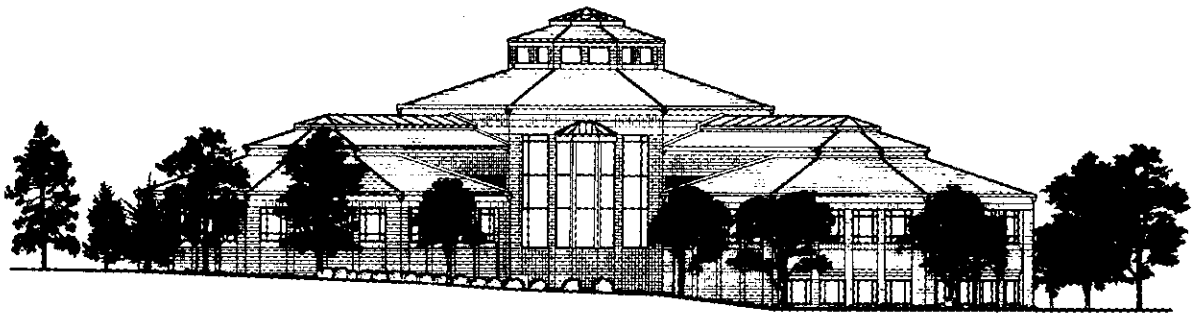


CITY OF SPRINGDALE



EMPLOYEE HANDBOOK

Revised March 2017

WELCOME

Welcome to your job with the City of Springdale. We are pleased to have you "on board." You were hired because we felt that you were the best qualified person for your job. Our goal is to provide quality service to the citizens of Springdale. No matter what job you were hired to do, you are important to providing these services.

Any time you start a new job, you are bound to have questions about the work, what is expected, pay, and benefits. This handbook is provided to answer some of those questions. Some words of caution are in order, however. First, this is not meant to be a complete summary of the City's Personnel Policies and Procedures Manual, but is a general information handbook. Second, if you have more detailed questions which are not covered in this handbook, please see your department director. Your fellow employees will try to be helpful, but they may not have accurate information. When in doubt, ask your department director.

We hope this handbook proves helpful and that your employment with the City of Springdale is a mutually beneficial association. Good Luck!

YOU AND YOUR JOB

You were hired because we have work to be done and needed a person with your skills and abilities to perform that job. I am sure you have heard comments that "government employees do not work and most of the employees are not really needed." In our organization, this is not the case. We need each employee we hire and expect each employee to produce a fair day's work. The following guidelines will help you to be successful in your job:

- Report to work on time.
- Work the full day. Do not quit before quitting time or take extended lunch breaks.
- Perform the work assigned to you to the best of your ability.
- Find ways to do your job, not excuses why you cannot.
- If you have a question, ask your department director.

Remember, you were hired because we have work to get done, not because we needed to fill a job slot. It is your responsibility to perform this work.

THE CITY OF SPRINGDALE

The City government operates to provide a wide variety of services to over 11,000 people who live in the community. This requires the skills of approximately 115 full-time employees, 50 permanent part-time employees, and numerous seasonal employees.

The City is also responsible for providing services to its thriving business community. This is anchored by a high concentration of retail/commercial development. In fact, aside from the City of Cincinnati, Springdale has the highest concentration of retail/commercial development in the region.

The City has a Home Rule Charter which provides for direct election of the Mayor, Clerk of Council/Finance Director, and seven City Council members.

The Mayor is the chief executive officer of the City, while the City Council is the legislative branch of the City's government. The City Charter also provides for a full-time City Administrator who is appointed by the Mayor and serves as the chief appointed administrative officer. The present City officials are as follows:

Mayor	Doyle H. Webster
Clerk of Council/Finance Director	Kathy McNear
Council Members	
Council President/District 4	Tom Vanover
District 1	Bob Diehl
District 2	Holly Emerson
District 3	Marjorie Harlow
At Large	Carolyn Ghantous
At Large	Lawrence Hawkins III
At Large	Dan Shroyer
City Administrator	Derrick Parham
Assistant City Administrator	Amanda Zimmerlin

For purposes of operations, the City is divided into functional departments, each under the guidance of a department director. They are:

Police	Chief Mike Mathis
Fire	Chief Mike Hoffman
Health	Matt Clayton
Parks and Recreation	Greg Karle
Building	Gregg Taylor
Public Works	Jeff Agricola
Economic Development	Christine Russell
Finance/Tax	Jeff Williams
City Engineer	Don Shvegza
Law Director	Jeff Forbes

It is important to remember that even though these are separate operational departments, they are not separate competing agencies. They work cooperatively with one another for the betterment of our City, businesses, and residents.

PUBLIC CONTACT

The majority of our citizens have limited contact with City employees. Their opinion of all City employees is often based on one or two limited experiences. The attitudes they form, on the basis of a few contacts, will often determine their decisions on all matters related to City government and City employees. To the citizens you come in contact with during your work day, **You Are The City Government**.

As long as you work for the City of Springdale, you are providing a service to the citizens of Springdale. As you are aware, these citizens pay tax dollars which, among other things, help pay your salary. They are the customers of the organization for which you work. It is essential for you to be both courteous and efficient in your dealings with these citizens. Courteous and efficient treatment of citizens by one employee will reflect favorably upon every City employee. The following are some general guidelines for dealing with the public:

- Listen courteously and attentively to what citizens have to say. Clear and patient explanations will help avoid confusion. Questions which are routine to you are often new and important to citizens.
- Be prompt in answering requests for service. Never leave a citizen waiting at the counter or on the telephone longer than is absolutely necessary. If service is poor, people assume we are not doing our job.
- Generally, if a citizen has a complaint, it is real to them, even if it is based on bad information or is a matter over which you have no control. Arguing with a citizen will not change his or her mind. Instead, you might lose the opportunity to provide the answer the citizen needs.
- If you do not have an answer to a problem, find out who does and refer the citizen to that person. If the citizen goes away without an answer or referral, you have failed to do your job.
- Do not promise what you cannot deliver. If we can solve a problem and are responsible for doing so, explain what we can do and when we can do it. If you do not know, say so, and refer them to someone who does. If we are unable to correct the problem, tell the citizen we are unable to do so and explain why. False promises never solve the problem and always create mistrust.

Remember, when you work for the City, all of your actions are taken as representations of the City, so act accordingly.

FORMS, FORMS, FORMS...

As a new employee, there are a number of forms you need to complete shortly after you are hired. Completion of these forms is required either by law or our insurance carriers before you can begin work or receive benefits as a City employee.

Tax Forms

At the time of your employment, you will be required to complete the standard State and Federal tax forms claiming the appropriate number of deductions, additional withholdings, etc.

Health, Dental, and Life Insurance Forms

As a full-time employee, you will be given the opportunity to participate in the medical and dental insurance plans offered by the City. At that time you will need to complete forms to enroll in the City-sponsored health care and/or dental plans. Details of these plans are described on page 10. Forms to start your life insurance policy will also need to be completed before coverage will take effect.

Retirement System Forms

You will need to complete forms for membership in the retirement system appropriate to your job. Most employees are members of the Ohio Public Employees Retirement System (OPERS). Full-time police officers and firefighters are members of the Ohio Police & Fire Pension Fund (OP&F). Under each retirement system, both the City and the employee contribute a percentage of the employee's income to the system.

Immigration Act (Form I-9)

The Immigration Reform and Control Act (IRCA) of 1986 calls for documentation of employment eligibility verification for all new employees of the City. You will be asked to complete and sign a form provided by the Department of Homeland Security, US Citizenship and Immigration Services (USCIS) as well as provide documentation which verifies your identity and eligibility to work in the United States. This document must be completed no later than 3 business days from your first date of employment. Failure to do so may result in termination of your employment.

COBRA

The Consolidated Omnibus Budget Reconciliation Act (COBRA) provides full-time employees, including their spouses and dependent children, the opportunity to continue their existing health care coverage for a specified time (at their own expense) based on qualifying events. You will receive a notice detailing your rights under this law when you begin employment, and you will be asked to certify that you received this notice. An explanation of the COBRA benefits can be found in your Summary Plan Description.

PROBATIONARY PERIOD

As a new employee, you are required to fulfill a one-year probationary period. As frightening as the term might sound, the probationary period is basically our opportunity to observe you at work and for you to develop your skills and learn our operations. We feel you have the capabilities to perform the job, otherwise you would not have been hired. During this period, your work will be formally evaluated by your supervisor, and if you have been performing satisfactorily, you will become a permanent full-time employee.

WAGES

Pay

All full-time and part-time employees will be paid on a bi-weekly basis on Thursdays. Each pay period begins on Sunday and ends on Saturday. The City provides for your check to be direct deposited into the accounts of your choice upon completion of the forms available in the Finance Department.

There will be no pay advances made except for earned vacation pay, which may be paid the Thursday before the vacation period.

Premium Pay

Certain employees are eligible for premium pay under certain circumstances. These are referred to as "non-exempt" employees. Executive, administrative, and professional employees, as defined in the Fair Labor Standards Act (FLSA), are not eligible for premium pay and are referred to as "exempt" employees. Certain non-exempt employees are eligible for the following types of premium pay:

- A. Overtime - Non-exempt employees will be paid overtime for all hours worked in excess of their regular work schedule. Overtime hours will be compensated at the rate of one and one-half times your regular rate of pay. These hours may also be compensated through the accrual of compensatory (comp) time up to a specified maximum. Employees covered by a collective bargaining agreement (CBA) will be paid overtime in accordance with the appropriate current contract language.
- B. Sunday Work - The City will pay you a premium rate of double-time for work done on Sundays if you are a non-exempt, full-time employee of the street or park maintenance force, a custodian, a non-safety force clerical, or a building inspector. In order to be eligible, you must have worked a regular 40-hour schedule during the week preceding the Sunday worked. If you did not work a 40-hour schedule, you will not be paid the double-time rate until you make up, on Sunday, the number of hours you were short of 40 worked during the week.
- C. Holidays Worked - If you are a non-exempt, full-time employee, other than firefighter, police officer, or police clerk, you will receive a half-time premium for the hours you work on a holiday in addition to holiday pay. This makes the total pay rate for holidays worked two and one-half times your base hourly rate. In lieu of pay, you are also entitled to an equivalent amount of time off on another regular work day for any holiday hours worked.

- D. Call-In Pay - If you are a non-exempt, full-time employee who is not covered by a CBA, and you are called in to work while off-duty, you will be paid for a minimum of two hours whether you work two hours or not. This only applies if you are called in to work, not if it is an extension to the beginning or end of a shift already being worked. Those persons covered by a CBA should refer to the contract language covering call-in pay.

Pay Raises

As a full-time hourly employee, your work performance will be periodically evaluated for step increases within the established pay grade for your job. Upon recommendation by your department director and approval by the City Administrator and Mayor, you will be given a pay raise, typically effective on the anniversary date of your employment. These rates are not automatic, but rather are based on satisfactory performance.

Additionally, if your performance is exceptional for an extended period of time, your department director may recommend to the City Administrator and Mayor that you be awarded a merit increase. The pay table for hourly employees has two merit steps which allow the City to adjust your pay to reflect meritorious service. Merit pay must be recommended by your department director and approved by the City Administrator and Mayor. It is meant to reward prolonged exceptional performance. Merit pay is not a permanent step, rather is contingent upon continued service "above and beyond the call of duty."

Salaried employees are paid within a specified pay range at the discretion of the City Administrator and Mayor.

In addition to step increases, each year the City Council examines the City's total salary schedule and, when it deems necessary, provides a general pay increase. These raises are generally effective about January 1 of each year.

Longevity Pay

All permanent full-time employees with more than five years of service with the City of Springdale will receive longevity pay. On December 1, following five years of service, you will receive \$350 longevity pay. For every year of service beyond five years, you will receive an additional \$70 over and above the \$350, up to a maximum of \$1,750 after twenty-five years of service.

INSURANCE

Health

The City offers a high deductible health insurance program for full-time employees and their eligible dependents. Should you choose to participate, the City and the employee shall share the cost of the premium for health insurance. The employee's monthly contribution towards the cost of the health insurance is currently 15% of the premium. Employee premium contributions are by payroll deduction. An outline of the health insurance benefits can be found in the Summary Plan Description.

Dental

As a full-time employee, you have the choice of whether you wish to participate in the City's dental insurance program. If you choose to participate, you will be required to pay through payroll deduction \$7.50 per month for single coverage or \$15.00 per month for family coverage. An outline of the dental benefits can be found in the Description of Benefits.

Life

The City provides permanent full-time employees with a term life insurance policy. This policy remains in effect as long as you are a full-time employee. The value of the policy is equal to \$30,000 or your annual salary, whichever is greater.

TIME OFF

Vacation

Permanent full-time employees of the City are eligible for paid vacation after one full year of service. A copy of the vacation credit schedule can be found in the Personnel Policies and Procedures Manual.

Service credit will also be given if you have prior full-time service with a governmental agency of the State of Ohio. On the other hand, if you have prior full-time service with a governmental agency (except for the military) outside of Ohio, you will be entitled to receive credit for only five years of that time. No vacation can be taken, however, until you have at least one year of service with the City of Springdale. See your department director on how to apply for this credit.

Vacation use must be scheduled in advance and approved by your department director.

Holidays

Permanent full-time employees with one month of continuous service are eligible to be paid for the following ten designated holidays:

1. New Year's Day
2. Martin Luther King Day
3. Presidents' Day
4. Memorial Day
5. Independence Day
6. Labor Day
7. Thanksgiving Day
8. Christmas Day
9. Floating Holiday*
10. Birthday Holiday

*The employees in the Police Department covered by a collective bargaining agreement observe Columbus Day in lieu of having a Floating Holiday.

If you are required to work on a holiday, you will be entitled to pay as described on page 8. If you choose to work on your birthday, you will be entitled to equivalent time off on another regular work day. The floating holiday may be taken at your discretion with the approval of your department director. Bargaining unit employees for the Police and Fire Departments should refer to the language in their respective CBA for holiday payout.

OTHER LEAVES

Sick Leave

For each month you work as a permanent full-time employee for the City, you accumulate 10 hours sick leave (15 days per year). However, all full-time firefighters assigned to a 24/48 schedule shall be entitled to 13.5 hours sick leave per month. This leave provides income protection to you and your family in case you are unable to work because of illness or injury.

This leave is only to be used if you are sick or injured. It may also be used for medical or dental appointments. Abuse of sick leave can leave you and your family without adequate protection in case of extended illness or injury. Abuse can also result in disciplinary action against you.

Sick leave can be accumulated up to a maximum of 1,600 hours and is only earned during months when you work at least 100 hours (135 hours for firefighters), including vacation, holiday, and compensatory time. You may convert these days to cash at retirement, subject to the specific provisions in the Personnel Policies and Procedures Manual. Additionally, one half of sick leave hours above 1,600 will be converted to cash annually in accordance with the City's sick leave policy. Employees covered by a CBA should refer to the language on Sick Leave in the agreement.

Injury Leave

If you are injured on the job, the City will continue paying your current salary for a period not to exceed one year. Please note, the Personnel Policies and Procedures Manual contains the procedures, eligibility requirements, and limitations for use of this leave. If you are injured on the job, contact your department director and consult the regulations to ensure your eligibility for this wage continuation.

Funeral Leave

In the event of a death in your immediate family, you may be granted up to three consecutive days of paid funeral leave. Full-time firefighters will be granted one 24-hour tour of paid funeral leave. Immediate family is defined in the City of Springdale's Personnel Policies and Procedures Manual or your collective bargaining agreement.

Jury Duty

If you are called to serve on a jury, you will receive your regular pay from the City. You must present official notification as evidence of jury duty and turn over the stipend received from the court in order to receive your regular pay.

OTHER LEAVES (Continued)

Family and Medical Leave Act (FMLA)

In 1996, the United States Congress created the Family and Medical Leave Act (FMLA). The Act was created to provide an employee with additional leave for either a serious illness or injury of the employee or a member in his or her immediate family or for the placement of a child into the home of the employee. The leave provides that an employee be entitled to 12 weeks of unpaid leave for one of the above reasons. Once you have worked 12 consecutive months with the City, you become eligible for Family and Medical Leave benefits. Additional details on the City's FMLA policy can be found in the City's Personnel Policies and Procedures Manual under Policy No. 205: Unpaid Leave of Absence/FMLA Policy.

Military Leave

If you are a member of the Ohio National Guard, Ohio Defense Corps, Ohio Naval Militia, or other United States armed forces reserve component, you are entitled to a leave of absence for summer camp or other extended military duty. You will receive the difference between your regular salary and your military pay for this duty period, not to exceed 31 days in any one calendar year.

Weather-Related Absences

The City functions regardless of weather. You may be called upon to work in unfavorable or hazardous weather conditions. There may, however, be situations when the weather is such that the City may elect to suspend non-essential services, and you may be directed to not come to work or to leave work early. If you lose working hours under these circumstances, it will be deemed leave without pay. You may, however, recover those hours by using accrued vacation or comp time. Rescheduling of lost time would be subject to approval by your department director.

OTHER BENEFITS

Uniforms

If you are hired to work as a uniformed police officer, violations bureau clerk, or a member of the Fire Department, street or park maintenance force, the City will furnish you with work uniforms. A detailed description of the uniform articles provided is found in the Springdale City Code §32.10 or in your collective bargaining agreement.

Community Center Membership

As a full-time City employee, you are eligible for a free membership to the Springdale Community Center at the "Fitness Membership" level. Pool membership may be obtained by paying the difference between the "Fitness Membership" and "Pool Membership" levels.

Tuition Reimbursement

The City of Springdale strongly supports and encourages its employees to take steps to better themselves both on a professional and personal level. As an employee of the City, you are entitled to take advantage of the City's tuition reimbursement program. Under the program, the City will reimburse you for expenses (tuition, fees, and books) incurred toward pre-approved work-related coursework taken after attaining a passing grade. Verification of the successful completion of the course will be required for reimbursement. Details of the program can be found in the City's Personnel Policies and Procedures Manual.

Employee Assistance Program

The City of Springdale recognizes the importance of employee wellness and how it impacts not only the operations of the City but also the services provided to our citizens. A confidential City-sponsored Employee Assistance Program is available to all full-time employees and their family members.

RETIREMENT

Coverage

All full-time City employees must belong to either the Ohio Public Employees Retirement System (OPERS) or the Ohio Police & Fire Pension Fund (OP&F).

Eligibility

- A. All sworn full-time officers of the Police Department and full-time members of the Fire Department, whether on probationary or permanent status, must participate in the Ohio Police & Fire Pension Fund.
- B. All other employees, whether on probationary or permanent status, must participate in the Ohio Public Employees Retirement System, with the exception of part-time firefighters.

Enrollment

All eligible employees must join their respective retirement systems on the first day of employment.

Contributions

- A. Employee Contributions. The employee's rate of contribution towards his/her respective retirement system is established by the State of Ohio and is subject to periodic changes. This contribution is tax deferred through a pension pick-up program and will be payroll deducted. Essentially, an employee's income is reduced by the amount of the pension contribution for State and Federal tax purposes, thus reducing taxable income.
- B. Employer Contributions. The City will pay the employer rate and will abide by the rules of the respective retirement system.

Coverage During A Leave of Absence

- A. An employee on a leave of absence with pay will continue to contribute into their respective retirement system.
- B. An employee on a leave of absence without pay will have their retirement contributions suspended while on leave.

RETIREMENT (Continued)

Additional Information

Additional detailed information concerning your retirement plan can be obtained from the Finance Department.

Deferred Compensation

Full-time employees of the City may also elect to participate in the Ohio Public Employees Deferred Compensation (ODEFC) Program. This program allows you to save a portion of your pay for retirement through payroll deduction and defer State and Federal taxes on the money you save. Additional detailed information on the program is available from the Finance Department.

DISCIPLINARY ACTION

We hope disciplinary action is never necessary. Unfortunately, at times, actions occur which do result in disciplinary action being taken. Your recourse in such situations depends on whether you are a classified or unclassified employee. The definition of each is generally as follows:

- A. Classified Employee - includes the following:
 - 1) Full-time members of the Police Department;
 - 2) Full-time members of the Fire Department;
 - 3) Full-time hourly workers;
 - 4) All persons in positions not specifically included in the City Charter in the unclassified service.

- B. Unclassified Employee - includes the following:
 - 1) All officers elected by the people;
 - 2) The City Administrator, the Law Director, the Engineer, or other professional persons employed by Council;
 - 3) Members of Boards and Commissions;
 - 4) Paid department directors;
 - 5) Part-time hourly workers.

In those cases which involve a suspension of any duration for classified employees and more than five (5) days for unclassified employees, a reduction in pay or position, or the removal from your position, a hearing procedure is in place to protect your rights and allow for your explanation of the situation. Details of these hearing procedures can be found in the Civil Service Commission's Rules and Regulations, the Personnel Policies and Procedures Manual, and/or the City Charter. For employees covered by a CBA, details of the hearing procedure may be found in the appropriate current contract.

IN CLOSING

Again, welcome to your job with the City of Springdale. We hope this handbook helps summarize many of the policies and procedures you may be curious about. If you still have questions after reviewing the corresponding policies in the Personnel Policies and Procedures Manual, please contact your department director for clarification. We encourage you to speak with your department director any time you have questions or concerns related to your job duties, work assignments, job performance, policies, or procedures.