MyHR intranet page located at <http://mycity/myhr/>. The table of contents will include notations next to each section that has been updated or revised showing**

the date of the change.

ALTERNATIVES:

1. Adopt the proposed changes to the City's Personnel Policies and Procedures effective July 1, 2013.
2. Do not adopt the proposed changes and retain the existing wording.

MANAGER'S RECOMMENDED ACTION:

The proposed changes are necessary to make the existing policies and procedures consistent with the current practices of the City. The additional language regarding health insurance coverage is needed to clarify how this process will work in accordance with mandates of the Patient Protection and Affordable Care Act law.

Therefore, it is the recommendation of the City Manager that the City Council adopt Alternative No. 1, thereby approving the above revisions to the City's Personnel Policies and Procedures effective July 1, 2013.