

# EMPLOYEE HANDBOOK





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# NOTES

## WELCOME MESSAGE

Dear New Employee,

Congratulations and welcome to the City of Buena Park. We are thrilled that you have joined us as we strive to provide high-quality municipal services to our residents, businesses, and visitors. We were impressed with your background and skills and we're excited about you joining our team. With your help, together we can drive many exciting projects that are reshaping the City and help to sustain future fiscal stability enabling us to address any challenges we may face. You have an important role to perform in this process and I believe that you will be a great asset to our team.

Every employee contributes towards the goals, objectives, and strategic plan of the City. To meet this demand in the most efficient and cost effective manner, teamwork is required. You are part of the team. As such, your job is important – it deserves your best. The City prides itself in providing top-notch customer service. This principle is confirmed by the City's Mission Statement: *The City of Buena Park is dedicated to providing superior, responsive services that improve and enhance the community and its quality of life.* The public has employed us to serve them in a willing, professional, courteous, and efficient manner. Every contact you have with the citizens of Buena Park reflects on your co-workers and the City service as a whole. You should treat every visitor or resident of this community as an important guest and seek to make his or her experience a pleasant one.

Again, thank you and welcome to the City of Buena Park; we are excited about you joining the City. We have high expectations and look forward to our working relationship with you. Please feel free to contact your supervisors, managers, and department heads with any questions you may have about the City or the department. In addition, I encourage you to talk to the Human Resources Department whenever questions arise. I'm certain you will have a great experience, as I have, and learn that Buena Park is an outstanding place to work.

Jim Vanderpool  
City Manager

## **INTRODUCTION**

This handbook summarizes the major employee benefits, services and employment policies of the City. You are responsible for becoming familiar with its contents so that you will have a basic understanding of Buena Park's programs and policies.

Many departments have additional policies and procedures which are necessary for their internal operations. It is also your responsibility to become familiar with those for your department.

Additionally, sometimes a program or benefit applies to only one employee group and is therefore not discussed here.

This handbook is based upon federal and state law, City Council ordinances or resolutions, administrative policies, or Memoranda of Understandings (MOU) with employee organizations and it may change. It summarizes those source documents; it does not amend or replace them. Consequently, the City reserves the right to amend, supplement or rescind any provisions of this handbook.

You will learn about any important changes through the employee newsletter, MOUs, City Manager's Weekly Report, or by administrative memorandum. Additional or replacement pages will be provided as they are published.

This handbook is intended for your personal use and reference as an employee of the City. If we can provide further clarification or instructions, Human Resources Department staff members will gladly provide the assistance you need.

Eddie Fenton  
Director of Human Resources / Risk Management

# **MUNICIPAL GOVERNMENT**

## **THE CITY**

The City of Buena Park was founded in 1887 by James Whitaker. In 1952, this popular tourist destination became an incorporated general law city. In 2008, the City adopted a charter through election to maximize local control over municipal affairs, becoming a Charter City. Since the beginning, Buena Park has effectively utilized its resources to become one of Orange County's most established and well balanced communities. Buena Park's central location, favorable climate, diverse population, and prosperous economy have meant continual positive growth. Though it has a balanced business economy and comfortable neighborhoods, it is best known for its major family oriented tourist attractions, including Knott's Berry Farm, Medieval Times, and Pirate's Dinner Adventure which help attract millions of visitors annually.

Buena Park schools are highly regarded and the City has an excellent park system with nine parks, three aquatic facilities, five community buildings, and numerous lighted tennis courts. Its location in Southern California affords the opportunity to access a vast array of cultural activities and colleges and universities. Buena Park enjoys convenient proximity to Southern California's spectacular beaches, mountains, and deserts which offer unlimited recreational opportunities.

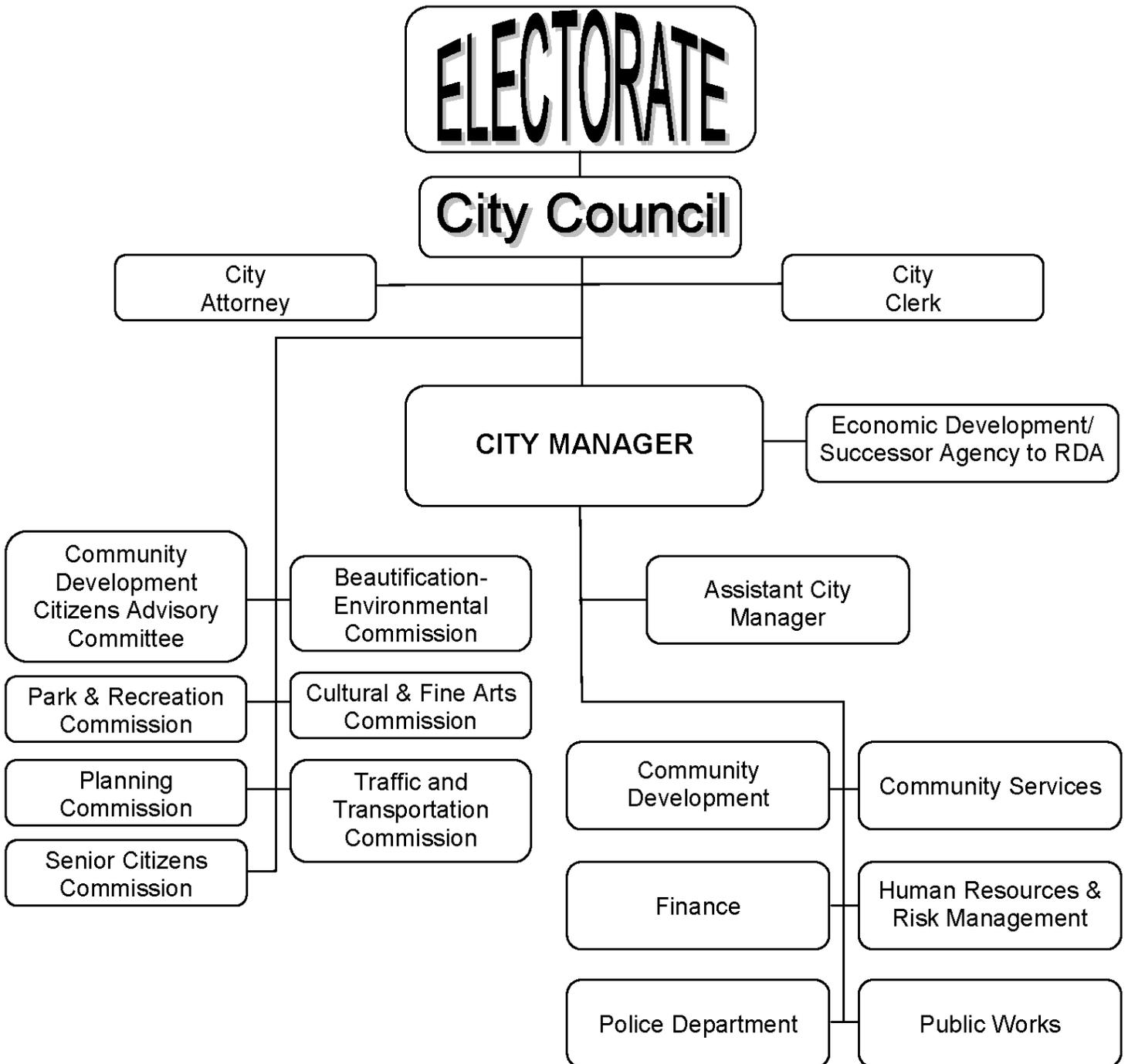
## **THE CITY GOVERNMENT**

Buena Park is a Charter City with a Council-Manager form of government. Under this form, the citizens elect five City Council members to staggered four-year terms. The Council, in turn, elects a Mayor and Mayor Pro Tem from its own membership. The Mayor serves a one-year term, presides at Council meetings, and has one vote, the same as the other members.

The Council establishes policy and determines the types and levels of service the City will provide. It is assisted in its policy making functions by citizen advisory commissions and committees.

Buena Park is a full service City. The City Manager, appointed by the Council, is responsible for the general conduct and administration of all City business. The organizational chart on the next page shows the City departments and their principal functions.

**CITY OF BUENA PARK  
ORGANIZATIONAL CHART**



## **CITY DEPARTMENTS**

### **Administrative - City Manager**

- Cable Television
- California Welcome Center
- Communications/Marketing
- General Administration
- Purchasing Services
- Visit Buena Park

### **City Attorney**

- Legal Counsel
- Tort Defense

### **City Clerk**

- City Council Meetings
- Elections
- Mayor & Council Offices
- Record Retention

### **Community Development**

- Building Inspection & Plan Review
- Code Enforcement
- Current & Advanced Planning

### **Economic Development**

- Business Attraction
- Housing Improvement
- Housing Rehabilitation

### **Finance**

- Accounting/Payroll
- Budget
- Management Information Services
- Treasury Management/Investments
- Water Billing

### **Human Resources**

- Employee Benefits
- Employee and Labor Relations
- Employment Services
- Mail Distribution
- Reprographics
- Risk Management
- Training and Development

### **Police**

- Operations Divisions:
  - Patrol Services Bureau
  - Traffic Services Bureau
- Support Services Divisions:
  - Auxiliary Services Bureau
  - Investigative Services Bureau

### **Public Works**

- Engineering Services
- Construction Inspection & Management
- Maintenance:
  - Facilities
  - Equipment
  - Streets
  - Utility Systems
  - Parkways/Medians
- Traffic Engineering
- Parks and Facilities Maintenance

### **Community Services**

- Capital Projects
- Cultural/Fine Arts
- Recreation
- Special Events

## **MISSION STATEMENT**

The City of Buena Park is dedicated to providing superior, responsive services that improve and enhance the community and the quality of life.

## **YOU AND YOUR JOB**

### **CIVIL SERVICE PERSONNEL SYSTEM**

The City's Civil Service Personnel System ensures equal opportunity for qualified persons to enter and progress through City service.

Appointments and subsequent promotions are made by regular competitive selection processes. Examinations, which may include performance tests, interviews, and assessment centers, help to determine which candidates have the qualifications the City needs. Positions are filled by those most qualified. Knowledge and ability is the key to both appointment and promotion.

### **CODE OF ETHICS**

As a Public service employee, you are entrusted by the public to carry out the laws of the Nation, State, and City. Public interest is your highest concern and you are bound to observe the highest standards of morality in performing your duties and responsibilities regardless of personal consideration – both in your official business and private affairs. You are expected to provide dedicated service and fair and equal treatment to all citizens.

### **CORE VALUES**

The City has adopted six core values which are characteristics City staff and all City representatives are expected to exemplify on a daily basis.

**Excellence** - Always striving to do better and excelling beyond expectations for the community.

**Communication** - Exchanging thoughts, opinions, and information well; relaying messages to the best of our ability with clarity.

**Teamwork** - Working well together; combining individual talents and strengths, supporting each other, and then working cooperatively to achieve mutual objectives.

**Commitment** - Pledging or engaging ourselves to the people we serve; dedicating our time and energy to that which we believe.

**Respect** - Treating others justly, fairly, and with dignity; showing high regard for others and treating them as we would like to be treated.

**Integrity** - Always exhibiting sound moral principles, virtues, and good character; demonstrating honesty and trustworthiness in the community.

## **EQUAL EMPLOYMENT OPPORTUNITY/AFFIRMATIVE ACTION**

The City's Affirmative Action Program provides equal opportunities for all persons regardless of race, ancestry, color, national origin, religion, sex, marital status, physical handicap, sexual orientation, or medical condition. The program's goal is to provide equal opportunity for all through selection, training, promotion, and transfer.

## **PRE-EMPLOYMENT SCREENINGS**

All job offers are contingent on the successful completion and passing a Medical Examination, Drug Testing, and Fingerprinting.

- Medical Examination – Prior to becoming a new employee you must take a pre-employment medical examination to determine if you are physically capable of performing your duties. Required medical exams are paid for by the City. Every offer of employment is contingent upon passing the medical exam.
- Pre-employment Drug Testing – Pre-employment drug testing is required for all positions including all sworn positions, Police Department positions, and safety sensitive positions. You may be drug-tested if you are assigned or promoted to any of these positions.
- Fingerprinting – Prior to employment, you will be fingerprinted at the Police Department to determine if you have been convicted of a crime involving moral turpitude or a crime that would impede your ability to perform your job.

## **NEW EMPLOYEE ORIENTATION**

Within the first three days, you will undergo a new employee orientation in the Human Resources Department to brief you on pertinent matters and to accomplish the following:

- Loyalty Oath – The California State Constitution requires all public employees to take an oath upon appointment. In doing so, you are to support and defend the State of California and the United States, and their respective Constitutions. You also swear to faithfully perform your responsibilities as a

City employee and in the case of a disaster or region-wide emergency, Disaster Service Worker (further discussed later in this section).

- Eligibility to Work in the U.S.A. – Pursuant to the Federal Immigration Reform and Control Act of 1986 (IRCA), the Immigration Act of 1990, and the Illegal Immigration Reform and Immigrant Responsibility Act (IIRIRA) of 1996, the City must verify that all persons hired are citizens or are legally eligible to work in the U.S.A.
- Employee Identification Cards – You will receive an Employee Identification Card with your photograph on it. This card identifies you when dealing with the public and registers you as a disaster service worker. If your I.D. card is lost or stolen, or you change your name, report it immediately to Human Resources and you will receive a replacement. Upon separation from employment, you must return your I.D. card to the City. Sworn police personnel are provided with a separate identification card by their department.
- Benefits – Human Resources will brief you on your fringe benefits including retirement benefits and medical, dental, and life insurance plans.
- Rules and Regulations – Human Resources will brief you on a number of important Employee Policies and Rules and Regulations.

## **CLASSIFICATION**

Your position has been given a specific title and is carefully classified according to the type of work and the duties and responsibilities assigned. Similar jobs are grouped to ensure that they receive equal pay even though they may be in different departments.

Jobs are further arranged into series of classes or occupational groups to provide a logical framework for promotional opportunities. A written description of each type of job is available in Human Resources and on the City's website. A description includes examples of the typical duties, the knowledge and abilities needed, and other requirements. It is not, however, an all-inclusive document.

## **PROBATIONARY PERIOD**

New employees must serve a minimum twelve-month probation period, except sworn police personnel who must serve eighteen months. Your Department Head may recommend extending the probationary period of an employee up to one additional six (6) month period. During the probation period, your supervisor will periodically evaluate your performance, help you adjust to your new position

and determine your suitability for the job. The probationary period also allows you to determine whether employment with Buena Park suits you. Upon successful completion of probation, your status will change to that of a regular employee.

## **PROMOTION**

Buena Park encourages employees to seek advancement within the City. Training and off-duty classes enhance advancement in your career.

Notices of job openings are posted on bulletin boards and the City's website. If you believe you are qualified for one, apply online on the Human Resources website [www.buenapark.com/hr](http://www.buenapark.com/hr)

The City wants to fill vacancies by promotion from within whenever practical. Promotions are usually open only to regular employees who have passed their initial probation period.

Employees who have questions about a promotional process can always reach out to a Human Resources staff member for additional information. Also, employees who would like guidance setting career goals, improving interview skills, or updating a resume, your professional Human Resources staff can assist. Contact the Human Resources office for more information.

## **TRANSFER**

A move from one position to another in the same classification is a transfer. A transfer may be initiated by an employee, a Department Head, or the City Manager.

If you want to transfer within your department, advise your supervisor and submit a written request to your Department Head. If you wish to transfer from your department, contact Human Resources. Approval of the transfer is subject to availability of an opening, agreement of the supervisors or Department Heads involved and if it is between departments, approval of the City Manager.

## **SEPARATION**

Resignation is the most common type of separation. To resign properly, give your Department Head written notice at least two weeks in advance, stating the effective date and your reason for leaving. This will help the City arrange for your replacement. Failure to give such notice may affect your personnel record.

When you separate from employment, you will be required to return all City property, materials, keys, equipment, etc. To facilitate this, you must complete a "check-out" procedure when leaving City employment.

Layoffs result from lack of work or funds. When layoffs are necessary, they are based on several factors including length of service and performance.

Other types of separation include retirement and dismissal. Both are discussed elsewhere in this handbook.

## **PERSONNEL RECORDS**

Information about you as an employee, such as salary changes, promotions, and transfers, is part of your personnel file.

All changes of address, telephone numbers, or family status (births, adoptions, marriage, death, divorce or legal separation) must be reported to Human Resources immediately in order to maintain accurate records. Such information is confidential and is used for City insurance policies, income tax purposes, emergency contacts, etc. Often, several forms are needed to make a change on the records. You may get these forms from Human Resources or your Sr. Administrative Assistant.

You have the right to review your personnel file during regular working hours. If you wish to do so, contact Human Resources for an appointment.

## **DEATH OF EMPLOYEE**

In the event of your death, it is important that your survivors receive City assistance and all payment due in a timely fashion. Therefore, be sure to have readily available for your survivors: your birth certificate; marriage certificate; birth certificates of all beneficiaries; and City life insurance policy certificates. Please make sure that your employment record is complete, accurate, and up to date at all times. If you or your beneficiaries have any questions, please contact Human Resources.

## **CIVIL DEFENSE/DISASTER RELIEF**

As a City employee, you are registered as a disaster service worker. If a disaster occurs in the City, you may be assigned to any emergency duty for disaster relief. If it occurs during non-working hours, you will be contacted, if possible, but otherwise it is your responsibility to see if you are needed. Normally, you would be used at your regular work station, but there may also be work such as

cleaning rubble, sandbagging, etc. that must be done. Your family may be sheltered in designated City facilities during emergencies.

In the event of a county or region-wide emergency, you may not be able to get to your worksite or contact the City. If this happens, you should volunteer your services to the nearest government agency until you can report to work in Buena Park.

## **EMPLOYMENT POLICIES**

### **HARASSMENT**

All employees are to be treated with respect and dignity. Sexual harassment or harassment for any reason, such as that based on race, religion, color, sex (including gender, gender identity, gender expression, transgender, pregnancy, and breastfeeding), national origin, ancestry, citizenship status, disability, medical condition, genetic characteristics or information, marital status, age, sexual orientation (including homosexuality, bisexuality, or heterosexuality), military or veteran status, or any other protected classification, by another employee or supervisor will not be tolerated under any circumstances, and can lead to discharge. Sexual harassment includes soliciting sexual favors from a subordinate or co-worker in return for promotions, increased wages, continuance on the job, and the like. Any incident of harassment, discrimination, retaliation or bullying should be reported immediately to the employee's supervisor, his/her Department Head, or the Human Resources Department.

You will be provided a copy of the Anti-Harassment in Employment Policy and required to certify that you have read such policy.

### **CONFLICT AND VIOLENCE PREVENTION**

The City of Buena Park is committed to providing a safe work environment. The City of Buena Park will NOT tolerate any act or behavior which can be perceived as threatening, hostile, and/or violent. No employee shall make any threat, either physical or verbal, against a co-worker, supervisor, or member of the public. Violation of this policy will lead to discipline, up to and including termination. Any threats or incidents of violence are to be reported immediately to their supervisor and Department Head.

You will be provided a copy of the Conflict Prevention and Work Place Violence Policy and required to certify that you have read such policy.

### **DRUGS AND ALCOHOL**

You are not permitted to possess, distribute, or use alcohol or controlled substances during work hours, and are not permitted to work while under the influence of those substances. Exceptions can be made for prescription drugs if you are under the care of a licensed physician and the safety of yourself, co-workers, and the public is not affected.

The City may, upon showing of reasonable suspicion that the employee is under the influence of drugs or alcohol, compel an employee to submit to a drug/alcohol test on City time and at the City's expense.

You will be provided a copy of the Drug Policy and required to certify that you have read such policy.

If you ask for help with a drug or alcohol problem you will be referred to the employee assistance program, which is described elsewhere in this handbook. All referrals will remain confidential.

## **SMOKING**

You are encouraged not to smoke as it is a proven detriment to health, safety, and productivity.

California Labor Code 6404.5 prohibits smoking in places of employment. If you do smoke, California Government Code 7596-7598 requires that you stay a minimum of 20 feet away from main entrances, exits, and operable windows.

If you became a sworn police department employee after October 31, 1988, you are not allowed to smoke tobacco or any other non-tobacco substance at any time on or off duty. Violation of this rule shall be deemed good cause for dismissal.

## **MONEY MATTERS**

### **PAY PERIODS/PAYDAYS**

Pay periods begin in the middle of the fifth work day shift in the pay period, which is usually working Fridays at noon, and paydays occur the following Friday. If the payday falls on a holiday, paychecks are issued on the preceding business day.

The City is careful to ensure that paychecks are accurate, but mistakes may occur. Review your paycheck upon receipt to make sure that it is correct. If it is not, please inform your supervisor or Sr. Administrative Assistant.

### **PAYROLL DIRECT DEPOSIT**

All employees are required to participate in the payroll direct deposit program. Your paycheck will be automatically deposited to the banking institution(s) you designate.

### **TIME SHEETS**

A time sheet records the number of hours you worked or were absent (vacation, etc.) each pay period. Each employee is required to record his/her own time and to sign the time sheet. This document is used by Finance to compute your pay for the period reported. Questions should be referred to your supervisor or Sr. Administrative Assistant.

### **PAYROLL DEDUCTIONS**

There are two types of payroll deductions: mandatory and optional. The mandatory deductions are for federal income tax, state income tax, court-ordered levies, and the California Public Employees' Retirement System. The mandatory tax deductions are based on the choices you make when completing the W-4 form. You may change your W-4 information in Human Resources.

Employees must contribute 1.45% of salary to Medicare. The City contributes an equal amount. Non-benefited part-time employees are required to contribute 3.75% of their salary to deferred compensation in lieu of social security. The City contributes an equal amount.

You may authorize optional deductions for:

- (1) Donations to City-approved charitable organizations

- (2) Financial Institutions
- (3) Employee association dues
- (4) Medical and dental insurance for dependents, or additional life insurance
- (5) Deferred Compensation
- (6) Voluntary Benefits

## PAY

Employee's pay is determined in several ways. Initially, each classification is rated according to its level of difficulty and responsibility, working conditions, supply and demand considerations, etc. In addition, periodic negotiations with employee groups can result in adjustments. These negotiations normally focus on issues such as changes in the cost of living, salaries paid by other employers, and the City's fiscal condition. Negotiated agreements, which are called Memoranda of Understanding (M.O.U.), must be approved by the City Council.

An individual employee's pay may be increased via the merit system of compensation. Most salary ranges have six steps, approximately 5% apart. An employee hired at the bottom step (entry) may be advanced to the second step (Step 2) after six months of satisfactory service. An additional step increase to Step 3 follows after another six months of satisfactory service. Step increases beyond Step 3 are achieved annually until the top step (Step 6) is reached. ***It is important to remember that step increases are based on merit not granted automatically.*** Your Department Head must certify that your performance -- which includes attendance and work habits -- has been satisfactory or better for the entire period in review.

## OVERTIME PAY

Many employees are eligible for overtime pay. However, exempt employees or employees in management and supervisory positions generally are not eligible.

Overtime rules may differ for various bargaining units and the Federal Fair Labor Standards Act may take precedence in some situations.

In general, employees receive premium pay (time and one-half) for time actually worked which exceeds the maximum designated for the classification and bargaining unit. In some situations, employees may receive compensatory time off ("comp time") in lieu of cash. The actual amount of cash or comp time to be paid is governed by each Memorandum of Understanding and the Fair Labor Standards Act.

Most non-exempt employees receive specific types of overtime pay when called back to duty on a non-regularly scheduled work shift, while waiting at home to

appear in court for the City, and for appearing in court for the City while otherwise off duty.

Some overtime work is available on a voluntary basis. However, the City may occasionally require you to work overtime. Such assignments cannot ordinarily be refused.

## **EDUCATION REIMBURSEMENT PROGRAM**

The City has a tuition reimbursement program to encourage you to increase your knowledge and ability in your present job or to prepare you for a higher-level job within your field.

Courses cannot be taken on City time and must be completed with a grade of "C" or better.

If you participate in this program, you are required to obtain written approval for the course from your Department Head prior to enrollment. Otherwise, there is no guarantee you will be reimbursed for tuition after completing the course. Further, your request for reimbursement should be submitted as soon as possible after you receive your grades.

## **BENEFITS AND RETIREMENT**

Your compensation includes not only your pay but also insurance and retirement benefits which depend upon the employee organization which represents your classification. This handbook provides only a brief description of each benefit and its coverage; contact Human Resources for more information.

### **AFFORDABLE CARE ACT**

Effective January 1, 2014, everyone in the United States is required to have health insurance coverage per the Patient Protection and Affordable Care Act (ACA). The City offers health/medical insurance to full-time employees. Employees who work less than full-time may not be eligible for health insurance provided by the City. If you are not eligible or do not have access to health insurance benefits through the City, another employer, or through a spouse or parent, you have access to affordable coverage through the Health Insurance Marketplace – Covered California. Contact Human Resources for more information.

### **HEALTH/MEDICAL INSURANCE**

The City provides health/medical insurance for you and your dependents and pays a certain amount for the monthly premium. You may have to pay a portion of the premium, depending upon the number of dependents covered, which plan is chosen, and your employee organization. Booklets explaining details of each plan are available in Human Resources.

### **DENTAL INSURANCE**

The City provides you dental insurance through a dental plan. For a minimal contribution, you may cover eligible dependents under this plan.

### **VISION INSURANCE**

The City provides you vision insurance through a vision plan. You are responsible for the cost of this insurance for you and your eligibility dependents under this plan.

## **LIFE INSURANCE**

You are automatically included in a group term life insurance plan on the first day of the month following your date of employment. The amount of insurance varies according to employee organization. At no cost to you, this insurance remains in effect during your employment with the City and during authorized leaves of absence. Once you separate, coverage will end immediately.

## **LONG-TERM DISABILITY**

Employees in certain employee organizations are covered by City-paid long-term disability (LTD) insurance on the first of the month following one month of continuous employment. The purpose of LTD is to replace a portion of your lost City income if you become totally disabled due to off-the-job injury or illness. Contact Human Resources for details concerning the amount of payment, when payments begin and end, and how much sick leave must be used before LTD benefits could begin.

## **INSURANCE PLAN ENROLLMENT CHANGES**

Each year, you may change medical, dental, and vision plans or add family members to your coverage during the designated open enrollment period. Open enrollment period is subject to change, but usually occurs in September each year. Changes made during the open enrollment period typically take effect at the beginning of the next calendar year.

Otherwise, new family members may only be added to your coverage within 60 days of a change in family status (i.e., marriage or birth/adoption of a child). Family members may be dropped from the plan at any time due to a dependent's death, marriage or acquisition of other health coverage.

If you move out of the service area of your medical plan, you may have to change to another plan during the open enrollment period.

If you separate from the City or if a family member no longer qualifies as your dependent, contact Human Resources for information on conversion options and possible continuation of enrollment in the City-sponsored plans through COBRA at your own expense.

## **MEDICAL AND DENTAL INSURANCE WHILE ON LEAVE OF ABSENCE**

If you take an unpaid leave of absence from the City, you may remain on City medical and dental insurance programs at your own expense. The City's contribution to those insurance premiums is suspended until you return from unpaid leave.

Also, in conformity with the Family and Medical Leave Act (FMLA) and the California Family Rights Act (CFRA), the City will continue to pay its contribution concurrently up to 12 weeks while you are on leave covered by FMLA/CFRA. Following this period, all insurance premiums are the responsibility of the employee while on unpaid leave.

## **UNEMPLOYMENT INSURANCE**

Unemployment insurance is a partial-income protection plan designed to assist you in case of a layoff or loss of job through no fault of your own. The amount and length of time you may receive unemployment benefits depends on factors such as your salary and the number of months employed. The State Employment Development Department office nearest your home can provide details.

## **RETIREMENT**

The City belongs to the State of California Public Employees' Retirement System (CalPERS). Participation in this retirement plan is mandatory beginning on the first day of employment. You may retire as early as age 50 if you have 5 years of service credit.

A large portion of your retirement benefits are contributed by the City through what is known as the "employer's share". You are responsible for the "employee's share" of your retirement benefit. This is about 12.75% of pay for new safety employees and about 6.25% for all others, depending on the retirement formula you were hired under. The employee's share is not subject to State or Federal tax until receipt, which occurs after separation from City employment via a refund or payment of retirement benefits.

Part-time employees not covered under CalPERS are covered through a deferred compensation plan. The employees pay their share of 3.75% of their salary and the City pays an equal amount.

If you wish to retire and are eligible, notify CalPERS, Human Resources, and your Department Head at least 90 days before your planned retirement to allow sufficient time to process the necessary papers. This will help to ensure that you receive your first retirement check in a timely manner.

For further information, consult your CalPERS information booklet or contact Human Resources. If you wish, you may deal directly with the local CalPERS area office located in the City of Orange at 1(888) CAL-PERS (225-7377).

## **VOLUNTARY BENEFITS**

Accidents and illnesses happen. You can supplement your sick time and medical insurance benefits with optional Accident, Critical Care and Recovery, Cancer/Specified Disease, Life, or Disability Benefit plans. Coverage available includes wellness screenings reimbursement, optional riders for disability income for you or your spouse, and coverage for just you or your spouse and dependents. You can create an insurance package tailored to your own personal needs. Contact Human Resources for details and enrollment.

## **FLEXIBLE SPENDING ACCOUNTS**

The City provides the option to set aside tax free dollars from your paycheck each month to pay for certain out-of-pocket expenses for health and dependent care through Flexible Spending Accounts (FSA). Contact Human Resources for details and enrollment.

## **DEFERRED COMPENSATION**

The City offers a deferred compensation plan, also known as Internal Revenue Code 457(b), retirement savings plan. This is a voluntary program which can supplement your retirement income. Your contributions and earnings on those contributions are tax-deferred until receipt, which typically occurs after separation from City employment during retirement. Contact the Human Resources office for details and enrollment.

## **ON-THE-JOB INJURIES**

If your job causes you injury or illness, no matter how minor, you must report it to your supervisor immediately. If you need medical aid, your supervisor will advise you where to go for treatment, and your medical bills will be paid for directly by the City.

## **SELECTION OF TREATING PHYSICIAN**

The City has prearranged qualified medical facilities to provide quality and prompt medical care to injured employees. If, after 30 days of care by an employer-directed physician, you are for any reason dissatisfied, you may select your own doctor. You may request this change by contacting Human Resources or the City's claims administrator. In lieu of an employer-directed physician, State law allows you the right to see your personal physician immediately following an accident. You must, however, make this request in writing and have it on file with Human Resources prior to the date of injury. For this purpose, "personal physician" is defined as a doctor who, before the injury, directed the medical treatment of the employee and maintains the employee's medical records. Your personal physician must be within a reasonable geographical area and must be willing to abide by the specific requirements set forth by state law for health care providers who wish to care for individuals injured on the job. If your personal physician is not immediately available, don't wait. Go to the medical facility designated by your supervisor for immediate treatment.

## **INJURIES AND LOSS OF PAY**

If the examining physician recommends, and the City's claims administrator approves, a temporary job-related absence will not cause a loss of pay. You will continue to receive your full pay when you are on "temporary disability" up to the maximum period allowed by law or Memorandum of Understanding (MOU). Contact Human Resources for details.

Without proper medical authorization to be off work, you will be charged with regular sick leave or leave without pay.

The City is not liable for injuries which occur during your voluntary participation in any off-duty recreational, athletic or social activities, including City or employee social events where participation is voluntary and not part of your job.

## **MODIFIED WORK ASSIGNMENT**

If you cannot perform your regular work because of a job-related injury, but a doctor determines that you can perform less rigorous tasks, the City will try to provide modified work duties on a temporary basis until you are medically released to perform your regular job. Modified work assignments keep you working and productive during your recuperation and can help speed your recovery. Modified work appropriate to your medical condition cannot be declined.

Be familiar with the procedure for reporting injuries and receiving treatment in case you or a fellow worker is injured. Accidents/illnesses and recurrences not properly reported may jeopardize your legal right to recover worker compensation benefits.

## **TIME OFF**

Any time you will be absent from work for any reason other than a City holiday, you must submit a *Request For Time Off* Form to your supervisor. If you cannot return to work the day following the end of the approved leave, you must inform your supervisor and submit another leave request form as soon as reasonable. Absence without approved leave or absence without reporting to or calling your supervisor may be without pay and/or cause for discipline, up to and including dismissal.

## **VACATIONS**

You are eligible to take vacation after completing your initial probation period. All employees are encouraged to take periodic vacations. During the first five years of employment, full-time employees on a 40-hour work week are entitled to 80 hours of vacation per year. This increases with your years of service up to a maximum of 160 hours.

You may build up to twice your yearly allowance; vacation credits earned will stop at maximum. You may, however, request payment of up to 40 hours provided you take 40 hours of vacation during the preceding fiscal year. When you leave the City's employment, any unused vacation is paid at your rate of base pay then in effect.

## **ADMINISTRATIVE/MANAGEMENT LEAVE**

In recognition of the additional time required (evening meetings, occasional weekends, etc.) to do their jobs properly, exempt employees receive 40 hours of paid time off each year in the form of administrative/management leave.

## **JURY DUTY**

If you are called for jury duty, notify your supervisor at once. During jury duty, the Court will give you a "Certificate of Jury Service" to indicate time served. You must give this Certificate to your supervisor. You will then receive your regular pay for time away from your job, but only if you deposit your jury duty pay (exclusive of payment for mileage) with the Finance Department.

If you are excused early on any day you report for jury duty, you are to return to work, unless there would be less than one hour of your shift remaining by the time you could return.

## **MILITARY LEAVE**

Federal and State laws authorize leave for employees ordered to military service, including annual reserve duty. Employees who serve in the Armed Forces will be granted leaves of absence in accordance with the laws governing such leaves.

## **SICK LEAVE**

Sick leave is provided so that you will not suffer financially because of an inability to work due to illness or injury. It is to be used only in case of actual illness or injury suffered by an employee or for certain related purposes approved by the City.

Sick leave may be used for medical/dental appointments, but you are encouraged to make such appointments during non-working hours whenever possible.

If you can't report to work due to an illness, notify your supervisor as soon as possible, but no later than two hours before the start of your work shift.

Prior to resuming work after a bona fide illness, you may be required to present a written release from your doctor stating the nature of your illness and that you are now able to perform your normal job duties. Also, the release should indicate any restrictions on your activities. The City may require you to be examined by its own physician before allowing you to return to work. The Department Head may require a written release during any period which sick leave was requested.

Regular full-time employees earn 96 hours of sick leave per year. Unused sick leave is accumulated without limit. You may buyback sick leave up to ½ your annual accrual if you have at least 480 hours of accumulated sick leave remaining after the buyback.

## **BEREAVEMENT LEAVE**

Upon approval of your department head, you are entitled to charge five days of accumulated sick leave for bereavement leave if a member of your immediate family dies (or for critical illness where death appears imminent). An "immediate family member" for this purpose is your or your spouse's father, mother, grandfather, grandmother, sibling(s), child, spouse, grandchildren.

## **MEDICAL LEAVE**

An employee disabled due to a non-work related medical condition may be granted a leave of absence upon submitting a formal request. The term "non-work related medical condition" encompasses many temporary medical disabilities including, but not limited to, pregnancy and childbirth. Such leave normally shall not exceed three months, but may be extended by the City Manager.

If you are on medical leave you may use all your sick leave and you may use any accrued vacation after sick leave has been exhausted. After 60 days of qualified medical leave, you may be eligible for long-term disability benefits. Contact the Human Resources office for information regarding eligibility and forms for such benefits.

If you require medical leave, notify your supervisor and the Human Resources office in writing as soon as you learn that you will be temporarily disabled. You will be required to provide initially and periodically proof of disability in the form of a doctor's statement. Upon returning from a medical leave, you must provide a doctor's statement which indicates you are fit to work.

## **FAMILY MEDICAL LEAVE**

Employees with at least one year of continuous service with the City may be entitled to family medical leave under Federal Family and Medical Leave Act of 1993 (FMLA), California Family Rights Act (CRFA), or Pregnancy Disability Leave (PDL) through the Fair Employment and Housing Act (FEHA), for the serious illness of a child, parent or spouse or in connection with the birth or adoption of a child. Contact the Human Resources office for requests and forms for such leave.

## **PERSONAL LEAVE OF ABSENCE**

If you must be absent from work for a non-medical reason for which the City does not grant time off or have leave provisions, you must use all accrued vacation prior to requesting a personal leave of absence. Personal leaves are subject to your Department Head's approval and, if leave is taken for an extended time, subject to the approval of the City Manager.

## **HOLIDAYS**

The City recognizes these holidays:

New Year's Day	January 1
Martin Luther King Jr. Day	Third Monday in January
Washington's Birthday	Third Monday in February
Memorial Day	Last Monday in May
Independence Day	July 4
Labor Day	First Monday of September
Veteran's Day	November 11
Thanksgiving Day	Fourth Thursday in November
Day after Thanksgiving	Fourth Friday in November
Christmas Eve	December 24
Christmas Day	December 25

When a holiday occurs on a Saturday, the preceding Friday will be observed instead. If the Friday is an "off" day, the holiday will be observed on Thursday.

When a holiday occurs on a Sunday, the following Monday will be observed. Regular part-time employees are paid the number of hours that they are scheduled to work on the day the holiday occurs.

## **HOLIDAY CLOSURE**

City Hall, City Yard, and Community Center facilities are closed to the public during the holiday period between Christmas Eve and New Year's Day. During the closure employees will have the option to use accrued Vacation, Administrative Leave, Compensatory Time, Floating Holiday, or Leave without Pay. Employees without sufficient accrued leave time to cover the holiday closure may borrow from future vacation accrual. The City maintains the right to determine the essential services which will still operate during the closure period.

## **FLOATING HOLIDAY**

After working three months, you may be eligible to take one floating holiday per fiscal year in addition to the above holidays. Check your specific MOU if this applies.

## **SAFETY**

You are responsible for helping to make the City of Buena Park a safe place to work. Don't hesitate to ask your supervisor about any phase of your job that may seem hazardous or unfamiliar. Report all incidents of injuries, accidents, and property damage to your supervisor immediately. Incident Forms are located in each department.

## **HEALTH AND SAFETY POLICY**

The City wants to keep a safe work environment by promoting its Health and Safety Policy, which is summarized as follows:

1. To provide safe and efficient work places, and provide tools, equipment and material free from preventable hazards.
2. To maintain reasonable safety rules and procedures with firm and fair enforcement and to communicate these rules and procedures to all employees effectively.
3. To provide appropriate employee training programs, emphasizing the individual's responsibility for safe work performance.
4. To take fully into consideration the health and safety of employees in achieving improvements in productivity.
5. To constantly strive to improve safety performance with the objective of reducing accidents.
6. To promote good health and safety attitudes by actively seeking the full cooperation of all employees and providing appropriate recognition for superior safety performance.

Your supervisor will instruct you how to best perform your work. However, it is your obligation to report to your supervisor any malfunctioning vehicle or equipment or any condition that might be hazardous to the safety of City employees or the public.

## **SECURITY**

Be alert and aware of suspicious or unusual occurrences which may indicate a threat of harm, theft, vandalism, or other damage to City employees, City property, vehicles, landscape or buildings. Report incidents and details to your supervisor or the Police Department.

## **PERSONAL PROPERTY DAMAGE**

The City cannot guarantee the security of your personal property on the premises. It is your responsibility to safeguard your personal belongings. Report any incident to your supervisor or the Police Department.

## **RULES AND REGULATIONS**

In addition to the specific areas covered in this section, it is important that City employees adhere to generally accepted standards of personal and business conduct. The City organization is here to serve Buena Park's citizens, and we must all remember that the public, our supervisors and fellow workers judge us, in large part, on basic qualities such as courtesy, integrity, and reliability. City staff and City representatives are expected to exemplify the six core values of Excellence, Communication, Teamwork, Commitment and Respect on a daily basis.

### **ATTENDANCE**

To effectively serve the public, the City needs all employees on duty each day they are scheduled to work, and at the appointed time. Since employees' tardiness and absenteeism contribute to high labor costs, detract from the effectiveness of other staff members, and weaken the City's ability to provide services, you should strive for perfect attendance by:

- Maintaining reasonable health standards.
- Taking precaution against illness.
- Not permitting minor indisposition or inconveniences to keep you away from the job.
- Making every effort to observe prudent safety rules and practices on and off the job.
- Taking care of personal affairs outside of working hours.

### **WORKING HOURS**

You are required to become familiar with the City's Alternative Work Schedule guidelines which will be provided to you. Working hours are determined by the requirements of each department. The Police Department maintains shifts over a 24-hour period. Most other City departments operate from 7:30 a.m. to 5:30 p.m. Monday through Friday except when closed on alternating Fridays. Your supervisor will advise you of the schedule and/or schedules pertaining to your department.

### **MEAL PERIODS AND BREAKS**

Most employees normally receive a 30 or 60 minute meal period depending on the work assignment. However, the meal period may be rescheduled due to operational requirements. The meal period includes travel to and from the break

site. Each employee is also allowed a 15-minute break near the mid-point of every 4-hour work period. For non-field employees, these breaks are to be taken within the building where the employee is assigned or on the grounds immediately adjacent thereto. Field employees are to take breaks on the job site. Meal periods and breaks may not be saved for time off, and are scheduled by your department to ensure that services to the public are not impaired. Eating at times other than meal periods and breaks is not appropriate.

## **DRESS CODE**

Employees are expected to dress in an appropriate and safe manner, conducive to a professional work environment. Denim is not allowed unless approved by your Department Head for special job assignments or special events. Please refer to the ***Professional Appearance Guidelines*** (Administrative Memorandum 200.64) for specific information related to the City's expectations on Attire, Footwear, Grooming, Piercing, and Body Art.

You will be provided a copy of the Professional Appearance Guidelines and required to certify that you have read such guidelines.

## **CITY UNIFORMS**

You may be required to wear uniforms in the performance of your duties. These uniforms are to be worn during regular working hours and may be worn to and from work, but they are not to be worn at other times. The City provides the uniforms or an allowance for uniforms, but it is your responsibility, in most cases, to maintain these uniforms in a neat and clean condition.

The uniform identifies you as a City employee. Proper care of the uniform, both on and off the job site, will reflect favorably upon you and the City.

## **PARKING**

The City provides free parking to its employees. The City, however, is not responsible for fire, theft or damage to employees' vehicles or their contents.

## **VEHICLE USE**

If your job requires you to drive, you may be assigned a City vehicle. Pool cars are available for use on City business.

If you are driving a City vehicle and are involved in a collision, however minor it may be, you must call the Police Department to take a report. You will also be required to complete a separate report at your department.

If you use your own vehicle on official City business (there is no requirement to do so), you will be reimbursed according to the number of miles driven. However, you must carry auto liability insurance as required by the California Vehicle Code and your insurance will be primary to that of the City.

## **DRIVER LICENSE VERIFICATION**

Since there may be times when you need to use a City car or your own vehicle for City business, it is very important that your driver license be valid. The City participates in the Employer Pull Notice (EPN) Program and is notified when an employee's driver license record records an action. If your driver's license is revoked, expired or suspended, you must notify your supervisor immediately.

## **CITY PROPERTY USE**

Employees may not use City supplies, material, equipment or property for personal use.

Upon termination of employment, you are required to return all City properties issued to you such as tools, keys and uniforms. Otherwise, you will be held liable for the cost of such properties.

## **PERSONAL TELEPHONE USE**

Personal telephone calls are not to be made on City time if at all avoidable. If you must make or receive occasional personal calls at work, keep them to an absolute minimum in terms of frequency and length. Personal toll and long-distance calls must be charged to your home telephone or credit card. The City may charge you for the cost of your personal telephone calls.

## **SELLING ON THE PREMISES**

Solicitation of non-City business on City property is prohibited. This applies to outside salespersons and City employees.

## **GIFTS AND GRATUITIES**

Employees are not to accept any gift or gratuity from an individual, company or organization doing business with the City because gifts can be viewed as unethical attempts to influence City operations. Although some offers are made in good faith and intent, all employees are expected to remain free from any potential conflict of interest. Any gift offered by an outside party should be politely, but firmly, declined.

## **OUTSIDE EMPLOYMENT**

It is the City's policy that employees may engage in outside employment following notice to their Department Head and in accordance to the guidelines established by Administrative Policy 200.68 and pursuant to California Government Code Sections 1125-1129. The intent of the policy is to avoid actual or perceived conflicts of interest that may arise because of secondary employment. Generally, outside employment is allowed if it does not constitute a conflict of interest with your City job.

Consistent with the provisions of Government Code 1126, your Department Head expressly reserves the right to deny any outside employment. Check with your Department Head before you engage in outside employment. In addition to the Administrative Policy, your department may have its own policy regarding outside employment.

## **EMPLOYMENT OF RELATIVES**

To maintain high morale and professional working relationships among employees, the City has established guidelines for employment of relatives. Within any department, employees related by blood or marriage may not perform similar duties or responsibilities, report to the same immediate supervisor, or supervise or be supervised by each other.

The employment of relatives in different departments is prohibited when, in the opinion of the City Manager, potential problems of supervision, safety, security, morale or potential conflicts of interest exist.

## **POLITICAL ACTIVITY**

Participation in political activity is a sign of good citizenship, but certain guidelines outlined in the Personnel Rules and the Administrative Policy and Procedures Manual should be observed.

You may not participate in political activities of any kind during City working hours, while in uniform, and when such activities are held on City-owned premises.

## **DISCIPLINARY ACTION**

Disciplinary action occurs for a number of reasons, including neglect of duty, failure to observe City and/or departmental rules, absenteeism, or lack of integrity. For the most part, few employees have to be disciplined. An employee who is performing poorly or behaving improperly is usually warned by the supervisor. Only if the warning is not heeded is disciplinary action ordinarily taken. The penalty can vary with each case but is usually one of the following: oral reprimand; written reprimand; suspension without pay; reduction in pay; demotion; or dismissal.

If the disciplinary action involves loss of pay or dismissal, an employee typically has the right to respond to the charges before the penalty can be implemented. This is called the "Skelly" procedure.

After the disciplinary action has been implemented, the employee may appeal by using the disciplinary procedures outlined in each MOU.

## **GRIEVANCE PROCEDURE**

Ideally, most problems can be resolved between you and your supervisor. If you have a problem or grievance, first go to your immediate supervisor and make every effort to resolve it. If you believe higher-level review is required, use the formal grievance procedure outlined in the Memorandum of Understanding (MOU) or the Personnel Rules.

It is important to note that for a grievance to be formally considered, it must be presented to your supervisor within sixty (60) calendar days of the date you or your Association knew, or by reasonable diligence could have known, of the basis for the grievance.

You may have a representative with you when presenting a grievance. This representative may be an official of your employee organization, an attorney, or a co-worker familiar with such matters. You are entitled to a reasonable amount of time off to present grievances.

## **EMPLOYEE SERVICES**

### **DISCOUNTS**

Employees have access to our FunExpress Employee Benefit Program which offers discounts to a variety of cultural and entertainment attractions, including amusement parks, and theater and musical events. Contact the Human Resources office for details.

### **CREDIT UNION**

Employees and certain members of their families may join the Orange County Federal Credit Union which offers a number of services including direct payroll deposit program. Contact the Human Resources office for details.

### **EMPLOYEE BREAK ROOMS**

Rooms are available at the various work sites for employee breaks and meal periods. These facilities may also be used for employee meetings with approval from the City Manager or on-site Department Head.

### **EMPLOYEE ORGANIZATIONS**

Employee organizations serve many purposes for employees and they work with the City toward common goals. A primary purpose of these organizations is to represent employees on matters such as pay, work hours, and grievances. State laws guarantee your right to join an employee organization.

### **BLOOD DRIVE**

It is hoped that you will become an active donor to the American Red Cross Blood Drive. The City makes arrangements for periodic visits by the Red Cross Bloodmobile.

### **CHARITY DRIVES**

The City actively supports the community and supports local charities in a variety of ways. The City conducts drives for monetary donations to charitable groups such as the American Cancer Society, Boys and Girls Club, etc. Donations can

be made through a payroll deduction or you may make a one-time, lump-sum contribution. The City may also sponsor charity events for which employees can be active participants. Participation in any charity drive or event is voluntary, but the City encourages employees who can afford to contribute to do so.

## **HEALTH AND WELLNESS**

### **EMPLOYEE ASSISTANCE PROGRAM**

The Employee Assistance Program provides counseling services to employees and their dependents. All counseling is strictly confidential and there is no cost to the employee or their dependent.

The typical problems for which counseling is available include: substance abuse, marriage problems and divorce, emotional problems, depression, job stress, parent-child difficulties, financial pressure, problems of aging, and aging parents. To schedule an appointment with an EAP representative, call (800) 242-6220 or visit [www.members.mhn.com](http://www.members.mhn.com) (use company code: buenapark).

### **EMPLOYEE GYM**

Located in the basement of the Community Center, the employee gym is open from 4 a.m. to 11 p.m., seven days a week for all regular full-time employees. To schedule an orientation, please contact the Human Resources office.

## **EMPLOYEE ENGAGEMENT**

The City of Buena Park values its employees and recognizing employee efforts is a priority. In addition to recognition programs, the City of Buena Park strives to provide opportunities for employees to get to know each other and build relationships with those we may not see on a daily basis. Participation in these annual events is highly encouraged – don't miss events such as St. Patrick's Day Potluck (March), the Employee Appreciation Luncheon (June), Happy New Fiscal Year (July), Ice Cream Social (August), Employee Health Benefits and Lifestyle Fair (September), Halloween Costume Contest (October), City Manager's Tree Lighting Ceremony (December), HR's Cookie Social (December), City Manager's Holiday Luncheon and Ugly Sweater Extravaganza (December) and other Department Sponsored Holiday Potlucks.

## **SERVICE AWARDS**

To recognize career employees, service awards are presented to employees after the tenth year of cumulative service and every fifth year thereafter.

## **EMPLOYEE RECOGNITION PROGRAM**

The City strives to recognize, encourage, and reward employees who demonstrate exemplary performance and provide outstanding service to the City and the community. Nominate an employee you feel goes "Above & Beyond." For nomination forms or more information, contact the Human Resources Department.

## **EMPLOYEES' SUGGESTION AWARD PROGRAM**

To encourage employee contribution to improving City government, the City recognizes and rewards employees for workable suggestions. If implemented, your idea could be recognized with an award. For suggestion forms or more information, contact the Human Resources Department.

## CONCLUSION

The purpose of this handbook is to give you an overview of City employment. Obviously, it can provide only a summary of each topic. It is your responsibility to keep yourself informed of City rules and regulations, policies and procedures.

In addition, as a City Employee it is important you know the community you work in and you should keep yourself informed of City business. Look for updates on rules and regulations, policies and procedures, current events and projects through the following:

- City Website – Community news, events, services and department responsibilities and our municipal code are published on the City's website.
- City Council Meetings – 2<sup>nd</sup> and 4<sup>th</sup> Tuesdays at 5:00 p.m. Council meetings are also televised on Buena Park Local Channel 3 (BPTV3) on Time Warner Cable. City Council meetings are also broadcast live on the City's website and archived for on-demand viewing the next business day. The agenda packet for each Council meeting is available on the website the Thursday prior to the meeting.
- City Manager's Weekly Report to City Council – Distributed weekly via e-mail to all employees with news and information from the week.

You should make a habit of frequently checking the bulletin boards for new items and important announcements. Occasionally, you will find important announcements and bulletins attached to your paycheck.

More detailed information can be found in City ordinances, resolutions, and administrative memoranda. Feel free to contact the Human Resources Department, your supervisor, or your employee association representative to assist you.

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