

DRAFT 2026 Updates - Including MMW Revisions – Through 9.28.2026



City of Crest Hill

Employee Handbook



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The City of Crest Hill is a suburban municipality located in the western portion of Will County and 33 miles southwest of Chicago's Loop. Crest Hill is a civil service community incorporated in 1960 with an Aldermanic form of government. The City is served by an elected Mayor and 8 [alderpersons](#) from 4 wards. The City has [75](#) full-time and 4 part-time employees housed in the City Administration, Finance, Police, Economic Development, Public Works and Clerk's Departments. Crest Hill has 3 collective bargaining agreements and over half the workforce is a member of either the Metropolitan Alliance of Police or the International Union of Operating Engineers.

Nearly 21,000 citizens reside within the 9 square miles of Crest Hill's corporate boundaries. City industry includes retail, manufacturing, and trade services. Amazon, Rich's Products, Frito Lay, and Menards are notable employers in Crest Hill. CenterPoint Intermodal Center, America's largest intermodal facility, is located just outside Crest Hill. The City's main commercial corridors are Weber Road, Plainfield Road (Route 30), and Broadway Street, part of the historic Route 66. Crest Hill is a beautiful community with excellent schools, parks, walking trails, and forest preserves.

[More information can be found on the City's website: www.cresthill.gov](http://www.cresthill.gov)



City Mission Statement

The City of Crest Hill is committed to enhancing the quality of life for its residents and businesses by providing essential infrastructure, public safety services, and thoughtful, planned development that ensures fiscal responsibility and promotes ethical stewardship of the City's resources.

Our Core Values

The City of Crest Hill embraces the core values of customer service, both internal and external, teamwork, integrity, respect and trust. We dedicate ourselves to these values with the goal of providing outstanding customer service and programs to meet the needs of our community and those within our organization. These values guide our actions and serve as the framework for the decisions and contributions we make every day and at every level.

**City of Crest Hill
Employee Handbook**

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SECTION 1 GENERAL PROVISIONS

1.1 PURPOSE

The Employee Handbook serves as a guide to employment and compensation practices and to ensure all employees are treated fairly and equitably in order to best serve the community.

- a) The handbook does not create any contract rights or property rights between the City and prospective, current employees, or another person.
- b) The City, at its option, may add, change, delete, suspend or discontinue any part or parts of the policies in the Employee Handbook at any time without prior notice and without further approval of City Council as business, employment legislation and/or economic conditions dictate. Any such action shall apply to existing as well as to future employees.
- c) No statement or promise by a Department Head, supervisor, or manager past or present may be interpreted as a change in policy nor will it constitute an agreement with an employee.
- d) Should any provision in the Employee Handbook be found to be unenforceable and invalid, such finding does not invalidate the entire Employee Handbook, but only that particular provision.
- e) The Employee Handbook supersedes any and all other or previous City policies whether written or oral, unless otherwise indicated.

1.2 AT-WILL EMPLOYMENT

Employment with the City is at-will, subject to any applicable collective bargaining agreements. This means that neither an employee nor the City has entered into a contract regarding the duration of his employment. Employees are free to terminate their employment with the City at any time, with or without reason. Likewise, the City has the right to terminate an employee's employment, or otherwise discipline, transfer or demote an employee at any time, with or without reason, at the discretion of the City.

1.3 SCOPE OF AUTHORITY

The Personnel Officer or his designee, is responsible and has authority for the administration of the rules and regulations contained herein and may from time to time issue administrative directives interpreting and implementing the terms of these rules, and interpret or waive the application of these rules at any time whenever it is in the best interest of the City.

In their absence or at their option, employees in positions of authority or responsibility may designate others to carry out the respective role, task or functions that are attributed to them in the Employee Handbook. The designated employee shall be known as a designee for the particular role, task or function which is assigned to him by the person in the position of authority or responsibility.

1.4 APPLICATION OF RULES

The rules, regulations, policies, and practices contained herein shall apply to all employees of the City unless otherwise provided by State statutes, local Ordinance, or collective bargaining agreement and does not apply to elected or appointed officials. In the case of a conflict between the language in the Employee Handbook and a collective bargaining agreement or City ordinance, the collective bargaining agreement or City ordinance shall prevail.

1.5 DEPARTMENT RULES

Consistent with the rules, regulations, policies and practices contained herein and subject to the approval of the Personnel Officer, the various departments of the City may promulgate rules and regulations to govern individual departmental operations and procedures. The Employee Handbook supersedes any inconsistent department rules.

1.6 AMENDMENTS

The Employee Handbook shall be reviewed and updated regularly by the Personnel Officer with all substantive policy changes subject to City Council approval. Employees will be notified of amendments to policies and provided written updates of the Employee Handbook that reflect the changes made.

1.7 DISTRIBUTION AND ACKNOWLEDGEMENT

Each regular full-time, regular part-time, and temporary seasonal employee shall receive a copy of the Employee Handbook when first issued or at the time of employment and shall sign a statement acknowledging receipt. Employees will be notified of amendments to policies as indicated in Section 1.6 and will again sign a statement acknowledging receipt.

1.8 GENDER

Whenever the male gender is used in this handbook, it shall be construed to include both males and females equally.

SECTION 2 DEFINITIONS

Unless otherwise defined within this Employee Handbook, the following terms shall have the following meanings:

Anniversary Date: The date an individual becomes a regular full-time or regular part-time employee of the City.

Appointment: The selection of a person to a full-time or part-time position on a regular or temporary basis in the City service ~~who is not a present employee of the City.~~

Base Pay: Base pay or base salary is the hourly or weekly rate of pay received by an employee excluding any additional, authorized compensation such as overtime, other pay, allowances, reimbursements or benefits.

City Code: The City of Crest Hill, Illinois Code of Ordinances, as amended from time to time.

Class or Classification: A position or group of positions that involves similar duties performed, scope of discretion and responsibility, minimum requirements of training, experience or skill and such other characteristics that the same title, tests of fitness and range of compensation have been or may be applied to each position in the group.

~~Compensation Plan:~~ ~~A schedule of pay ranges in hourly, bi-weekly and annualized rates for each class within the City service.~~

COBRA: Consolidated Omnibus Budget Reconciliation Act, establishing Federal continuation of coverage rules for group health plans.

~~Demotion:~~ ~~The movement of an employee from a position in one class to a position in another class having a lower salary range because of disciplinary reasons, incapacity to perform work, inefficiency or unsatisfactory work performance, by request of the employee or a re-organization.~~

Department: A major operating functional unit of the City government.

Department head: The officially appointed head of any department or an employee appointed as "acting" head of any department.

Disciplinary action: An action taken against an employee which may range from a verbal reprimand up to and including termination.

Employee: A person occupying an active position in the City service or a person who is on authorized leave of absence. Employee categories are defined in Section 3.

Exempt Position: A classification that is not entitled to overtime payment as established by the City Council and under the Fair Labor Standards Act (FLSA) or State wage and hour laws. Exempt employees' pay is determined on a weekly basis.

FLSA: The Fair Labor Standards Act is a federal law that establishes fundamental employment protections, including minimum wage, overtime pay and other labor standards for both full-time and part-time workers.

Layoff: A separation of an employee from City service which has been made necessary by lack of work, funds or other reasons not related to fault, delinquency or misconduct on the part of an employee.

Non-exempt position or employee: A classification that is entitled to overtime payment as established under the FLSA or State wage and hour laws.

Outside employment: Employment of any kind engaged in by a City employee for which compensation is received from a source other than the City.

Pay adjustment: Change of an employee's salary without change in duties or responsibilities.

Pay (or Salary) range: The minimum and maximum rates of pay the City will compensate an employee in a position.

Performance review: A process and format used to assess an employee's performance level. The City reserves the right to change from time to time the methods and tools used in conducting employee assessments.

Personnel Officer: The Director of Human Resources or such other individual designated by the City Administrator.

Position: A group of current duties and responsibilities budgeted for in a department and assigned or delegated by competent authority, requiring the full or part-time service of one employee.

Probationary period: A preliminary employment period during which time the employee's ability to perform the position is evaluated as defined in Section 3. And, in cases of discipline, a period of time in which an employee is subject to sanctions and additional evaluation.

Promotion: A change in employment status from a position in one classification to a position in a higher classification involving an increase in responsibility and a higher maximum pay rate.

Protected Category: Those actual or perceived characteristics of a person for which a person may not be discriminated against under Federal, State, and Local law. These

include, but are not limited to, a person's: race, color, religion, sex and gender, pregnancy status, sexual orientation, gender identity and expression, national origin, ancestry, citizenship status, preferred language or language fluency, age (over 40 years old), physical or mental disability, military status, unfavorable discharge from military service, veteran status, genetic information, marital status, arrest record, order of protection status, persons who make legitimate complaints (e.g. retaliation, whistleblowing), association with a person with a disability or handicap, work authorization status, parental status, family responsibilities, reproductive health decisions, credit history, and criminal history, or any other characteristic protected by applicable law.

Resignation in good standing: Any employee who leaves the City service and has fulfilled all obligations and met all criteria of his employment. Such an employee would have left under favorable conditions and preferably given two (2) weeks' notice.

Resignation not in good standing: Any employee who fails to meet obligations and/or criteria established in these rules. An employee that is discharged is deemed to have left "not in good standing".

Supervisor: An employee below the Department Head level in charge of a work unit or other employees. Where no such level exists between an employee and the Department Head, the Department Head also acts as the supervisor.

Suspension: The temporary removal with or without pay of an employee from his designated position.

Termination: The end of employment on either a voluntary or involuntary basis. Termination on an involuntary basis may also be called discharge.

Transfer: The movement of an employee from one job to another, when both jobs are assigned to the same pay range. The employee is normally transferred at the same rate of pay.

Note: This is not an all-inclusive list of definitions. Other definitions can be found in applicable sections of the Employee handbook.

SECTION 3 RECRUITMENT AND EMPLOYMENT

3.1 GENERAL POLICY

Appointments to all positions shall be solely on the basis of the applicant's or employee's qualifications to perform the essential functions of the position, with or without reasonable accommodation. These selection procedures enable the City to review applicant qualifications and suitability in a systematic approach.

The City will not discriminate in the hiring process based upon any Protected Category.

Where employment opportunities are advertised to external applicants:

- The job posting will include the position's pay range as well as a general description of benefits and other compensation.
- The City will announce, post, or otherwise share opportunities for promotion with all current employees within 14 days of the external announcement.

Any evidence that an applicant, whether an internal applicant or one from outside the City, falsified information, made fraudulent statements, or failed to provide all of the required information may be subject to discharge and/or disqualified from consideration for employment.

3.2 EQUAL EMPLOYMENT OPPORTUNITY STATEMENT

It is the policy of the City that employment in City government shall be based on merit and individual qualifications. No discrimination shall be exercised in any manner by a City official or employee against or in favor of any applicant for City employment or employee because of political or religious opinions or affiliations ~~or any other Protected Category race, color, sex, age, national origin, marital status, military or veteran status, order of protection status, genetic information, disability, sexual orientation, or other protected status or characteristic as established by law.~~ An applicant or employee shall be considered solely on the basis of qualifications, abilities, skills and knowledge, with or without reasonable accommodation. Just and equitable incentives and conditions of employment are to be maintained to promote efficiency and economy in the operation of City government. No employee shall be penalized or discriminated against for making truthful disclosures regarding any unlawful employment practices. The City shall take no action to prevent employee concerted activity to deal with work-related issues.

The policy of Equal Employment Opportunity applies to all policies and procedures relating to recruitment and hiring, compensation, promotion, benefits, termination and all other terms and conditions of employment. The City complies with Federal and State equal employment opportunity laws and strives to keep the workplace free from all forms of illegal harassment. Should the City be notified by any federal agency of any discrepancy regarding an employee's individual taxpayer identification number or any other identifying document, the City will take no action based on this notification and will notify the employee of the communication.

The Personnel Officer has overall responsibility for this policy and maintains reporting and monitoring procedures. Employees' questions or concerns regarding this policy or violation thereof, should be referred to the Personnel Officer. Complaints are investigated immediately and handled as confidentially as possible. The City ensures that employees following this complaint procedure are protected against retaliation. Appropriate disciplinary action will be taken against any employee violating this policy.

3.3 CIVIL SERVICE

The City is subject to the Civil Service pursuant to the Illinois Municipal Code, 65 ILCS 5/10-1-1, et seq. The Civil Service Commission is responsible for classifying all offices and places of employment in the City where applicable. Civil Service Commissioners are appointed by the Mayor.

3.4 APPLICATIONS

All applications for employment with the City shall be filed with the Personnel Officer. The City shall, by examination or other appropriate means, evaluate the qualifications of the various applicants (except those covered under Civil Service rules). Examination may include written, oral, physical, psychological, or performance tests, or any combination of these, as appropriate under relevant legal authority and according to the requirements for each position. Applications will be kept confidential to the extent possible and will be shared on a ~~need-to-know~~ need-to-know basis with others involved in the recruiting process. Recruitment, including applications for employment for Civil Service positions, including Police Officers, will be governed by the Civil Service Commission.

3.5 PHYSICAL STANDARDS

Applicants may be required to have a post offer, pre-employment physical examination and/or drug screen, and must meet the physical standards established as essential job functions for the position for which they apply as a condition of employment with or without reasonable accommodation. Prospective employees will not be subject to a pre-employment physical

examination and/or drug screen until a conditional offer of employment has been made by the City. The City will be responsible for the cost of the pre-employment examination and/or drug screen. The confidential results of the post offer, pre-employment physical and/or drug screen must be received by the City and the employee must be cleared for the position before the applicant is allowed to begin employment.

Positions which may require a Commercial Driver's License (CDL) will also be subject to the Department of Transportation's CDL pre-employment, random and other drug and alcohol testing requirements. Pre-employment physicals and drug screening for all sworn Police personnel shall be conducted according the rules and regulations established by the Civil Service Commission.

3.6 DRIVER'S LICENSE

An employee who will operate a City owned vehicle must possess a valid driver's license appropriate to the type of City vehicle(s) to be operated. Employees who are required to drive a vehicle for City business are expected to possess a valid driver's license at all times. Employees who are required to possess a valid driver's license as a job requirement must notify his Department Head immediately should the employee's license be suspended or revoked. Employees who are required to possess a valid driver's license and do not have one are subject to disciplinary action up to and including termination.

3.7 ANTI-NEPOTISM

To avoid conflicts of interest and the appearance of favoritism or bias and to enhance supervision, security and morale, the City prohibits the employment of relatives in a direct supervisory relationship. In addition, this policy bars the hiring or employment of an employee's relatives in any position that would:

Have the potential for creating an adverse impact on work performance; or

Create either an actual conflict of interest or the appearance of a conflict of interest, such as the relative having an auditing or control relationship to the employee's job.

"Relatives" (including blood/step/in-law) are defined as spouse, domestic partner, mother, father, sister, brother, child, uncle, aunt, niece, nephew, grandparent and grandchild.

3.8 BACKGROUND CHECKS

The City reserves the right to perform all necessary background checks on any and all current employees and potential employment candidates, to include but not limited to employment verification, reference checks, credit checks, criminal

history checks, driving records, military records, and educational transcripts. The City will comply with any applicable Federal and State laws regarding background checks, including the Fair Credit Reporting Act, and will provide employees and potential employees with written notice of their rights under those laws prior to conducting a background check.

3.9 APPOINTMENTS

~~The City Council shall approve all full-time employees as recommended by the hiring Department Head, with the exception of employees subject to the Civil Service Commission and Department Head appointments which are otherwise provided by Ordinance. Appointments of Department Heads shall be made by the Mayor with the advice and consent of the City Council. Employees are appointed in accordance with the City Code.~~

3.10 PROBATIONARY PERIOD

Employees are considered ~~"Probationary Employees"~~ probationary during the period of 6 months from the first day of employment in a position or promotion to a position. During this time period the employee's aptitude for the position is evaluated. An employee may be dismissed at any time with or without cause during the probationary period.

3.11 EMPLOYEE CATEGORIES

For payroll purposes, the City maintains the following employee categories:

Regular Full-Time Employee: An employee that is routinely scheduled to work a forty (40) hour work week in a designated job or as designated by collective bargaining agreement.

Regular Part-Time Employee: An employee that is routinely scheduled to work less than a forty (40) hour work week in a designated job.

Temporary or Seasonal Employee: An employee ~~whose employment is established for a period not to exceed 90 days or continued to a total of 180 days.~~ hired on a temporary basis for a specific period of time, such as summer months and peak periods. Temporary or seasonal employees may work on a part-time or full-time basis. While they receive all legally mandated benefits, they are not eligible for the City's benefit programs, unless specifically included in the benefit description. Temporary or Seasonal employees can be considered exempt or non-exempt under the FLSA.

3.12 BENEFIT ELIGIBILITY

Benefits are provided to regular full-time employees according to the guidelines set out in this handbook and pursuant to the individual plan documents, which shall be the controlling documents in case of any conflict in terms with this handbook. Part-time, temporary, and seasonal employees are not entitled to employee benefits, except as required under law.

3.13 CHANGES IN PERSONAL INFORMATION

Employees are required to provide current information to the City including, but not limited to, residence address, residence telephone number, secondary employment, number and names of dependents, individuals to be contacted in the event of an emergency, changes in marital status, and changes in banking and direct deposit information. ~~home address, home and cellular phone numbers, driver's license, emergency contact information, and for benefit purposes, dependents and beneficiaries. Upon hiring, the employee must complete an *Emergency Contact Form* with contact information and submit it to the Personnel Officer.~~ Employees must inform the City Personnel Officer on a timely basis of changes in personal information as stated herein.

3.14 DRESS CODE

~~The City expects that all employees, uniformed and non-uniformed, will present a professional image at all times when performing job tasks. A professional image means wearing clothing that is clean, neat and with no holes or fraying. Without compromising the professional image the City seeks to portray, the City wishes to allow employees to dress comfortably. Employees are expected to be well-groomed and dressed in a manner that is suitable for their responsibility and position as directed by their respective Department Head.~~

3.15 UNIFORMED EMPLOYEES

Employees required to wear standardized uniforms in the Police and Public Works departments shall follow the particular standards established in their respective departments related to acceptable and required uniform attire including any required safety related equipment and clothing. When permitted by department policy, if a typically uniformed employee is allowed to wear non-uniform attire when performing job tasks, he shall follow the Dress Code and Appearance standards established ~~for non-uniformed employees below.~~

3.16 NON-UNIFORMED EMPLOYEES DRESS CODE AND APPEARANCE

The City expects that all employees, uniformed and non-uniformed, will present a professional image at all times when performing job tasks. Employees are to dress in a clean and professional manner that is safe, appropriate to their job

responsibilities. All staff members must wear clothing suitable for a business environment and appear neat and well-groomed at all times. It is critical that employees present a professional image when serving the public. Unless required to wear a uniform, or addressed by a collective bargaining agreement (CBA), dress is business casual Monday through Thursday. Unripped denim and athletic shoes may be worn on designated Fridays. Employees are expected to exercise good judgment when dressing for work. If there is a question about whether something looks appropriate and complies with this policy or if you have need of an exception to this policy for religious or medical reasons, consult your supervisor, Department Director, or Human Resources. Employees are expected to be well groomed and dressed in a manner suitable for their responsibilities and positions. Employees whose clothing is deemed unacceptable may be sent home to change and will not be paid for the time not working to change clothing.

Below is a list of acceptable and unacceptable business casual attire (not all-inclusive).

Acceptable:

1. Approved City logo wear
2. Collared dress shirts, polos, knit shirts, blouses, sweaters, jackets, vests, collared shirts
3. Dress pants, chinos, capri pants, skirts, dresses
4. Non-athletic casual or dress shoes

Unacceptable:

1. Athletic type shoes such as sneakers (except designated Fridays), Crocs, or Tevas, shoes that pose a potential safety risk, house slippers, open toed non-dress shoes
2. Jeans (except designated Fridays).
3. Shorts, pajamas, miniskirts or mini dresses.
4. Leggings or lycra/spandex clothing that is unprofessionally worn (i.e. not covered to mid-thigh or longer).
5. Shirts referencing alcohol, drugs, or potentially offensive graphics, political messaging, crop tops, spaghetti straps, off the shoulder, or tight/revealing clothing.
6. Clothing which is wrinkled, faded, torn or tattered, or otherwise presents an unkempt or unclean appearance.
7. Excessive or potentially offensive tattoos (acceptable if covered).
- ~~8. Jewelry or attire that poses a safety risk.~~
9. Body odor and poor personal hygiene.
10. Excessive perfume, cologne, and/or after shave lotion.

11. Hats (except for religious or medical purposes or provided by the City).

~~Due to the scope of work for particular positions (Inspectors, etc.), certain exceptions to this policy may apply. Employees may also be required to wear City authorized uniforms and/or City issued safety clothing. Departments are responsible for communicating these guidelines to their employees. Uniform allowances are addressed by current CBAs and/or Departmental regulations.~~

~~Employees shall not wear a City uniform into any business establishment where the primary purpose of the business is the selling or furnishing of alcoholic beverages, cannabis, or cannabis related products unless in the performance of duty and in accordance with published standards of conduct.~~

~~All City logo wear remains the property of the City and must be returned to the City at the time of termination of employment.~~

APPEARANCE:

- Authorized uniforms provided by the City must be worn at all times during scheduled working hours unless otherwise indicated by the Department/Division directive. Uniform allowances are addressed by current CBAs and/or Departmental regulations. In no circumstance shall an employee be paid any compensation for uniform allowance unused at the end of the year or at the end of the employee's employment relationship with the City (regardless of the reason).
- Employees shall not wear a City uniform into any business establishment where the primary purpose of the business is the selling or furnishing of alcoholic beverages, cannabis, or cannabis related products unless in the performance of duty and in accordance with published standards of conduct.
- Like all other personnel policies in the Handbook, the City Administrator may periodically issue clarifications or determinations regarding interpretation of appearance standards to ensure all employees present a proper image to the citizens of the community for unique events or business reasons.
- Modifications or revisions to the appearance policy will be recommended by the City Administrator for consideration by the City Council.
- The City Administrator may designate office workdays in which staff will be assigned to perform tasks consisting of organizing or moving files, etc. where the typical clothing standards would be relaxed for the activity and may apply only to specific staff.

- Employees are expected to project a professional appearance and ready to work that presents the professional nature of the service and interactions expected of the residents.

Enforcement

- Department Heads are responsible for monitoring the appearance of their respective employees, including advising employees of proper clothing choices for the work environment. The determination as to what is acceptable appearance shall be made by the City Administrator or designee and shall be final. If it is determined that an employee is not in compliance with City standards for appropriate workplace appearance or violating any safety guidelines, the employee may be sent home (without pay unless an employee is permitted to use accrued benefit time) to change. Additional disciplinary action may be taken for repeated violation of the dress code standards.

Jewelry and Tattoos

~~The City permits employees to wear appropriate jewelry and to display tattoos at the workplace. Department Heads and the Personnel Officer will determine if jewelry or tattoos may pose a conflict with the employee's job or work environment subject to the following conditions:~~

- ~~a) Personal safety of self or others, or damage to company property.~~
- ~~b) Productivity or performance expectations.~~
- ~~c) Offensiveness to co-workers, customers, vendors or others in the workplace based on racial, sexual, religious, ethnic, or other characteristics or attributes of a sensitive or legally protected nature.~~
- ~~d) Corporate or societal norms.~~
- ~~e) Customer complaints.~~

~~If it is determined an employee's jewelry or tattoos may present such a conflict, the employee will be required to identify appropriate options such as removal of excess or offensive jewelry, covering of tattoos or other reasonable means to resolve the conflict. Failure to do so will result in disciplinary action up to and including termination.~~

3.17 EMERGENCIES AFFECTING CITY OPERATIONS

The City is open for business during normal working hours; however, due to weather or other emergencies, the City may be faced with temporary service

closure, or have limited operations. The Mayor or his designee is the only individual authorized to close City operations.

During an emergency period the City may require essential employees to assist with the emergency. Department Heads will notify employees if they are required to report to duty.

3.18 CREATIVE WORKS

Many employees work in positions where innovations, improvements, inventions, discoveries, copyrightable work, or new ideas may be developed or conceived in the course of their employment. If these creative works are developed on City time or created through the use of City equipment and facilities, the employee is obligated to disclose these works and agree to assign all rights, title, and interest to the City of Crest Hill, provided that they:

- a) Relate directly to the business of the City; or
- b) Result from the employee's work with the City; or
- c) Involve the use of City equipment, supplies, facilities, confidential information or time.

The employee has no obligation to assign rights to creative works developed on their own time, without the use of City equipment, supplies, facilities, confidential information or time.

3.19 OBSERVANCE OF RELIGIOUS HOLIDAYS

The City will make every effort to allow employees time off from work to observe religious holidays. Employees may use any accrued vacation, personal time, or unpaid time to be off work for this purpose. In order to facilitate these requests employees are encouraged to provide their supervisors with advanced reasonable notice.

3.20 TOBACCO USE

The City is committed to providing a work environment that promotes the health, hygiene, and well-being of its employees. The City recognizes that smoking in the workplace can adversely affect employees. This includes the use of Electronic Cigarettes also known as Electronic Nicotine Delivery Systems (ENDS), e-cigarettes, and vaporizers. It also recognizes that chewing tobacco in the workplace raises hygienic issues. Therefore, smoking and chewing tobacco is prohibited inside all City facilities. This policy applies to all City employees and visitors while on City premises. Tobacco use is only allowed during scheduled breaks and in designated areas. In compliance with the Smoke Free Illinois Act

of 2008, smoking within fifteen (15) feet of a City building entrance is strictly prohibited. If employees choose to use tobacco or electronic cigarettes, they need to check with their supervisors for the location of the nearest designated area. Tobacco users have a special obligation to keep designated smoking areas litter-free of tobacco products. Smoking or using electronic cigarettes in City vehicles is strictly prohibited. Employees who violate the policy or Act may be subject to disciplinary action up to and including termination.

SECTION 4 HOURS OF WORK AND OVERTIME

4.1 WORK PERIODS

The standard work cycle for all employees will be from Sunday at 12:01 a.m. through Saturday at Midnight. The City hereby specifically announces its intentions to conform to all guidelines established under Section 207(k) of the Federal Fair Labor Standards Act (FLSA).

4.2 WORK DAY

Full-time employees generally will be scheduled for an eight and one-half (8 ½) hour day, including up to a sixty (60) minute meal/break period. Although exceptions to the ~~hours-length~~ of the work day and meal period can be made upon the recommendation of the Department Head and the approval of the Personnel Officer for specific job-related reasons, **each Department must prioritize the ability to effectively receive calls, meetings, and members of the public by maintaining sufficient staff during all operating hours.** The timing of meal periods is subject to the approval of the employee's assigned supervisor. This section should not be construed as a guarantee or limitation on the number of hours of work offered to employees on a daily or weekly basis.

Applicable collective bargaining agreements may provide exceptions to this section. As stated in Section 1.4, Application of Rules, in the case of a conflict between the language in the Employee Handbook and a collective bargaining agreement, the collective bargaining agreement shall prevail.

4.3 COMPENSATION AND SALARY INCREASE

Non-union employees' compensation may be increased annually at a rate determined by the city council. All salary increases are subject to budget availability and city council approval. Additionally, non-union employees may be eligible to receive merit-based salary increases based on merit evaluations and are subject to availability of funds dedicated for merit increases as part of an annual budget. Evaluations for employees hired prior to June 1, 2025 are completed prior to May 1, and employees hired or promoted after June 1, 2025 have evaluations annually conducted in accordance with their anniversary of their selection and appointment to their position. Reclassification or changes made to a position that do not fundamentally change the duties of a role does not constitute a promotion or new hire.

4.4 LONGEVITY INCENTIVE

As an incentive for continuous service, the City of Crest Hill shall award longevity payment to employees with at least six (6) continuous years of service.

Longevity payment shall be divided by the number of pay periods for the year and included in each paycheck for employees who have completed the required number of years.

<u>YEARS OF SERVICE</u>	<u>LONGEVITY PAY</u>
At least 6 years, but less than 12 years,	\$350.00 per year
At least 12 years, but less than 18 years,	\$650.00 per year
Over 18 years	\$950.00 per year

4.4 PAY DAY AND DIRECT DEPOSIT

Employees are paid bi-weekly on every other Thursday. Each paycheck will include earnings for all work performed through the end of that payroll period (including overtime).

In the event a regularly scheduled payday falls on a day off (e.g., a holiday), employees will receive pay on the last day of work before the regularly scheduled payday.

Each employee on the payroll will receive a payroll advice form (pay stub) electronically stating their pay, deductions, and accrued leave balances as of the end of the pay period. An employee may request a copy of their prior payroll advice maintained by the City by submitting a written request to Human Resources. Upon separation, and prior to the end of the employee's final pay period, an employee will be offered a record of all of the employee's payroll advice from the year preceding the date of separation. Human Resources will maintain a written record of the dates and responses, if any, to these offers.

Employees are offered to participate in the City's direct deposit program. Upon completing a registration form, the employee's paychecks are automatically deposited into (a) pre-specified account(s).

4.5 TIMEKEEPING PROCEDURES FOR NON-EXEMPT EMPLOYEES

Accurately recording time worked is the responsibility of every non-exempt employee. Federal and State laws require the City to keep an accurate record of time worked in order to calculate employee pay and benefits. Time worked is all the time actually spent on the job performing assigned duties.

Non-exempt employees are required to accurately record the time they begin and end their work. They should also record the beginning and ending time of any split shift or departure from work for personal reasons. Overtime work must always be approved before it is performed.

Altering, falsifying, tampering with time records, or recording time on another employee's time record may result in disciplinary action, up to and including termination of employment.

Employees are prohibited from performing any "off-the-clock" work. "Off-the-clock" work means work performed but not reported. Any employee who fails to report or inaccurately reports any hours worked will be subject to disciplinary action, up to and including termination.

It is the employee's responsibility to certify the accuracy of all time recorded. The Department Head will review and confirm employee time records before submitting it for payroll processing.

Clocking In and Out Procedures

The City of Crest Hill utilizes the "7-minute rule" for non-exempt employees **for payroll purposes only**. Under the "7-minute rule" the clock in and clock out times are rounded to the nearest quarter hour. If an employee is scheduled to work at 7:00 a.m. and clocks in at 7:07 a.m., then the time is rounded to 7:00 a.m. If the employee clocks in at 7:08 a.m., the time is rounded to the next quarter hour, 7:15 a.m. If an employee is scheduled to end his shift at 3:30 p.m. and clocks out at 3:37 p.m. then the time is rounded to 3:30 p.m. If the employee clocks out at 3:38 p.m., then the time is rounded to the next quarter hour, 3:45 p.m. This procedure does not diminish the requirement of scheduled start and end work times. If an employee scheduled for a 7:00 a.m. start time, he is expected to be present at work by 7:00 a.m.

Employees must not punch in more than seven (7) minutes before the start of their scheduled shift or punch out seven (7) minutes after the end of their scheduled shift. Punching in earlier than seven (7) minutes before their start time or later the seven (7) minutes after the end of their scheduled shift will be considered a policy violation, unless the employee has the prior approval of their Department Head.

If time is not worked on a scheduled day, the Department Head will update the time card with the appropriate time-off code (vacation, sick, personal, etc.).

Missed punches must be reported to the supervisor prior to the start of work the day following the missed punch.

4.6 REPORTING FOR WORK

Employees shall report promptly at their designated starting time, at their designated working place, and shall devote their entire efforts during working hours to assigned duties. In the event an employee is unable to report for work as scheduled, the employee shall make his best effort to notify the supervisor by telephone call at least sixty (60) minutes before the designated starting time if an employee is unable to report for work or will be late. Failure to notify the supervisor as provided herein may result in disciplinary action up to and including termination.

4.7 BREAK & ~~LUNCH~~MEAL PERIODS

Each Department Head shall establish a reasonable~~lunch meal periods~~period of typically thirty minutes but no less than twenty (20) minutes and two (2) break periods of no more than fifteen (15) minutes each during the workday and shall arrange them in the most appropriate manner for maintaining departmental operations. Upon approval from the Department Head, employees may combine their break periods with their meal period. The two (2) fifteen (15) minute break times are considered paid working time and employees must be available for any assignment during any 15-minute break period. Employees shall not shorten the workday by use of break time or lunch period.

~~The two (2) fifteen (15) minute break times are considered paid working time and employees are considered to be available for any assignment during any break period.~~

4.8 OVERTIME PAYMENT

When operating requirements or other needs cannot be met during the employee's regular workday, employees may be required to work beyond their regularly scheduled hours or workdays. A reasonable amount of overtime, as defined by the City, is a condition of employment.

Overtime work must be approved by the employee's Department Head prior to the commencement of work.

Non-exempt employees are entitled to overtime compensation at the rate of one and one-half (1 ½) times their regular straight time hourly rate of pay for all hours worked over forty (40). Overtime shall be paid in fifteen (15) minute increments to non-exempt employees. An employee's work schedule may be adjusted by the City during a workweek to avoid overtime. Any adjustments will be made in accordance with applicable collective bargaining agreements.

All paid leave time shall be considered as hours worked for overtime purposes, including sick leave.

The following are examples of how ~~the policy will be administered~~ the overtime policy will be administered. In each example, all paid leave time—including vacation, personal, and sick leave—is counted as hours worked in determining whether the forty (40) hour overtime threshold has been exceeded, and overtime is paid in fifteen (15) minute increments at one and one-half (1 ½) times the regular rate:

- a) If an employee works thirty-nine (39) hours from Monday to Thursday, then takes an eight (8) hour vacation day on Friday, ~~he will be paid forty (40) hours at straight time pay and seven (7) hours of overtime~~ his or her thirty-nine (39) worked hours and eight (8) hours of vacation total forty-seven (47) hours, all of which count toward the overtime threshold. The employee will be paid forty (40) hours at his straight-time rate and seven (7) hours at one and one-half (1 ½) times the employee's regular rate.

Example	Overtime with a Vacation Day							
Days of Week	Sun	Mon	Tues	Wed	Thurs.	Fri	Sat	Total Hours
Hours Worked		10	10	10	9			39
Benefit Time						8		8
Total Hours Paid								47
Hours Paid ST								40 ST
Hours Paid OT								7 OT

~~If an employee works forty-six (46) hours from Monday to Thursday, then takes a vacation on Friday, he will be paid forty (40) hours at straight time pay, and fourteen (14) hours at time and a half (1 ½) for the forty-six (46) hours, and eight (8) hours of regular pay for the vacation time.~~

- b) An employee works sixteen (16) regular hours Monday and Tuesday, then has Wednesday through Friday scheduled as vacation, but is called out on Thursday evening and works seven (7) hours. ~~The employee will be paid forty (40) hours regular pay (including vacation) and seven (7) hours overtime.—The employee's sixteen (16) worked hours and twenty-four (24) hours of scheduled vacation (Wednesday through Friday) equal forty (40) hours; the seven (7) call-out hours worked Thursday evening are therefore paid as overtime. The employee will be paid forty (40) hours at his straight-time rate (including vacation) and seven (7) hours at one and one-half (1 ½) times his regular rate.~~

Example	<i>Overtime with a Vacation Day</i>							
Days of Week	Sun	Mon	Tues	Wed	Thurs.	Fri	Sat	Total Hours
Hours Worked		8	8		7			23
Benefit Time				8	8	8		24
Total Hours Paid								47
Hours Paid ST								40 ST
Hours Paid OT								7 OT

~~ce)~~ An employee works a combined thirty-two (32) hours for Monday and Tuesday, but only works three (3) hours on Wednesday and uses personal time to leave for the remainder of the day (five (5) hours), then works a combined sixteen (16) hours on Thursday and Friday. ~~The employee will be paid forty (40) hours regular pay (including five (5) hours personal time) and sixteen (16) hours overtime. The employee's fifty-one (51) worked hours and five (5) hours of personal time total fifty-six (56) hours. The employee will be paid forty (40) hours at his straight-time rate (including five (5) hours of personal time) and sixteen (16) hours at one and one-half (1 ½) times his regular rate.~~

Example	<i>Overtime with a Vacation Day</i>							
Days of Week	Sun	Mon	Tues	Wed	Thurs.	Fri	Sat	Total Hours
Hours Worked		16	16	3	8	8		51
Benefit Time				5				5
Total Hours Paid								56
Hours Paid ST								40 ST
Hours Paid OT								16 OT

Exempt employees are not eligible for overtime.

4.9 COMPENSATORY TIME OFF

Subject to departmental procedures and approval, a non-exempt employee may earn and take compensatory time off in lieu of overtime. Compensatory time off is allowed provided all of the following conditions are met:

- The employee receives one and one-half (1 ½) time for all hours over forty (40) hours worked in a work week.
- The employee agrees to compensatory time in lieu of overtime pay.

- c) The employee must request and be granted approval by his supervisor prior to taking compensatory time off. Compensatory time must be taken in minimum increments of one (1) hour.
- d) Employees may accumulate up to sixty (60) hours of compensatory time during a fiscal year.
- e) All compensatory time in excess of forty (40) hours must be taken or paid out prior to the end of each fiscal year.
- f) Employees shall be notified by the Department Head or his designee on a quarterly basis of the total number of compensatory hours accumulated.
- g) Payment of compensatory time will occur in January, April, July, and October by check separate from employee's regular payroll check.
- h) Payment of compensatory time will be at the employee's current rate of pay.
- i) Upon termination of employment the employee shall be paid out any unused compensatory time.

Exempt employees are not eligible for compensatory time.

4.10 REQUIRED OVERTIME

Each Department Head shall have the right to require overtime work. Overtime is considered a condition of employment, and refusal to accept it when reasonable notice has been given is cause for discipline, up to and including termination. At the Department Head's discretion and with the consent of the Personnel Officer, an employee's work schedule may be adjusted during a workweek to avoid overtime. Employees may not refuse overtime assignments. All overtime must be authorized in advance by Department Heads or by a designated supervisor. Employees are expected to respond to a call-out during an emergency or when overtime is assigned.

4.11 CALL BACK

A call back is defined as an official assignment of work which does not continuously follow an employee's regularly scheduled working hours. Employees reporting back to a work station, at a specific time, shall be compensated according to the relevant collective bargaining agreement.

4.12 POSITIONS INELIGIBLE FOR OVERTIME COMPENSATION

Positions that are classified as exempt, having fulfilled the FLSA Salaried Basis and Job Duties Tests, are ineligible for overtime compensation.

4.13 POLICY ON EXEMPT PAY

In accordance with FLSA regulations, exempt employees who are required to be paid on a salary basis may not have their pay reduced for variations in the quantity or quality of work performed, except for those situations identified in Section 4.13 Deductions from Exempt Employee Pay and certain deductions as specified below.

Exempt employees normally must receive their full salary for any week in which they perform any work, without regard to the number of days or hours worked. However, exempt employees need not be paid for any workweek in which they perform no work at all for the City. Time off using benefit time will be compensated as such.

Deductions from pay cannot be made as a result of absences due to the circumstances listed below. Such improper pay deductions are prohibited by the City.

- a) Jury duty.
- b) Attendance as a witness.
- c) Temporary military leave.
- d) Absences caused by the City.
- e) Partial day amounts other than those specifically discussed below.

This provision covers exempt employees who are subpoenaed to jury duty or to testify in court in performance of a civic duty. Time that an employee spends in a court as a party in his own case would not be covered and would be treated like leave for personal reasons.

4.14 DEDUCTIONS FROM EXEMPT EMPLOYEE PAY

The few exceptions to the requirement to pay exempt employees on a salary basis are listed below. In these cases, deductions may be permissible as long as they are consistent with other City policies and practices.

- a) Absences of one (1) or more full days for personal reasons other than sickness or disability (partial days must be paid). Such situations may occur when an employee has exhausted all applicable paid leave.

- b) Absences of one (1) or more full days due to sickness or disability. This exception can apply when the employee is not yet eligible for sickness/disability pay or has exhausted the paid leave benefits the City provides.
- c) Fees received by the employee for jury or witness duty or military leave may be applied to offset the pay otherwise due to the employee for the week.
- d) Penalties imposed by infractions of safety rules of major significance. (Note: a deduction from pay as a penalty for violations of major safety rules can be made in any amount.)
- e) Unpaid disciplinary suspensions of one (1) or more full days in accordance with the City's disciplinary policy. Such "workplace conduct" violations should be of a serious nature, and does not apply to discipline for performance or attendance issues.
- f) Deductions for the first and last week of employment, when only part of the week is worked by the employee, as long as this practice is consistently applied to all exempt employees in the same circumstances.
- g) Deductions for unpaid leave taken in accordance with legitimate absence under the Family Medical Leave Act (FMLA).

4.15 TAXATION OF CLOTHING ALLOWANCES AND CLOTHING STIPENDS

The City follows IRS Publication 15-B for all taxable benefits. Employees who receive benefits will be taxed according to IRS Publication 15-B for all taxable benefits. Examples include, but are not limited to, clothing allowances made on behalf of the City for City employees and clothing stipends paid. The respective employee will be taxed through payroll when the taxable benefit occurs.

SECTION 5 EMPLOYEE CONDUCT

5.1 ETHICS POLICY

Various laws regulate the conduct of City employees including Illinois Public Act (5 ILCS 430 "State Officials and Employee Ethics Act") and City Ordinance No. 1004 as amended. Employees are expected to exercise ethical conduct and behaviors as outlined in these laws and the Employee Handbook.

5.2 CODE OF CONDUCT

It is the policy of the City of Crest Hill to conduct its business activities and transactions with the highest level of integrity and ethical standards and in accordance with applicable laws and regulations. All employees must conduct themselves accordingly and seek to avoid even the appearance of improper behavior. Employees are expected to treat their co-workers as well as residents, vendors, and visitors with respect and dignity.

Certain actions are inappropriate in the work setting. Listed below are some of the behaviors that are not appropriate. This is by no means an all-inclusive list. This list is illustrative rather than exhaustive and management reserves the right to decide upon appropriate disciplinary action for breaches of conduct. Violation of these standards will result in disciplinary action up to and including termination of employment.

- Activities prohibited by State and Federal statutes or City Ordinances.
- Failure to meet prescribed standards of work.
- Unapproved absenteeism or tardiness.
- Threatening, intimidating, or coercing another employee or member of the public.
- Willful destruction or damage to City property or the property of a fellow employee.
- Dishonesty, including falsification of City records.
- Insubordination or refusal to follow a direct lawful order.
- Sleeping during work hours (except during sleeping time for employees on a 24-hour shift) or leaving work without permission.

- Theft or unauthorized possession, use or removal of City property, the property of a fellow employee, or resident's property, whether on or off duty and regardless of value.
- Acceptance of any consideration from a third party intended to inappropriately influence the employee in the performance of his duties.
- Use of official position for personal advantage.
- ~~Intoxication during working hours, or while on call, including bringing intoxicating beverages, marijuana, and illegal substances on City property; the consuming of the same on City property or any other violation of the City's Substance Abuse Policy~~
- Possession, use, or distribution of alcohol or drugs on City property or during working hours.
- Possession or use of illegal substances at any time, whether on or off City property.
- Reporting to work or working under the influence of alcohol or drugs or any other violation of the City's Substance Abuse Policy.
- Driving a City vehicle under the influence of drugs or alcohol.
- Violation of City safety rules or policies.
- Being found guilty of a crime that brings discredit to the City or hinders the employee's ability to satisfactorily perform the essential duties and functions of his position.
- Gambling on City property.
- Claiming sick or other leave under false pretenses.
- Overstaying scheduled rest or lunch periods or taking excessive breaks.
- Failing to maintain satisfactory or proper standards of dress, grooming, and cleanliness.
- Use of foul or inappropriate language toward any employee or the public.
- Discussion of confidential City business with unauthorized persons.
- Misuse or illegal use of City telephones, computer privileges, or equipment.

- Sexually or otherwise harassing another employee or member of the public.
- Discriminating against another employee or member of the public on the basis of a Protected Category.
- Being in unauthorized areas of City facilities.
- Refusal to cooperate in an officially sanctioned investigation.
- Violation of the Clocking In and Out Procedures set forth in Section 4.6 of the Employee Handbook.
- Violation of ~~the any~~ City ~~policyies or procedures~~ procedure, including ~~thoseas~~ set forth in the Employee Handbook.

Employees have a duty to report behavior, misconduct, or activity that may be inconsistent with policies outlined in the Employee Handbook, illegal, or perceived to be inconsistent or illegal to their supervisors, Department Head, Personnel Officer, or City Administrator. Employees should exercise good judgement in determining to whom misconduct should be reported based on the perceived seriousness of the alleged behavior, misconduct, or activity. Additionally, employees have a duty to cooperate and comply with internal and external investigations regarding any violations of City policy or the Employee Handbook.

5.3 ANTI-BULLYING

The City of Crest Hill promotes a healthy workplace culture where all employees are able to work in an environment free of bullying behavior. Bullying, like other disruptive or violent behaviors, is conduct that disrupts both an employee's ability to positively contribute to the organization on a day-to-day basis and the organization's ability to successfully run its business. Workplace bullying is unacceptable and will not be tolerated under any circumstances. The City will not knowingly permit retaliation or reprisal towards an employee who has reported bullying.

Bullying is conduct that meets all three of the following criteria:

1. Is directed at one or more employees;
2. Substantially interferes with work/prevents work from being accomplished; and

3. Adversely affects the ability of an employee to contribute in a positive manner in the workplace by placing the employee in reasonable fear of physical harm and/or by causing emotional distress.

Bullying may be intentional or unintentional. Where an allegation of bullying is made, the intention of the alleged bully is irrelevant, and will not be given consideration when determining discipline.

All City employees are responsible to help ensure the City is a bullying-free workplace. Any employee who feels they have experienced or witnessed bullying should immediately notify the Personnel Director before the conduct becomes severe or pervasive.

All complaints of bullying will be investigated promptly and thoroughly. To the fullest extent practicable, the City will keep complaints and the terms of their resolution confidential. If the investigation confirms that bullying has occurred, the City will take corrective action, up to and including termination of employment.

To the extent an individual feels he/she is experiencing bullying, he/she should advise the offender that his or her behavior is unwelcome and request that such behavior stop immediately.

5.4 HARASSMENT, DISCRIMINATION, RETALIATION PREVENTION POLICY

The City of Crest Hill prohibits harassment, discrimination, or retaliation against claims of such in its entirety. All employees, volunteers, job applicants, elected officials, and third parties (including but not limited to citizens, vendors, visitors, and contractors) are expected to abide by this policy. This policy serves to ensure a workplace free of harassment, discrimination, and retaliation based on protected characteristics or perceived membership in a protected class including: race, color, national origin, ancestry, disability, religion, age, gender/sex, pregnancy, sexual orientation, veteran or military status, order of protection status, marital status, genetic information, and any other characteristic protected by applicable Federal, State, and local laws to provide for the prompt, thorough, and effective investigation of harassment, discrimination, and retaliation reports, as well as provide a process for eliminating all such conduct.

A violation of this policy may not necessarily violate the law. The City will not tolerate any conduct inconsistent with this policy and will enforce this policy regardless of whether the conduct itself constitutes a violation of applicable law.

Prohibited Conduct

Harassment, discrimination, and retaliation of, or against, any employee, co-worker, elected official, volunteer, or third party has no place in the work environment and will not be tolerated. The Illinois Human Rights Act defines a "working environment" not limited to the physical location where an employee works. Accordingly, the City does not authorize and will not tolerate any form of harassment, discrimination, or retaliation by employees, volunteers, elected officials, or third parties including but not limited to citizens, vendors, visitors, and contractors.

Prohibited conduct includes, but is not limited to, verbal, physical, or visual comments of a derogatory nature and based on protected characteristics or perceived membership in a protected class including: race, color, national origin, ancestry, disability, religion, age, gender/sex, pregnancy, sexual orientation, veteran or military status, order of protection status, marital status, genetic information, and any other characteristic protected by applicable Federal, State, and local laws. Examples of prohibited conduct include, but are not limited to:

- a) Verbal Conduct such as epithets, derogatory jokes, innuendos or comments, stereotyping, and slurs based on protected characteristics or perceived membership in a protected class, as well as unwanted sexual advances, stereotyping, invitations, or comments;
- b) Visual Conduct such as derogatory posters, photography, cartoons, calendars, emails, text messages, magazines, music, drawings, sexually explicit materials, graffiti, computer internet sites, or gestures based on protected characteristics or perceived membership in a protected class;
- c) Physical or Other Conduct such as unwanted touching or physical contact, assault, suggestive looks, leering, threats, blocking normal movement, interfering with work, or assigning undesirable work to create adverse working conditions for an individual because of that person's protected characteristics or perceived membership in a protected class; and
- d) Retaliation such as threats, discipline, or any other adverse action taken against any person who reported or stated an intent to report conduct inconsistent with this policy, witnessed any such conduct, or participated in any investigation of such conduct.

Definition and Prohibition of Sexual Harassment

Sexual harassment is a form of sex discrimination that violates Title VII of the Civil Rights Act of 1964. It is the unlawful harassment of employees, volunteers, job applicants, elected officials, and third parties (including but not limited to

citizens, vendors, visitors, and contractors) on account of that person's sex. Sexual harassment includes any unwelcome or unwanted sexual advances; requests for sexual favors; or other verbal, physical, or visual conduct based on sex or gender or that is otherwise of a sexual nature when (1) submission to the conduct is an explicit or implicit term or condition of employment, (2) submission to or rejection of the conduct is used as the basis for an employment decision affecting the individual, or (3) the conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment.

Harassment also includes offensive conduct regarding a person's sex. Both the victim and the harasser can be either a woman or a man, and the victim and harasser can be members of the same sex. The harasser can be the victim's supervisor, a supervisor in another area, a subordinate, a co-worker, a contractor, a citizen, an elected official, or someone who is not an employee of the City of Crest Hill. The victim does not have to be the person harassed and could be anyone affected by the offensive conduct.

Harassment based on sex/gender is prohibited regardless of whether it rises to the level of a legal violation. The following conduct represents some, but not all, of the acts that are in violation of this policy:

- a) Verbal Conduct such as epithets, derogatory jokes, innuendos or comments, slurs, or unwanted sexual advances, stereotyping, invitations or comments;
- b) Visual Conduct such as derogatory posters, photography, cartoons, calendars, emails, text messages, magazines, music, drawings, sexually explicit materials, graffiti, computer internet sites or gestures based on protected characteristics;
- c) Physical Conduct such as assault, suggestive looks, leering, threats, unwanted touching or physical contact, blocking normal movement, or interfering with work because of any protected characteristics;
- d) Threats and Demands to submit to sexual requests as a condition of continued employment, or to avoid some other loss, and offers of employment benefits in return for sexual conduct; and
- e) Retaliation such as threats, discipline, or other adverse action taken against any person who reported or stated an intent to report conduct inconsistent with this policy, witnessed such conduct, or participated in any investigation of such conduct.

The City of Crest Hill prohibits sexual harassment, discrimination based on sex or gender, and/or retaliation against claims of such in its entirety. All employees, volunteers, job applicants, elected officials, and third parties including but not limited to citizens, vendors, visitors, and contractors are expected to abide by this policy. Any behavior or conduct that could reasonably be interpreted as prohibited under this policy has no place in the workplace. Employees are encouraged to inform others in the workplace when their behavior is unwelcome, offensive, inappropriate, or in poor taste. Employees are expected to come forward promptly and report any violations of this policy.

Reporting Procedures

The City does not tolerate harassment, discrimination, and retaliation. If an employee has reason to believe that he/she has experienced conduct inconsistent with this policy, witnessed such conduct, or knows of any employee who has been subjected to such conduct, he/she has a duty to promptly report it, either verbally or in writing, to any of the following designated individuals: The Personnel Officer, any supervisor, any Department Head, or the City Administrator. These are the only designated individuals authorized by this policy to receive and act upon complaints on behalf of the City.

If the person believed to be engaging in the conduct inconsistent with this policy is a member of the designated list, the employee may go to any other individual designated above.

Department Heads and supervisors must promptly report conduct inconsistent with this policy to the Personnel Officer. Department Heads and supervisors have an affirmative obligation to report any of the following:

- a) Any violation of this policy;
- b) Any suspected violation of this policy; and
- c) Any information or complaint of any type harassment even if the activity does not appear, on its face, to be a violation.

To the extent an individual feels he/she is experiencing conduct inconsistent with this policy, he/she should ask the person whose conduct is inconsistent with this policy to stop the behavior.

Whistleblower Protection

Similar to the prohibition against retaliation contained herein, the State Officials and Employees Ethics Act (5 ILCS 430/15-10) provides whistleblower protection from any retaliatory action (such as reprimand, discharge, suspension, demotion,

denial of promotion, or transfer) that occurs in retaliation against an employee who does any of the following:

1. Discloses or threatens to disclose any activity, policy, or practice of any person subject to this policy that the employee reasonably believes is in violation of any law, rule, regulation, or this policy;
2. Provides information to or testifies before any public body conducting an investigation, hearing, or inquiry into any violation of a law, rule, regulation, or this policy; or
3. Assists or participates in any proceeding to enforce the provisions of the State Officials and Employees Ethics Act.

Pursuant to the Whistleblower Act (740 ILCS 174/15(a)), this City may not retaliate against any employee who discloses information in a court, an administrative hearing, or before a legislative commission or committee, or in any other proceeding, where the employee has reasonable cause to believe that the information disclosed demonstrates the existence of a violation of any State or federal law, rule, or regulation. In addition, the City may not retaliate against any employee that discloses information to any government or law enforcement agency, where the employee has reasonable cause to believe that the information disclosed demonstrates a violation of any State or federal law, rule, or regulation. (740 ILCS 174/15(b)).

According to the Illinois Human Rights Act (775 ILCS 5/6-101), it is a civil rights violation for a person (or for two or more people, conspiring together), to retaliate against any person because he/she has opposed that which he/she reasonably and in good faith believes to be sexual harassment in employment, because he/she has made a charge, filed a complaint, testified, assisted, or participated in an investigation, proceeding, or hearing under the Illinois Human Rights Act.

An employee who is suddenly transferred to a lower paying job or passed over for a promotion after filing a complaint with IDHR or EEOC, may file a retaliation charge with the appropriate body ~~-(such retaliation charges are due within 300 days of the alleged retaliatory action)-~~.

Confidentiality

The City will, to the extent feasible and appropriate under the circumstances, maintain the confidentiality of all parties to any harassment reports and/or complaints, and shall only involve other individuals on a need-to-know basis.

Discipline and Consequences

If the City determines any conduct inconsistent with this policy has occurred, prompt effective corrective action will be taken in accordance with the circumstances involved. Anyone, regardless of position or title, who has engaged in conduct that is inconsistent with this policy, will be subject to discipline, up to and including immediate termination of employment. Violation of this policy, if substantiated, may result in termination on the first offense. All employees are expected to cooperate in investigations of complaints.

Additionally, anyone who knowingly or intentionally makes a false report of sexual harassment, if substantiated, will be subject to discipline, up to and including immediate termination of employment. False claims of sexual harassment are considered to be equally egregious in nature and may also result in termination on the first offense.

Any disciplinary action taken against any person for knowingly or intentionally making a false report of sexual harassment shall be in addition to any and all other civil and criminal remedies and penalties that are legally available to the City and to any falsely-accused person or persons.

Retaliation is Strictly Prohibited

Retaliation is strictly prohibited. Retaliation can be, but is not limited to, actions (such as verbal or physical threats) made or taken against any person who reported or stated an intent to report conduct inconsistent with this policy, witnessed such conduct, or participated in an investigation of such conduct. The City prohibits any retaliation or reprisal against any person who makes or assists with the making of any complaint pursuant to this policy, or who pursues any such claim, or who cooperates in any investigation of such claim or claims.

If an employee has reason to believe that he/she has experienced retaliation or witnessed such conduct or knows of any employee who has been subjected to such conduct he/she should promptly report it, verbally or in writing, to any of the following designated individuals: the Personnel Officer, any supervisor, Department Head, or the City Administrator. These are the only designated individuals authorized by this policy to receive and act upon complaints on behalf of the City.

If the person believed to be engaging in the conduct inconsistent with this policy is a member of the designated list, the employee may go to any other individual designated above.

Department Heads and supervisors must promptly report conduct inconsistent with this policy to the Personnel Officer.

Other Information

The City is committed to an environment free from harassment, discrimination and retaliation and to preventing and quickly correcting conduct inconsistent with this policy.

All employees have a duty and responsibility to conduct themselves appropriately and in compliance with this policy.

External Procedures for Filing a Complaint of Harassment or Discrimination

The City hopes that any incident of harassment, discrimination or retaliation can be resolved through the internal process outlined above. All employees, however, have the right to file formal charges with the Illinois Department of Human Rights (IDHR) and/or the United States Equal Employment Opportunity Commission (EEOC). A charge with IDHR must be filed within 2 years of the incident. A charge with the EEOC must be filed within 300 days of the incident.

The IDHR may be contacted as follows:

CHICAGO (312) 814-6200 TTY (866) 740-3953

The EEOC can be contacted as follows:

CHICAGO (312) 872-9744 TTY (800) 669-6820

5.5 PROGRESSIVE DISCIPLINE

Reasonable work rules of conduct, safety, courtesy, respect, and common sense, generally result in a more harmonious and enjoyable work atmosphere. In order to maintain a safe, efficient and harmonious organization, the guidelines listed below have been established for City employees. The progressive discipline process encourages employees to become more productive workers and adapt their behavior to the City's standards and expectations.

The City's progressive discipline policy in no way limits or alters the at-will employment relationship. Union employees may be subject to additional guidelines regarding disciplinary action.

Progressive Discipline Procedures

The City has established a Code of Conduct to govern the conduct of its employees. Disciplinary outcomes may vary depending upon the particular situation. Each case will be evaluated on its own merits with due consideration as to the nature of the offense, the cause, the background, likelihood of repetition and the attitude of the offender. In addition, the employee's work

history, including performance reviews, previous disciplinary record, and length of service may be taken into consideration, as well as other relevant factors, in determining the level of discipline to be imposed.

The City reserves the right to determine the appropriate level of discipline for any inappropriate conduct, including but not limited to verbal and written warnings, suspension with or without pay, demotion and termination. Violations of work rules, instances of unacceptable behavior or misconduct, or continued poor performance will be subject to progressive discipline. This means that employees will be assessed penalties that become increasingly severe each time an offense is reported or a performance improvement is not forthcoming. Repeated infractions or infractions of a more serious nature will result in a demotion, suspension or termination. Some types of misconduct are so egregious that they may be punished by suspension or termination at the first occurrence.

Types of Disciplinary Action

In general, when an employee fails to abide by the rules and regulations set forth in the Employee Handbook, does not abide by departmental regulations, or is in violation of other expectations, the employee may be subject to progressive discipline, subject to any collective bargaining agreements. This process typically follows the following steps:

1. Verbal Warning: A verbal warning may be issued to an employee prior to the issuance of a written warning at the supervisor's discretion. Verbal warnings will be placed in the employee's personnel file and may be used as support for further disciplinary action.
2. Written Warning: A written warning may be issued for behavior or violations which a supervisor considers serious or where a verbal warning has not helped to change unacceptable behavior. All written warnings will be placed in the employee's personnel file and a copy of the written warning will be given to the employee and signed by that employee, acknowledging receipt of the warning. An employee's refusal to sign the written warning does not preclude placement in the employee's file.
3. Suspension: An employee may be suspended with or without pay for up to thirty (30) days subject to FLSA limitations. A Department Head shall file a written report with the Personnel Officer on the cause for suspension of an employee prior to the effective date of such suspension. An employee shall be given a written notice of suspension.
4. Demotion: A demotion is a change in employment status from a position in one classification to a position in a lower classification involving a

decrease in responsibility and a lower maximum pay rate. Demotions are typically disciplinary or performance related, but can also be the result of a reorganization and subsequent elimination of the existing position, or an employee voluntarily vacating his present position and moving to an existing or new position at a lower pay grade.

5. Termination: An employee may be terminated for a major conduct violation, repetition of minor conduct violations, or for work performance falling below the established standards. Before any action is taken to terminate an employee, the employee's Department Head must file a written report and request a review by the Personnel Officer. Department Heads may be terminated by the City Administrator, with the concurrence of the Mayor.
6. Rehire: It is the policy of the City not to rehire a former employee who was terminated for policy violations, poor work performance, or resigned while charges were pending.

Suspension Pending Investigation

Employees who allegedly commit acts of violence or other egregious misconduct or serious safety violations can be suspended immediately, and ordered from City property or work site. Pending an investigation and review, this suspension may be without pay. Employees who are cleared of charges pending against them will be reinstated with full back pay and no loss of benefits or seniority. Employees whose charges are upheld against them will be subject to discipline, up to and including termination.

Suspension without Pay for Exempt Employees

Suspensions without pay for exempt employees generally must be in increments of one week. Two circumstances exist in which exception to this policy is appropriate:

1. Violations of safety rules of major significance.
2. Penalties for infractions of workplace conduct.

A deduction in pay as a penalty for violations of safety rules of major significance can be made in any amount. Penalties for infractions of workplace conduct rules may be in one (1) or more full days for exempt employees. Such "workplace conduct" violations should be of a serious nature and does not apply to discipline for performance or attendance issues. Workplace conduct infractions may include but are not limited to sexual harassment, violence, drug or alcohol policy violations, or violations of State or Federal laws.

Employee Benefits During Suspension

The City will continue to pay its portion of the employee's medical and dental premium costs while an employee is suspended without pay for up to thirty (30) days. The employee must abide by the terms and conditions of the insurance benefits in order to maintain coverage during such periods, including making arrangements to pay the employee's portion of the premium cost. Employees will not accrue benefit time or service credit while on an unpaid suspension.

Appeals

A regular employee (not including probationary, seasonal or temporary employees) who has been disciplined and considers himself aggrieved may file a grievance in accordance with Appeal/Grievance section of the Employee Handbook.

5.6 APPEAL/GRIEVANCE PROCEDURES

It is the City's policy to provide employees with an avenue to address problems when they believe the City has violated, misinterpreted or misapplied any of the provisions in the Employee Handbook. However, the policy itself cannot be the subject of a grievance. A "grievance" is defined as a dispute or difference of opinion raised by any employee who is not covered by a collective bargaining agreement with the City. Except as noted below and elsewhere in the Employee Handbook an aggrieved employee shall have the right to file an appeal on his behalf.

The exclusive remedy for those employees who are covered by a collective bargaining agreement is their collective bargaining agreement. As such, the grievance procedure outlined here is not intended to apply in situations where a collective bargaining agreement governs. Rather, this procedure is applicable to employees who are not covered by a collective bargaining agreement, or in situations that are not addressed in a collective bargaining agreement, or the Rules and Regulations of the Civil Service Commission.

Appeal Process

Appeals of a termination or disciplinary action may be made by applying in writing within five (5) working days to the Personnel Officer. The Personnel Officer shall hold a hearing within five (5) working days or a mutually agreeable time after such request for appeal has been made by the employee. The hearing will be of an informal nature with the employee, the Department Head, and/or City Administrator present. The Personnel Officer shall render his decision within ten (10) working days after the hearing. The Personnel Officer may uphold, increase or reduce the severity of punishment should this, in his judgment, be warranted.

Any appeal of the Personnel Officer's decision shall be in the form of a request for reconsideration addressed to the City Administrator within five (5) working days of this decision. The City Administrator shall respond to such request within five (5) working days. The City Administrator's decision shall remain final.

5.7 CONFIDENTIALITY POLICY

The public, employees, and other parties with whom the City does business entrust the City with important information relating to their businesses and personal situations. It is the City's policy that all information considered confidential will not be disclosed to external parties except as pursuant to judicial proceedings, legal requirements, or the Illinois Freedom of Information Act (FOIA). Employees must not release or share confidential information that may be subject to Federal and State laws, such as the Health Insurance Portability and Accountability Act (HIPAA) and the State of Illinois Identity Protection Act that protects the usage of Social Security numbers.

This policy is intended to alert employees to the need for discretion at all times and is not intended to inhibit normal business communications. All inquiries from the media must be referred to the employee's Department Head. If there is a question of whether certain information is considered confidential, the employee should first check with his immediate supervisor. Questions related to the FOIA should be addressed to the City's FOIA officer(s).

Employees who attend closed session meetings of the City Council must maintain the confidentiality of all closed-session information and may not disclose such information to anyone outside the closed-session meeting or beyond those elected officials and staff included in confidential communications, including attorney-client communications.

5.8 POLITICAL ACTIVITY

In accordance with the State and Federal constitutions and with 65 ILCS 5/10-1-27.1, City employees have a right to engage in political activity through voluntary political contributions or voluntary political activities. However, employees may not participate in political activities while at work or on duty. This includes the display of political paraphernalia, merchandise, clothing, buttons etc. in the workplace and/or on the employee. Additionally, no employee may use or threaten to use the influence of their position to coerce or to persuade any person to follow any course of political action or to contribute or lend anything of value to a political organization or candidate for political office.

5.9 OUTSIDE EMPLOYMENT

Outside employment in addition to City employment is permitted if it does not interfere with the employee's performance, cause a conflict of interest or

appearance of impropriety with his City duties and responsibilities, or reflect adversely upon the City. Employees will not be permitted to engage in outside work that involves the use or sale of information related to City operations. Employees shall inform their Department Head, in writing, of any outside employment. A copy of such notice will be placed in the employee's personnel file with the Department Head's signature acknowledging notification and consent to supplemental employment. No City vehicles, equipment, facilities or, in cases of "uniformed" employees, uniforms shall be worn and used during such outside employment except as approved by the appropriate Department Head. In no event shall supplemental employment be permitted during the employee's regularly assigned working hours for the City or while on duty. This procedure is applicable to employees who are not covered by a collective bargaining agreement. The policy for outside employment for employees covered by a collective bargaining agreement shall be defined in the terms of the respective contract.

5.10 ATTENDANCE & PUNCTUALITY

To maintain a safe and productive work environment, the City expects employees to be reliable and punctual in reporting for scheduled work. Absenteeism and tardiness place a burden on other employees and on the City. In instances when employees cannot avoid being late to work or are unable to work as scheduled, they should notify their supervisor as soon as possible in advance of the anticipated tardiness or absence. Poor attendance and excessive tardiness are disruptive and violations of City policy. Either may lead to disciplinary action, up to and including termination.

5.11 WAGE ATTACHMENTS

The City does not want to become involved in employees' personal finances and believes it is the employees' responsibility to avoid collections by creditors. The City must comply with any court ordered wage deduction. In the event the City receives a garnishment notice from more than one source, the monies will be paid (to the extent they are available) to each of the creditors in the order in which notification was received and in accordance with law.

5.12 ACCEPTANCE OF GIFTS

The City of Crest Hill as a governmental entity will comply with all provisions of the State "Gift Ban Act". In compliance with the Act, the City adopted Ordinance No. 1095.

No employee of the City of Crest Hill shall receive any gift, fee, meal, tip or favor of any kind, or promise of future employment for the performance of his duties or the supervision of others based upon any mutual understanding, explicit or

implied, that the official actions, decisions or judgments of such employee would be influenced thereby. "Gift" means any gratuity, discount, entertainment, hospitality, loan, or other tangible or intangible item having monetary value including, but not limited to, cash, food and drink, and honoraria for speaking engagements related to or attributable to government employees.

Employees who are offered gifts or gratuities should either refuse them as courteously as possible or donate them as allowed in the "Gift Ban Act". Items in the category of advertising novelties (i.e. pencils, calendars, coffee mugs) having wide distribution or of a nominal value may be retained by employees. Under no circumstances shall any cash or cash equivalents such as checks or gift cards be accepted.

This policy should not be construed to preclude attendance by employees at business or social functions as guests of another individual, so long as the costs are reasonable for the type of function attended pursuant to the State "Gift Ban Act".

SECTION 6 EMPLOYEE PERFORMANCE

6.1 PERFORMANCE REVIEW

The performance of all regular full-time and regular part-time employees shall be evaluated not less than one time per year, or as often as there are alterations in employment status, salary increase (other than cost of living), promotion, demotion, transfer, termination, or any other change in reporting status, in accordance with performance review factors as established by the City. Each department may utilize interim reviews, depending on departmental needs, provided the standard process is utilized as outlined in Section 16. However, only annual or status change reviews will be used for salary and/or merit consideration purposes.

6.2 INTERIM PERFORMANCE REVIEWS

There may be circumstances where a supervisor conducts an interim performance review due to a decline in an employee's performance into a "needs improvement" level in an effort to document the counseling interaction with the employee. Based on this interaction the employee will be expected to take corrective actions prior to the next regularly scheduled formal review or interim review.

6.3 SUBSTANDARD PERFORMANCE ON ANNUAL REVIEW

Employees performing at a "Needs Improvement" level at their annual review will not receive an increase for that year. Employees determined to have performed "Needs Improvement" ratings on their annual review will either be assigned to a six (6) month evaluation period consisting of two (2) interim three (3) month interval reviews or will be terminated, depending on the severity of the "Needs Improvement" performance, and/or prior interim review attempts to improve performance. If performance is not raised to a "Consistently Meets Expectations" levels upon the completion of the evaluation period, the employee may be disciplined, up to and including termination.

6.4 PERFORMANCE IMPROVEMENT PLAN

When an employee's performance is determined to be "Needs Improvement," a written Performance Improvement Plan (PIP) may be completed by the supervisor and submitted with the employee's Performance Review. The purposes of the Performance Improvement Plan (PIP) are to document the specific job-related functions or areas the employee needs to improve on, indicate specific milestones that will be used to measure the employee's progress in those areas, and establish a time frame for achieving each listed goal. The completed Performance Improvement Plan (PIP) shall be discussed by the

supervisor with the employee and reviewed by Human Resources and both the employee and supervisor shall sign and date it. The employee will be given a copy, and the original will be placed in the employee's personnel file. The PIP process is outlined in Section 16 and the creation of such a plan must follow the standards outlined.

SECTION 7

INSURANCE & OTHER EMPLOYEE BENEFITS

7.1 INSURANCE COVERAGES

The City provides medical, dental, vision, and life insurance for all regular full-time employees and their dependents as prescribed within the terms and conditions of the health care contracts in effect. Employees enrolled in the City sponsored plan are eligible for coverage on the first day of hire. The percentage paid by the City and employees may change from time to time. Employees are required to provide proof of dependent eligibility at time of enrollment. Documentation may include birth and marriage certificates, court documents and other items deemed acceptable.

Group medical and dental insurance shall also be made available to eligible retired or disabled employees who select to continue this option, as required by the Illinois Pension Code, State insurance law, applicable collective bargaining agreements, and subject to other provisions of the Employee Handbook. Coverage available to eligible retired or disabled employees is that which they have elected on their last day of employment prior to the first day of their retirement or disability status. Retired or disabled employees are not permitted to elect to change policies and their coverage cannot increase. For example, a retired employee with single coverage cannot marry in retirement and then elect family coverage. However, an employee who retires with family coverage and then qualifies for single coverage through death of a spouse, divorce, etc. will be permitted to elect single coverage since he no longer qualifies for family or other coverage. The City also provides Workers' Compensation benefits pursuant to the State statutes and will provide any coverage required by State Unemployment Compensation laws.

The Employee Handbook does not change or otherwise interpret the terms of the official benefit plan documents. Employee rights can be determined only by referring to the full text of the official plan documents, which are available through the office of the Personnel Officer. To the extent that any of the information contained in the Employee Handbook is inconsistent with the official plan documents, the provisions of the official documents will govern in all cases.

7.2 PREMIUM PAYMENTS

The City may require employees to participate in the cost of group health, dental, vision and/or life insurance premiums, as it is determined from time to time.

7.3 QUALIFYING EVENTS

Within thirty (30) days of a qualifying event, employees or dependents must notify the Personnel Officer in writing of any change in status which may affect

the employee's or dependent's benefit plan coverage. Examples may include marriage, civil union, birth, adoption, or placement for adoption of a child, obtaining legal guardianship of a child; loss of eligibility for other coverage for the employee or dependent, termination of employer contributions toward the employee's or dependent's other coverage; divorce, legal separation, death or children reaching the limiting age. Failure to notify the Personnel Officer in writing on a timely basis of the qualifying event could result in the employee being responsible for the payment of the premiums or claims paid for an ineligible participant, or in denial of coverage by the insurance carrier or plan sponsor. Additionally, notification of a qualifying event must be proceeded with documentation that verifies dependent eligibility.

7.4 MARRIAGE AND INSURANCE BENEFITS

The Religious Freedom and Marriage Fairness Act (735 ILCS 5/1-101) provides same-sex and different-sex couples and their children equal access to the status, benefits, protections, rights, and responsibilities of civil marriage. In order to become eligible for applicable insurance benefits, employees who get married are required to complete a notarized affidavit or provide a copy of the marriage license certificate to the Personnel Officer within thirty (30) days of the event occurring.

7.5 COBRA (CONSOLIDATED OMNIBUS BUDGET RECONCILIATION ACT)

City sponsored group health insurance coverage for covered employees expires on the last day of employment, leave of absence, or other qualifying event. As described in greater detail in the City's COBRA notice provided to employees who are covered under group health insurance at the time of a qualifying event, employees, their spouses, and/or their dependents may continue health coverage, at their own expense, at the group rates, unless they are disqualified because of discharge for gross misconduct. Eligible employees may continue the health insurance coverage for up to eighteen (18) months or longer, based on COBRA regulations, from the date coverage would otherwise end. The spouse and dependent children of a City employee may continue coverage following the death, divorce or termination of the employee, in the event the employee becomes covered by Medicare, or following another qualifying event, for up to thirty-six (36) months from the date their coverage would otherwise end. Dependent children of the employee may also be eligible to continue coverage when they cease to be dependent children. Continuation of coverage ceases if certain specific events occur.

Employees or dependents must notify the Personnel Officer in writing within sixty (60) days after a qualifying event whether or not they wish to continue their health coverage. If an employee does not choose to continue their group health insurance, eligibility will end.

If an employee is a participant in the Illinois Municipal Retirement Fund (IMRF), and retires or becomes disabled, the employee may be able to continue his health insurance under the Municipal Employee's Continuance Privilege law (215 ILCS 5/367j).

7.6 ILLINOIS MUNICIPAL RETIREMENT FUND (IMRF)

The Illinois Municipal Retirement Fund provides employees of local governments in Illinois with a sound and efficient system for the payment of retirement, disability, and death benefits. Employees are required to participate in the IMRF if employed in an IMRF qualified position and meet the 1,000 annual hourly standard. Both the employee and the City contribute monies into the Fund.

Upon separation from employment, application may be made to IMRF for a refund of employee contributions if the employee has not yet qualified for retirement benefits. All employer contributions would be forfeited. Employees should note that applicable tax laws will apply to this refund.

If an individual becomes employed by another municipality or agency under IMRF, employee contributions are automatically transferred provided they were not previously refunded. However, employees may "buy back" earned credit that was previously refunded according to specific instructions provided by IMRF.

7.7 POLICE PENSION FUND

Sworn Police personnel participate in a pension fund for retirement, disability, and death benefits. The Police Pension Board manages the fund in accordance with the Illinois Compiled Statutes. The City contributes to the Fund based on an annual actuarial analysis while participating Police personnel contribute through payroll deductions. Information regarding application to participate in the fund, portability rights, disability requirements, qualifications for pension benefits, and the value of pension benefits is available from the Police Pension Board.

7.8 457 RETIREMENT PLAN

The Section 457 Deferred Compensation plan allows employees to elect how much salary they want to contribute and to direct the investment of their account so they can tailor their own retirement package to meet their individual needs.

Contributions to the 457 plan are automatically deducted from employees' paychecks before Federal and State tax withholdings are calculated, thereby saving tax dollars now by having the current taxable amount reduced. While the amounts deducted generally will be taxed when they are finally distributed, favorable tax rules typically apply to 457 distributions.

Complete details of the Section 457 are described in the materials provided to eligible employees. More information about employee benefit plans is available through the office of the Personnel Officer.

7.9 EMPLOYEE ASSISTANCE PROGRAM

The City of Crest Hill recognizes that from time to time employees and their dependents (including children up to age 26) may need a little help coping or figuring out what to do. The City provides an assistance program to help address life issues such as:

- a) Depression, grief, loss and emotional well-being
- b) Family, marital, and other relationship issues
- c) Life improvement, goal setting
- d) Addictions including drug and alcohol use
- e) Stress or anxiety at work or home

The Employee Assistance Program (EAP) is available to employees and their dependents 24 hours a day, 7 days a week, 365 days a year. Each employee is entitled to several sessions (per event) with a licensed counselor. There is no charge for these services and sessions are confidential. Employees can call 833.806.8722, visit <https://www.compsych.com/guidance-resources/> or download the "GuidanceNow" app. Employees are encouraged to speak with the Personnel Officer for more information.



7.10 CREST HILL EMPLOYEE WELLNESS PROGRAM

The Crest Hill Employee Wellness Program (CHEW) exists to foster a workplace environment that promotes physical and mental wellbeing, encourages employee camaraderie, improves morale, and supports a healthy, balanced lifestyle.

The CHEW regularly provides programming, information, health screenings and benefits fairs to employees and their families to inform them of the benefits available to them through their employment with the City of Crest Hill and encourage wellness.

Employees who have insurance provided by the City are also eligible to participate in the wellness rewards program. This program aims at reducing health risk factors and rewards employees for engaging in wellness initiatives. Employees with insurance provided by their union should consult their union for additional benefits offered.

7.11 ILLINOIS TRANSPORTATION BENEFITS ACCOUNT

The City supports environmentally friendly commuting options and the well-being of our employees. In accordance with the Illinois Transportation Benefits Program Act (820 ILCS 63), the City offers employees access to a pre-tax Transportation Benefit Account to allow employees to set aside up to \$340 per month to pay for transit passes on regional providers such as Metra, Pace, and CTA. For more information, employees should contact Human Resources.

7.12 HEALTH INSURANCE OPT-OUT INCENTIVE

In accordance with the administrative policy established by the City Administrator, regular full-time employees may be eligible to participate in the City's Health Insurance Opt-Out Incentive, which provides an annual incentive payment to eligible employees who decline the City's health insurance plan and obtain health insurance coverage through another source. Employees should speak with the Personnel Officer for more information.

SECTION 8

HOLIDAYS, VACATION & LEAVES OF ABSENCE

8.1 HOLIDAYS

The following shall be general holidays for City employees. These holidays are subject to change by action of the City Council. Only regular full-time employees shall be entitled to paid holidays. Regular part-time and temporary employees shall only receive pay if they are required to work on the holiday.

New Year's Day
Presidents' Day
Good Friday
Memorial Day
Independence Day
Labor Day
Veterans Day
Thanksgiving Day
Day after Thanksgiving
Christmas Eve Day
Christmas Day

Employees will be required to work their regular scheduled day before and after the holiday, unless other excused pay (jury, vacation, bereavement, personal, etc.) has been pre-approved, in order to receive holiday pay.

Generally, whenever any of the above holidays fall on a Saturday, the preceding Friday shall be observed as a holiday; and whenever any of the above holidays fall on a Sunday; the following Monday shall be observed as a holiday. Modifications to holiday observances for specific reasons may be made from time to time upon direction from the City Administrator with appropriate advance notice.

Work on Holidays

Hours worked by a non-exempt regular full-time employee during a regular shift on a paid holiday shall be computed at one and one half (1 ½) times the employee's regular hourly rate of pay.

8.2 VACATION

The City provides full-time regular employees with paid vacation time as an opportunity for rest, relaxation and recreation. The City believes that each employee should have time off from work each year and should be given maximum flexibility in scheduling vacation time, with consideration to the City's business needs.

Vacation is allocated on January 1 each year and the amount of time employees receive each year increases with the length of their employment as shown below. Supervisors start with fifteen (15) days and continue to accrue after six years of service. Days shall be prorated for the first year in which the employee is employed with the City.

<u>Years of Service</u>	<u>Vacation</u>
After one year of service	Ten (10) Days
After five years of service	Fifteen (15) Days
After six years of service	Sixteen (16) Days
After seven years of service	Seventeen (17) Days
After eight years of service	Eighteen (18) Days
After nine years of service	Nineteen (19) Days
After 10 years of service	Twenty (20) Days
After 15 years of service and thereafter	Twenty-five (25) Days
Part-Time and Seasonal Employees	One (1) Day

All vacation for non-exempt employees shall be scheduled with approval and consent of the Department Head. Scheduling preference shall be given to employees on a seniority basis.

All earned vacation time not used by the employee by the end of the calendar year shall be forfeited unless special dispensation is granted by the City Administrator. Vacation time is paid at the employee's base pay rate at the time of vacation and does not include overtime or any other special forms of compensation. In the event a holiday occurs during an employee's scheduled vacation period, time for such holiday shall not be charged as vacation time. Vacation allowance is not permitted to be paid in lieu of time off.

The City reserves the right to restrict the dates on which an employee may take vacation based on the City's and/or specific departments' needs. These may be known as "blackout periods" and will be established by the Personnel Officer and by the Department Head. Vacation is granted at the convenience of the City, but in all cases the City and its management will attempt to accommodate the needs of the employee. Employees are encouraged to schedule vacation so as not to be put in a position to forfeit vacation due to business restrictions or last minute business needs.

Upon termination of employment, the employee shall be paid for unused earned vacation time for that year.

8.3 PERSONAL DAYS

Regular full-time employees are eligible for twenty-four (24) hours of personal time per year. The twenty-four (24) hours are granted on January 1 each year subject to management or supervisory approval. Under no circumstances shall personal hours be carried forward to the next calendar year.

Persons who begin employment mid-year will be granted twenty-four hours of personal time that may be used following their first 30 days of employment. If an employee resigns or is terminated within his first 30 days, the employee is not entitled to compensation for this time.

Upon termination of employment, the employee shall be paid for unused earned personal days for that year.

8.4 SICK LEAVE

Sick leave hours shall be credited on the 1st of each month to all full-time regular employees at the rate of eight (8) hours per month. New full-time regular employees are issued 8 hours of sick leave beginning on the first of the month, following their first 30 days. Personal leave hours may be used in place of sick hours until accrued. Sick hours may be carried forward to the following year up to a maximum of one thousand one hundred twenty (1,120). Accrued sick leave will carry over if employees change positions within the City as long as there is no break in service longer than thirty (30) days.

In accordance with the Illinois Employee Sick Leave Act (820 ILCS 191/1) sick leave hours shall not be considered a privilege which an employee may use at his discretion but shall be allowed only in the case of:

- a) Necessity of actual sickness or disability of the employee.
- b) Because of illness or birth in his immediate family.
- c) To meet medical/dental appointments.
- d) To take physical examinations or other sickness prevention measures.

Sick leave hours shall be denied for all other reasons unless otherwise approved by the Department Head.

To receive compensation while absent on sick leave, the employee must notify his immediate supervisor within a reasonable time under the circumstances, but generally at least sixty (60) minutes before the employee's shift would begin. If sick leave notification is made via voicemail, the employee must include the date, time and reason for the sick leave absence.

Once an employee has exhausted his total sick time bank, the employee may use accumulated vacation time, personal days, or compensatory time.

Any employee who is absent from work for sickness three (3) or more consecutive days shall be required to provide a physician's certificate indicating the employee is able to resume normal work duties. Such physician certificate shall be obtained at the employee's expense. Employees who fail to produce a physician's certificate after being absent three (3) or more days shall not be permitted to return to work until the physician's certificate is obtained.

Excessive absenteeism is irregular attendance including, but not limited to the following:

1. Chronic absenteeism or pattern of excessive sick leave usage.
2. Continued pattern of sick leave use coinciding with vacation, holiday or regular time off.
3. Repeated failure to notify the supervisor of sick leave within sixty (60) minutes of the start time.
4. Supervisor continuously unable to contact employee while employee is using sick time.
5. Failure to provide physician's certificates when applicable.
6. Employee engaging in other employment while on sick leave.

When a Department Head has reason to believe that excessive absenteeism has occurred, the employee will be counseled and reminded of the burden absenteeism places on the department and fellow co-workers. Additionally, an employee who is absent from work for sickness immediately preceding or following a scheduled vacation or holiday may not be compensated for the absence if the supervisor has reason to believe the claim is false. Excessive absenteeism and illness related absences abutting paid time off shall be reflected in an employee's performance review and shall be the basis for disciplinary action up to and including termination. Falsely claiming sick leave or reporting sickness as an excuse for absence may be grounds for immediate termination.

Upon termination of employment, the employee forfeits his total accumulation of unused earned sick time.

8.5 JURY DUTY/CIVIL LEAVE

A regular full-time employee may be granted leave when summoned to appear as a witness before a court, grand jury, or other public body or commission, when not appearing as a regular part of their normal work duties. An employee may be granted Civil Leave to cover the time off.

A regular full-time employee may be granted leave with pay when required to be absent from work for jury duty. Any compensation received by the employee for such duty shall revert to the City during the time for which compensation was paid to the employee under this section. Documentation of serving jury duty must be provided by the employee to the employee's supervisor.

To be eligible for this benefit, the employee must notify his supervisor promptly upon receipt of a jury summons and provide a copy of the summons to his Department Head. The employee must provide a copy of the check(s) received. Pay will be computed at the employee's current hourly rate or salary in effect at the time of jury duty. The employee must maintain contact with his supervisor, the frequency of which is determined by the Department Head. Time spent on jury duty is not counted as hours worked for the purpose of computing overtime pay.

An employee's absence for jury duty is job protected and an employee may not be disciplined or discharged for absences due to jury duty. Any employee who is having any issues with regard to performance of jury duty service should report those concerns to the Personnel Officer.

8.6 EMERGENCY/BEREAVEMENT

A regular full-time employee may be granted up to three (3) paid days to attend to family emergencies or to attend the wake and/or funeral of an immediate family member. Immediate family members include spouse, domestic partner, mother, father, son, daughter, sister, brother, grandmother, grandfather, grandchild, mother-in-law, father-in-law, brother-in-law, sister-in-law, step-father, step-mother, step child, half-brother, half-sister, grandparents of employee's spouse or grandchildren, legal guardian or members of the employee's immediate household. One (1) paid day off may be granted to attend the funeral of an aunt or uncle. If more time is needed for long distance travel or to wrap up the decedent's affairs, additional paid or unpaid days may be granted upon submission of a written request, recommendation of the Department Head and approval by the Personnel Officer. Upon request documentation of death must be provided by the employee to the Personnel Officer.

The Illinois Child Bereavement Leave Act permits an employee with at least 1,250 hours of service during the prior 12 month period to a maximum of 2 weeks (10 work days) of unpaid bereavement time following the death of a child. Employees may be entitled to up to 6 weeks of bereavement time in the event of the death of more than one child during a twelve-month period. The leave must be completed within 60 days after the date employee receives notice of the death of the child. Employers are entitled to 48 hours of notice before the leave, unless it is not practicable. Employers may require documentation to verify the necessity of the leave. Child bereavement leave may not be taken in addition to unpaid leave permitted under the Family and Medical Leave Act, 29 U.S.C. 2601 et seq. (FMLA), and may not exceed unpaid leave time allowed under that law (FMLA).

In accordance with the Illinois Child Extended Bereavement Leave Act, full time employees are entitled to use a maximum of 6 weeks of unpaid leave if the employee experiences the loss of a child by suicide or homicide ("CEBLA Leave"). CEBLA Leave may be taken in a single continuous period or intermittently in increments of no less than 4 hours, but CEBLA leave must be completed within one year after the employee notifies the City of the loss. An employee may choose, but is not required, to substitute any paid leave time an employer provides for time taken for CEBLA Leave. Employees must provide reasonable advance notice of the employee's intention to take leave, unless providing such notice is not reasonable and practicable. The City may require employees to submit reasonable documentation supporting their leave. This policy does not create a right for an employee to take unpaid leave that exceeds the unpaid leave time allowed under, or is in addition to the unpaid leave time permitted by, the FMLA.

An employee who uses CEBLA Leave because of the death of child may not take leave under the Child Bereavement Leave Act because of the death of the same child.

8.7 LEAVES OF ABSENCE

At the City of Crest Hill, we realize there are times when family and medical issues necessitate employees to take time away from work. The City will provide employees with a leave based on their tenure with the City and their eligibility under the Family Medical Leave Act (FMLA) or related State laws. It is the intent of this policy to comply with applicable Federal and State laws. Details of the leave types may vary for employees represented by collective bargaining agreements or employment contracts. The City prohibits discrimination or retaliation against employees for requesting or taking a leave of absence.

Using a leave of absence for any purpose other than its intended purpose may result in corrective action up to and including termination. Moreover, accepting employment or becoming self-employed while on leave is not permitted. Anyone obtaining employment or becoming self-employed while on leave will automatically be considered to have voluntarily resigned from employment with the City.

Leave of absence requests will be considered for Family Medical Leave (FMLA), Personal Leave of Absence, Military Duty, VESSA Leave (Victims of Economic Security and Safety Act) and any other leaves of absence as dictated by applicable law. Where applicable, leaves will run concurrently.

8.8 FAMILY AND MEDICAL LEAVE ACT (FMLA)

Guidelines

Up to a total of twelve (12) weeks of unpaid job-protected leave during any rolling twelve (12) month period may be available for eligible qualifying events. Employees are not required to use FMLA leave in a block of twelve (12) weeks. Leave may be taken on an intermittent or reduced schedule basis if medically necessary.

All FMLA leave will count towards the FMLA leave entitlement even though employees may receive compensation such as paid time off, workers' compensation, short-term disability, or any other type of salary continuance during the FMLA leave.

Eligibility

City employees may be eligible for a leave of absence caused by certain family or medical reasons. To be eligible for such a leave, employees must have completed at least one (1) year of service and worked at least 1,250 hours during the twelve (12) months preceding the leave of absence. Time spent on paid or unpaid leave does not count as hours worked for purposes of determining the 1,250 hours eligibility requirement.

Qualifying Events

Under FMLA, employees may be eligible for a temporary unpaid leave of absence from work for one of the following Qualifying Events:

1. Medical: Due to an employee's own serious health condition;
2. Parental: Due to the birth of a child, or the adoption or foster care placement of a child, within twelve (12) months of birth or placement;

3. Family Care: To care for an employee's child, spouse or parent who suffers from a serious health condition;
4. Any qualifying exigency leave for families of members of the National Guard or Reserves or of a regular component of the Armed Forces when the covered military member is on covered active duty or called to covered active duty or;
5. Military caregiver leave to care for an injured or ill service member or veteran.

Definitions

12-month Period means a rolling twelve (12) month period measured backward from the date an employee uses any FMLA leave in the FMLA year.

Serious Health Condition means an illness, injury, impairment, or physical or mental condition that involves either:

1. Inpatient care – (i.e., an overnight stay) in a hospital, hospice, or residential medical-care facility, including any period of incapacity (i.e., inability to work or perform other regular daily activities); or
2. Continuing treatment by a health care provider, which includes:
 - a) A period of incapacity lasting more than three (3) consecutive, full calendar days, and any subsequent treatment or period of incapacity relating to the same condition that also includes:
 - i. Treatment two (2) or more times by or under the supervision of a health care provider (i.e., in-person visits, the first seven (7) days ;and both within days of the day of incapacity); or
 - ii. One (1) treatment by a health care provider with a continuing regimen of treatment (i.e., prescription medication, physical therapy); or
 - iii. Any period of incapacity related to a pregnancy or for prenatal care. A visit to a health care provider is not necessary for each absence; or
 - b) Any period of incapacity for a chronic serious health condition which continues over an extended period of time, requires periodic visits (at least twice per year) to a health care provider, and may involve

occasional episodes of incapacity. A visit to a health care provider is not necessary for each absence; or

- c) A period of incapacity that is permanent or long term due to a condition for which treatment may not be effective. Only supervision by a health care provider is required, rather than active treatment; or
- d) Any absences to receive multiple treatments for restorative surgery or for a condition that would likely result in a period of incapacity of more than three (3) days if not treated.

Child means an employee's biological, adopted, foster, stepchild, legal ward, or child for whom an employee has day to day responsibility to provide care and financial support, so long as the child is under eighteen (18) years of age or unable to take care of himself due to a disability. For purposes of Military Family Need, or Military Family Care Leave, child will also include an employee's adult children.

Parent means an employee's biological parent, step parent, foster, or the person who had day to day responsibility to provide care and financial responsibility to an employee as a child. Parent does not include parent-in-law.

Spouse does not include unmarried domestic partners. If both spouses work for the City their leave in any twelve (12) month period may be limited to an aggregate of twelve (12) weeks for certain types of FMLA leave.

Exigency Leave is leave taken by the employee whose spouse, son, daughter or parent either has been notified of an impending call or order to covered active military duty or who is already on covered active duty may take up to twelve (12) weeks of leave for reasons related to or affected by the family member's call-up or service. The qualifying exigency must be one of the following: 1) short-notice deployment, 2) military events and activities, 3) child care and school activities, 4) financial and legal arrangements, 5) counseling, 6) rest and recuperation, 7) post-deployment activities and 8) additional activities that arise out of active duty, provided the employer and employee agree, including agreement on timing and duration of the leave.

The City will require certification of the qualifying exigency for military family leave. The employee must respond to such a request within fifteen (15) days of the request or provide a reasonable explanation for the delay. Failure to provide certification may result in a denial of continuation of leave. This certification will be provided using the DOL Certification of Qualifying Exigency for Military Family Leave.

Covered Active Duty means (a) in the case of a member of a regular component of the Armed Forces, duty during the deployment of the member with the Armed

Forces to a foreign country; and (b) in the case of a member of a reserve component of the Armed Forces, duty during deployment of the member with Armed Forces to a foreign country under a call or order to active duty under a provision of law referred to in 101(a)(13)(B) of title 10, United States Code.

The leave may commence as soon as the individual receives the call-up notice. (Son or daughter for this type of FMLA leave is defined the same as for child for other types of FMLA leave except the person does not have to be a minor.) This type of leave would be counted toward the employee's twelve (12) week maximum of FMLA leave in a twelve (12) month period.

Covered Service Member Leave also known as military caregiver leave is for an employee whose spouse, son, daughter, parent, or next of kin is a covered service member who may take up to twenty-six (26) weeks in a single twelve (12) month period to take care of that service member.

Covered Service Member means (a) a member of the Armed Forces (including a member of the National Guard or Reserves) who is undergoing medical treatment, recuperation, or therapy, is otherwise in outpatient status, or is otherwise on the temporary disability retired list, for a serious injury or illness; or (b) a veteran who is undergoing medical treatment, recuperation, or therapy, for a serious injury or illness and who was a member of the Armed Forces (including a member of the National Guard or Reserves) at any time during the period of five (5) years preceding the date on which the veteran undergoes that medical treatment, recuperation, or therapy.

Serious Injury or Illness (a) in the case of a member of the Armed Forces (including a member of the National Guard or Reserves), means an injury or illness that was incurred by the member in the line of duty on active duty in the Armed Forces (or existed before the beginning of the member's active duty and was aggravated by service in the line of duty) and that may render the member medically unfit to perform the duties of the member's office, grade, rank or rating; and (b) in the case of a veteran who was a member of the Armed Forces (including a member of the National Guard or Reserves) at any time during a period when the person was a covered service member, means a qualifying (as defined by the Secretary of Labor) injury or illness that was incurred by the member in the line of duty while on active duty in the Armed Forces (or existed before the beginning the member's active duty and was aggravated by service in line of duty in the Armed Forces) and manifested itself before or after the member became a veteran.

The City will require certification for the serious injury or illness of the covered service member. The employee must respond to such a request within fifteen (15) days of the request or provide a reasonable explanation for the delay. Failure to provide certification may result in a denial of continuation of leave.

This certification must be provided using the DOL Certification for Serious Injury or Illness of Covered Service Member.

Notification

It is the responsibility of the employee to notify the City of a potential condition that could qualify for a family medical leave. If the leave is foreseeable, the employee must give sixty (60) days' notice to the City of his intention to take FMLA leave. Examples of foreseeable need are the birth/adoption of a child or scheduled surgery. If the need for FMLA leave is unforeseeable, the employee must give the City notice as soon as practicable, generally the same day or the next day the employee learns of the need for leave. The notification shall be made to the employee's supervisor. The supervisor will in turn notify the Personnel Officer.

Medical Certification

The City may require a written medical certification from a health care provider indicating that the employee is unable to perform the functions of the position of the employee or that the employee is needed to care for a spouse, child or parent of the employee before FMLA leave will be approved.

The certification form for use by a health care provider is available from the Personnel Officer. The employee shall provide a written medical certification from a health care provider supporting the medical necessity of the leave request. Unless otherwise impractical, the City shall allow the employee fifteen (15) days after the employee's request for FMLA leave to provide the written medical certification. The City may require additional written medical certification if the City has reason to question the appropriateness of the leave or its duration. Completed forms should be returned to the Personnel Officer.

If an employee fails to satisfy the medical certification requirements, within fifteen (15) calendar days, if practicable, the City may deny the requested FMLA leave until the required certification is provided. A failure to provide requested documentation of the reason for an absence from work may lead to disciplinary action, up to and including termination.

During FMLA leave, the City may request the employee provide re-certification of a serious health condition at intervals in accordance the FMLA.

All documentation related to the employee's or the family member's medical condition will be held in strict confidence and maintained in the employee's medical records file.

Additional Medical Information

If the City has reason to question the employee's initial medical certification, the City may: (a) request the employee provide additional information or clarification in writing from his health care provider; (b) with the employee's permission, have a City designated health care provider contact the employee's health care provider in an effort to clarify or authenticate the initial certification; and/or (c) require the employee to obtain a second opinion by an independent City designated provider at the City's expense. If the initial and second certifications differ, the City may, at its expense, require the employee to obtain a third, final and binding certification from a jointly selected health care provider.

Return to Work Medical Certification

As a condition of restoring an employee whose FMLA leave was occasioned by the employee's own serious health condition, the City requires a written certification from a health care provider, in a form and manner acceptable to the City, indicating that the employee is able to return to work.

Notification of Leave Status

The City may require the employee on FMLA leave to maintain weekly contact with his supervisor concerning the employee's status and intent to return to work. If the employee clearly gives notice of intent not to return to work, the obligation to maintain health benefits (except under COBRA) and to rehire the employee ceases. In that case, the employee will be considered to have voluntarily resigned.

Insurance Payments

While on FMLA leave, the employee and the City shall continue to pay for their proportionate share of the City's group health, dental, and vision coverage, if the employee is enrolled in said plans at the time FMLA leave starts. Failure of the employee to make his proportionate health insurance payments may result in cessation of coverage for the employee.

While on paid leave, the City will continue to take payroll deductions to collect the employee's share of the premium. While on unpaid leave, the employee must make this payment, either in person or by mail. The payment must be received in the Treasurer's Office by the 15th day of each month. If the payment is more than thirty (30) days late, the employee's health care coverage may be dropped for the duration of the leave. The City will provide fifteen (15) days' notification prior to employee's loss of coverage.

If the employee chooses not to return to work for reasons other than a continued serious health condition of the employee, or the employee's family member, or

a circumstance beyond the employee's control, the City will require the employee to reimburse the City the amount paid for the employee's health, dental, and vision insurance during any period of an unpaid leave. The City will require written medical certification of the continued serious health condition that prevents the employee's return.

Use of Paid and Unpaid Time

Employees are required to use paid leave, including disability and worker's compensation leave, to the extent that it qualifies, concurrently with FMLA leave and in a manner consistent with the City's paid leave policies. If the employee has accrued paid leave of less than twelve (12) weeks, the employee will use paid leave first and take the remainder of the twelve (12) weeks unpaid.

If an employee uses leave because of a serious medical condition of an immediate family member, the employee must use all vacation time, personal time, then sick time, and will then be eligible for unpaid leave the remainder of the twelve (12) weeks.

Accruals

During a Family Medical Leave, pension service may continue to accrue in certain circumstances; however, no sick, vacation, personal or holiday leave benefits, or seniority benefits will accrue for the employee during an unpaid leave.

Intermittent or Reduced Work Schedule

Intermittent leave is leave taken in separate blocks of time. A reduced work schedule leave is a leave schedule that reduces an employee's usual number of hours per work week or hours per work day.

Leave because of an employee's own serious health condition, or to care for an employee's spouse, child, or parent with a serious health condition may be taken all at once, or where medically necessary, intermittently, or on a reduced work schedule. Intermittent or a reduced schedule for a leave to care for a newborn or for a newly placed child may only be granted for up to 120 days with the Supervisor's and the Personnel Officer's consent.

The City may temporarily transfer an employee to an available alternative position with equivalent pay and benefits if the alternative position would better accommodate the intermittent or reduced schedule.

For part-time employees and those who work variable hours, the FMLA leave is calculated on a pro-rata basis. A weekly average of hours worked over the twelve (12) weeks prior to the beginning of the leave will be used for calculating the employee's normal work week.

Employee Status after Leave

An employee who takes leave under this FMLA policy will be able to return to the same position or a position with equivalent status, pay, benefits and other employment terms. An employee is entitled to reinstatement only if he would have continued to be an employee had FMLA leave not been taken. An employee would not be entitled to reinstatement if, because of a layoff, reduction in force, or other reason, the employee would not be employed at the time job restoration is sought.

Key Employees

The City may exempt certain highly compensated employees, called "key" employees from this requirement and not return them to the same or similar position. Under the FMLA, "key" employees, or employees who are salaried and whose earnings place the employee in the top ten percent (10%) of those employees of the City, may be denied the right to return to the same or equivalent job if it would cause substantial and grievous economic injury to the City.

Employees with questions regarding this policy are encouraged to consult with the Personnel Officer.

8.9 PERSONAL LEAVE OF ABSENCE

In an effort to recognize the needs of employees who require time off and do not meet the eligibility requirements for a leave under FMLA or any other type of leave, employees may request a personal leave of absence. All full-time regular employees that have a minimum of thirty (30) days of service may be eligible for a medical or personal leave absence not to exceed ninety (90) days. Job performance, absenteeism, and departmental requirements will all be taken into consideration before a request is approved. Requests for personal leave may be denied or granted by the City for any reason or no reason and are within the sole discretion of the City. Personal leave requests will require the approval of both the Department Head and Personnel Officer.

Procedure

In the event an eligible employee requires more than five (5) consecutive days off, the employee needs to submit a request in writing to his immediate supervisor and the Personnel Officer stating the reason for the leave and the expected duration. The employee should be reasonable and understand that all requests for personal leaves are not granted.

An employee, who has been on an approved personal leave for up to ninety (90) days, will be reinstated into a comparable position upon his return from leave

only if he would have continued to be an employee had personal leave not been taken. An employee would not be entitled to reinstatement if, because of a layoff, reduction in force or other reason, the employee would not be employed at the time job restoration is sought.

In the event the personal leave is requested because of the employee's own medical needs, the employee must provide medical certification in support of the request.

While on paid leave, the City will continue to take payroll deductions to collect the employee's share of the health care premium. While on unpaid leave, the employee must make this payment, either in person, or by mail. The payment must be received in the Treasurer's Office by the 15th day of each month. If the payment is more than thirty (30) days late, the employee's health care coverage may be dropped for the duration of the leave. The City will provide fifteen (15) days notification prior to employee's loss of coverage.

Employees are expected to be available for work by the end of their approved leave time. If the employee is unable to return on the originally scheduled return date, he must request an extension of the leave in writing. If the City does not extend the leave, the employee must then return to work on the originally scheduled return date or be considered to have voluntarily resigned. Extension of leave will only be considered on a case-by-case basis.

Any employee on a Personal Leave of Absence for his own personal medical condition must obtain certification from his health care provider prior to returning to work. The certification must address when the employee can return to work and perform his regular duties with or without a reasonable accommodation or set forth the restriction(s) that prevent the employee from resuming his regular duties.

8.10 MILITARY LEAVE

City employees who are members of the uniformed or military services receive extended employment rights as set forth in the Illinois Services Employment and Reemployment Rights Act (ISERRA) (330 ILCS 61/1-1 et seq.), the Uniformed Services Employment and Reemployment Rights Act (USERRA) (38 USCA 4301, et seq.) and all other applicable state and federal laws. This policy is not intended to grant any rights or impose any responsibilities in excess of those contained in state and federal law.

If an employee needs leave for uniformed or military service, the employee must provide notice to their Department Head and Human Resources, along with a copy of their orders for service, as soon as they become aware of their need for leave. The City will provide leave for uniformed or military service in accordance

with the requirements of state and federal law. An employee may, but is not required to, use accrued leave in conjunction with periods of paid and unpaid active service.

During periods of uniformed or military leave, the City's health-plan benefits will continue in accordance with state and federal law. For periods of leave for active duty, the City will continue to pay the employer's share of the full premium and administrative costs related to the continuation of health-plan benefits.

During periods of military leave for annual training or orders in lieu of annual training, employees continue to receive full concurrent compensation for up to 30 calendar days per year. Employees who have exhausted concurrent compensation for annual training may receive differential pay for annual training, as set forth and limited by law.

During periods of leave for active service, employees receive differential compensation, meaning pay due when the employee's rate of compensation for military service is less than their daily rate of compensation as a public employee. In the case of differential pay, the employee will receive their regular compensation as a public employee minus the amount of base pay for active service. Differential compensation is only provided for paid active service and excludes periods of unpaid active service such as travel, rest periods, and other service where the employee does not receive pay from the military. Employees may elect, but are not required, to use accrued leave with pay in lieu of differential compensation during any period of military leave.

Differential compensation for voluntary active service is limited to 60 workdays in a calendar year. After an employee is absent from employment for a consecutive 3-year period while performing voluntary active service, the employee shall no longer receive differential compensation. Such an employee must return to work for more than 90 calendar days in order to again be eligible differential pay.

The following procedures and guidelines will apply to employees who serve in the United States Uniformed Services and who are absent due to active military service or training. This policy/procedure also clarifies the continuation of benefits and compensation during the period of leave.

Uniformed Services Employment and Reemployment Rights Act (USERRA)

Military Leave of Absence will conform to the Uniformed Services Employment and Reemployment Rights Act of 1994 (USERRA). All employees who serve are covered by the Uniformed Services Employment and Reemployment Act (USERRA) whether full-time or part-time.

~~An employee who is required to be absent from work because of service in the uniformed services of the United States will be granted a leave of absence. This includes voluntary or involuntary active duty, active duty training, inactive duty training, full-time National Guard duty or absence for examination to determine fitness for these types of duty.~~

~~If an employee is called or volunteers for such military service, he will need to notify the Personnel Officer as soon as possible prior to commencement of the leave.~~

~~Military Leave by Type and Corresponding Pay and Benefits:~~

~~Leave Due to Mobilization by Presidential Order~~

~~In accordance with the Local Government Employees Benefits Continuation Act (50 ILCS 140/1), full and part time employees who are members of any reserve component of the United States Armed Forces, including the Illinois National Guard, are entitled to leave and differential pay. This becomes effective when the employee is mobilized to active duty by an order from the President of the United States and only for the duration of his active military service.~~

- ~~1. — Differential pay is defined as the difference between an employee's pre-service regular pay and the employee's military base pay when the regular pay is the higher of the two. In cases where the military base pay is higher than the employee's regular pay, no differential will be paid.~~
- ~~2. — Health insurance and any other benefits that the employee was receiving at the time of mobilization will continue during this leave period as well.~~
- ~~3. — Employees mobilized by order of the President must submit copies of the orders and documentation of military base salary prior to deployment, if possible.~~

~~Leave Due to Annual Training~~

~~In accordance with the Military Leave of Absence Act (5 ILCS 325/1), full-time employees who are members of any reserve component of the United States Armed Forces or Illinois State Militia are entitled to leave and full pay to attend annual training. The employee's seniority and other benefits shall continue to accrue during this leave period. Part-time employees are provided leave but will not receive pay.~~

Leave Due to Basic Training

~~Full-time employees who are members of the aforementioned Military Services are entitled to leave and to differential pay to attend basic training. The employee's seniority and other benefits shall continue to accrue. Part-time employees are granted leave but no pay to attend basic training.~~

Procedures for Differential Pay and Benefit Continuation

~~Differential pay will be paid to the employee in the form of a 1099. Differential payments are not subject to FUTA, FICA or income taxes. In accordance with the Public Employee Armed Services Rights Act (5 ILCS 330/1), vacation and sick time will continue to accrue while the employee is on leave. Any benefits the employee had before taking leave are preserved as well. Health insurance premiums may be deducted from the differential payments. In the event there is no deduction made for health insurance premiums, the employee is responsible for remitting payment to the City for monthly premiums.~~

Procedures for Reporting Back to Work

~~In accordance with the Uniformed Services Employment and Reemployment Act (USERRA), employees must adhere to the following procedures in reporting back to work after the military assignment is completed:~~

~~Service of 1—30 days: The employee must report to work on the next scheduled work day following completion of service, safe travel home from the military duty location, and an eight (8) hour rest period.~~

~~Service of 31—180 days: The employee must request reinstatement no later than fourteen (14) days after completion of the military service.~~

~~Service of 181 or more days: The employee must request reinstatement no later than ninety (90) days after completion of the military service.~~

~~The City reserves the right to request documentation for military leaves of absence in excess of thirty-one (31) days. If the employee fails to report to work or request reinstatement Family within the required time limits, he may be subject to the City's unexcused absences procedure.~~

8.11 FAMILY MILITARY LEAVE / FUNERAL HONORS LEAVE

In accordance with the ~~Family~~ Military Leave Act (820 ILCS 151/1), the City will grant up to thirty (30) days of unpaid leave to the spouse or parents of a soldier called to active military duty for more than thirty (30) days. The City will require certification from the proper military authority to verify employee eligibility for family military leave.

Family military leave is unpaid. Before taking unpaid family military leave, employees must exhaust all accrued vacation leave, personal leave, compensatory leave, and any other applicable leave, except sick leave and disability. During unpaid family military leave, employees may continue their benefits at the expense of the employee.

Employees who take family military leave will be reinstated to the same position or a position with the same seniority, status, benefits, pay and other terms and conditions of employment. The City is not required to reinstate employees if they are not reinstated because of conditions that are not related to taking family military leave.

The City will not interfere with, restrain, or deny employees' rights to family military leave. The City will not discipline, or in any manner discriminate against employees who take family military leave.

Employees must give the City at least fourteen (14) days' notice of the date they intend to start taking family military leave of five (5) or more consecutive work days. To the extent possible, employees must consult with the City to schedule the leave so as to not unduly disrupt the City's operations. Employees taking family military leave of less than five (5) consecutive days must give the City as much advanced notice as practicable.

The City shall grant at least eight (8) hours of paid leave per month up to a total of forty (40) hours in a calendar year to allow an employee who is specifically trained to participate in funeral honors details for veterans to participate in these details. This leave shall not diminish or reduce in any way the employee's accrued paid leave. Any employee requesting this leave shall provide the City with evidence of their training and reasonable notice and documentation for the need for the leave.

8.12 VICTIMS' ECONOMIC SECURITY AND SAFETY ACT (VESSA)

In accordance with the Illinois Victims' Economic Security and Safety Act (820 ILCS 180/1), known as VESSA, an employee is entitled to up to twelve (12) weeks of unpaid leave per year, and/or reasonable accommodation for one of the following reasons:

- To seek medical attention for, or recovering from, physical or psychological injuries caused by domestic, sexual, or gender violence to the employee or an employee's family or household member; or
- To obtain services from a victim services organization for the employee or an employee's family or household member; or

- To obtain psychological or other counseling for the employee or an employee's family or household member; or
- To participate in safety planning, temporarily or permanently relocating or taking other actions to increase the safety of the employee, or an employee's family or household member from future domestic or sexual violence or to ensure economic security; or
- To seek legal assistance or remedies to ensure the health and safety of the employee or an employee's family or household member, including preparing for or participating in any civil or criminal legal proceeding related to or derived from domestic or sexual violence.

An eligible employee is entitled to up to twelve (12) work weeks of unpaid leave during a rolling twelve (12) month period from the date of occurrence. Said leave may be taken on an intermittent or reduced work schedule basis. VESSA leave will run independent of any other applicable leave. For instance, leave taken under VESSA which also qualifies under FMLA, will be exclusively considered VESSA leave. Likewise, absences for which an employee receives short term disability benefits for a purpose covered under VESSA will be designated as VESSA leave.

Employees can substitute, or the City may require substitution of, available paid vacation, sick, personal or similar leave for unpaid VESSA leave as is appropriate for the employee's situation. Such paid leave must be taken in accordance with the terms of this manual. The substitution of paid leave for unpaid leave under VESSA does not extend the twelve (12) week leave period. In the event there is no deduction made for health insurance premiums, the employee is responsible for remitting payment to the City for monthly premiums.

The employee is required to provide the City with at least forty-eight (48) hours advanced notice, if possible, of his intention to take a VESSA leave. If employees are unable to provide advanced notice, they must provide notice when they are able to do so within a reasonable period of time. Failure to provide the required notice may result in treatment of the absences as unexcused.

Employees are required to submit a certification that the employee or the employee's family or household member is a victim of domestic or sexual violence and that a leave is needed for one of the listed VESSA purposes.

The City shall not discriminate nor take any disciplinary action against an employee who uses a City-provided electronic devices, including laptops or cell phones, to record instances of domestic, sexual, or gender violence.

Definitions

Domestic Violence means domestic abuse, sexual assault, or stalking.

Gender Violence means acts or credible threats of violence or aggression that are taken, even in part, based on an individual's actual or perceived sex or gender, and physical intrusions or invasions of a sexual nature under coercive conditions, or credible threats of the same.

Family or Household Member, means a spouse, parent, son, daughter, other person related by blood or by present or prior marriage, other person who shares a relationship through a son or daughter, and persons jointly residing in the same household.

Parent means the biological parent of an employee or an individual who stood in loco parentis to an employee when the employee was a child.

Son or daughter means a biological, adopted, or foster child, a stepchild, a legal ward, or a child of a person standing in loco parentis, who is under eighteen (18) years of age, or is eighteen (18) years of age or older and incapable of self-care because of a mental or physical disability.

VESSA Certification may be satisfied by a sworn statement from the employee and other corroborating evidence (police or court record, documentation from a victim service organization, attorney, clergy or medical professional), once received by the employee.

Insurance Payments

While on VESSA leave, the employee and the City shall continue to pay for their proportionate share of the City's group health, dental, and vision coverage, if the employee is enrolled in said plans at the time VESSA leave starts. Failure of the employee to make his proportionate health and dental insurance payments may result in cessation of coverage for the employee. The City can recover the cost of any premiums paid on behalf of employees on VESSA leave who fail to return to work after exhausting their leave, unless the continuation, recurrence or onset of domestic or sexual violence or an event beyond the employee's control prevents their return.

Confidentiality

All information provided to the City shall be retained in the strictest confidence, except to the extent that disclosure is requested or consented to in writing by the employee or otherwise required by applicable Federal or State law.

Accruals

During a VESSA leave, pension service will continue to accrue in certain circumstances; however, no sick, vacation, personal, holiday leave benefits, or seniority benefits will be accrued by the employee during an unpaid leave. Employees remain entitled to their benefit time that accrued prior to the leave.

Employee Status After VESSA Leave

If an employee wishes to return to work at the expiration of his leave, the employee is entitled to return to the same position or to an equivalent position with equal pay, benefits, and other terms and conditions of employment. If an employee takes leave because of his own medical condition, the employee is required to provide medical certification that the employee is fit to resume work.

Reasonable Accommodations

The City supports the Victims' Economic Security and Safety Act and will attempt to provide reasonable accommodations for people who are entitled to protection under this Act in a timely fashion, unless such accommodations would present an undue hardship for the City.

Reasonable accommodation applies to applicants and employees who are otherwise qualified individuals and may include adjustment to a job structure, workplace facility, or work requirement, transfer, reassignment, or modified schedule, leave, a changed telephone number or seating assignment, installation of a lock, implementation of a safety procedure or assistance in documenting domestic or sexual violence that occurs at the workplace or in work-related settings, in response to actual or threatened domestic or sexual violence.

A qualified individual is an individual who, but for being a victim of domestic or sexual violence or with a family or household member who is a victim of domestic or sexual violence, can perform the essential functions of the employment position that such individual holds or desires.

Should an employee or applicant wish to request a reasonable accommodation pursuant to this policy, the person should contact the Personnel Officer in writing.

8.13 SCHOOL VISITATION LEAVE

An employee is eligible for an unpaid leave of up to eight (8) hours during any school year and no more than four (4) hours on any given day to attend school conferences, or classroom activities of their children in accordance with the School Visitation Rights Act (820 ILCS 147/1, et seq.), after providing sufficient notice to his supervisor.

8.14 LOCAL GOVERNMENT DISASTER SERVICE VOLUNTEER ACT

In accordance with the Local Government Disaster Service Volunteer Act (50 ILCS 122), the City may grant leave to an eligible employee from his work with pay for not more than twenty (20) working days in any twelve (12) month period to participate in specialized disaster relief services for the American Red Cross or for the Illinois Emergency Management Agency, as the case may be, upon request of the American Red Cross or the Illinois Emergency Management Agency for the services of that employee and upon the approval of the Personnel Officer, without loss of seniority, pay, vacation time, personal days, sick time or earned overtime accumulation. The City will compensate an employee granted leave under this Section at his regular rate of pay for those regular work hours during which the employee is absent from work (minus the amount of any pay for disaster service work received from any other organization). Leave under this Act shall not be unreasonably denied for services related to a disaster within the United States or its territories.

8.15 VOTING LEAVE

In accordance with the Illinois Election Code (10 ILCS 5/17-15), an employee will be permitted up to two (2) hours of paid leave for voting purposes during a general or special election, unless the employee has time to vote before or after work while the polls are open. Such leave will be granted only if the employee's normal work schedule begins less than two (2) hours after the opening of the polls and ends less than two (2) hours before the closing of the polls. Employees should notify their supervisors at least one (1) day in advance of the absence. The supervisor may specify the hours during which the employee may be excused with pay to vote.

8.16 BLOOD DONATION LEAVE

In accordance with the Employee Blood Donation Leave Act (820 ILCS 149/1), employees may be granted up to one (1) hour of paid leave every fifty-six (56) days to donate blood. ~~The employee must have his time off approved by his supervisor in advance and provide verification of the donation upon request.~~

Full-time employees may receive up to one hour of paid leave every 56 days to donate blood.

Full-time and part-time employees may receive up to ten days of paid leave in any 12-month period to donate tissue such as organs, skin, bone, etc. to a living donor. For part-time employees, leave will be paid based on the employee's daily average pay during the previous two months of employment.

An employee must have been employed by the City for at least six months to receive leave under this Section. Employees may take leave only after obtaining

approval from their Department Head. The City may require employees to submit reasonable documentation supporting their leave.

8.17 WORKERS' COMPENSATION

Employees may be entitled to receive workers' compensation disability benefits when they lose time from work as a result of a work related injury or illness in accordance with the Illinois Workers' Compensation and Workers' Occupational Diseases Act (820 ILCS 305) or the Public Employee Disability Act (5 ILCS 345), as applicable and with the understanding that not all injuries are compensable under said Acts. Established herein are the general guidelines to be used to administer workers' compensation disability benefits.

Reporting Requirements

Employees are required to promptly report any accident, injury, or illness that is incurred or contracted at work to their immediate supervisor; on the day the injury is incurred or the illness is contracted, in writing using an Employee Incident Report (employee statement). This is mandatory regardless of whether the injury results in lost work time or requires medical attention. Failure to promptly report can result in a delay or denial of benefits.

Upon receipt of the Employee Incident Report, the supervisor shall conduct a thorough investigation and complete and forward a Supervisor's Injury Report (supervisor's report) and Employer's First Report of Injury (Form 45) to the Personnel Officer within three (3) working days of the injury.

Upon determining an employee will lose three (3) or more scheduled work days, the Personnel Officer shall complete a Workers' Compensation Wage Statement.

The Personnel Officer will forward the Wage Statement to the CCMSI for calculation of the hourly temporary total disability (TTD) benefit amount.

Benefits

Regular Full-Time Law Enforcement Officers

- a) The Public Employee Disability Act (PEDA) provides that regular full-time law enforcement officers who suffer an injury in the line of duty continue to be compensated at one hundred percent (100%) of their regular rate of pay for up to one (1) year due to a compensable work related injury. This compensation is subject to Police Pension contributions.

- b) During the first twelve (12) months after a full-time law enforcement officer suffers an injury in the line of duty, and is compensated at one hundred percent (100%) of his regular rate of pay, the employee will receive one hundred percent (100%) holiday pay. Sick leave and vacation leave will continue to accrue during the first twelve (12) months while on a duty related disability leave.
- c) After twelve (12) months, if the employee does not supplement his pay, when a holiday occurs the employee will receive workers' compensation payments. These payments will have the effect of paying the employee for two-thirds (2/3) of any holiday that occurs during the pay period. Further, by virtue of supplementing, the employee will receive the other one-third (1/3) pay for any holiday that occurs during that pay period.

All Other Employees

- a) The Workers' Compensation Act provides that employees with a compensable work related injury continue to be compensated at a rate of pay equal to sixty-six and two-thirds percent (66-2/3%) of their gross average weekly wage based on wages during the year before the injury. Said compensation is paid only after the loss of three (3) scheduled work days resulting from a work related injury.
- b) The Workers' Compensation Act does not require the City to pay Total Temporary Disability (TTD) benefits for the first three (3) scheduled work days lost (need not to be consecutive days) due to a work related injury unless the work related injury continues for fourteen (14) or more calendar days.

Employee Responsibilities

- a) All employees are expected to promptly report any accident, injury, or illness that is incurred or contracted at work to their immediate supervisor; on the day the injury is incurred or the illness is contracted and in writing using an Employee Incident Report.
- b) Maintain weekly verbal contact with their immediate supervisor and/or the Personnel Officer while on work related injury leave and following every medical exam.
- c) Arrive promptly for all scheduled exam/therapy sessions and to schedule all subsequent medical visits so as not to cause any unnecessary delay in medical treatment/progress.
- d) Provide the Personnel Officer with a phone number where he can be reached during business hours and to promptly return calls.

Transitional (Light) Duty

A ~~Transitional~~ transitional or light Duty-duty program-assignment may be valuable in the rehabilitation of injured employees and may potentially reduce workers' compensation costs. The purpose of establishing a ~~Transitional~~ transitional Duty-duty program-assignment is to provide temporary work for employees who have been injured during work and are temporarily disabled and cannot be assigned to regular work duties but are able to perform another types of production work. The duties to be performed by the employee will consist of bona fide work that will be limited in duration and is intended for employees who are expected to return to full duty in the near future. The City is not obligated to provide ~~Transitional~~ transitional Duty-duty assignments and employees will only be assigned transitional duty assignments when the City Administrator determines that the need exists, and only as long as such need exists.

Medical Examinations

The City may require, at its expense, the employee be examined by a qualified physician and/or another appropriate medical professional selected by the City to determine an employee's fitness for duty or fitness to return to duty following a layoff, injury, or illness. The employee may be asked to attend such appointments while he is on leave or while he is working a transitional duty assignment. The foregoing requirement shall be in addition to any requirement that an employee provides, at his own expense, a statement from his own physician upon returning from sick leave, Family Medical Leave, a medically related personal leave or from an on-the-job injury leave.

8.18 PREGNANCY

Any employee who becomes pregnant while employed with the City shall immediately notify the City of her condition. Upon notice of pregnancy, the city shall provide the pregnant employee with options regarding the employee's duties with the City. The City shall offer the employee non-hazardous duty options, if the employee performs hazardous duties as a routine part of her duties, in order to enable the employee to avoid any potential hazards. The decision to accept non-hazardous duty or remain on her current duty shall be solely up to the pregnant employee. The pregnant employee will not lose her job, nor will the pregnant employee lose any pay, or benefits should she accept non-hazardous duty. The pregnant employee will not lose any seniority or eligibility for promotion should she choose the non-hazardous duty assignment.

Should the pregnant employee choose to remain on her current duty assignment, it shall be the sole responsibility of the employee to receive clearance from her OB-GYN or physician to continue working in such capacity. The pregnant

employee shall present the City with her OB-GYN's or physician's clearance immediately following each scheduled examination with her OB-GYN or physician. If at any time the City Administrator has reason to believe that the pregnant employee's condition interferes with her ability to perform her duties and may affect the safety of the pregnant woman, other employees or the members of the public, the City Administrator shall immediately place the pregnant employee on non-hazardous duty.

The option for non-hazardous duty shall be available to any pregnant employee during her pregnancy and throughout the period of breastfeeding if the employee chooses to breastfeed her newborn child. The City shall hold the pregnant employee's job open for the same period of time afforded to other sick or disabled employees. The City shall further provide leave for an employee who is pregnant, recovering from childbirth, or caring for a newborn in accordance with the City's general leave policies.

The City shall take no actions which discriminate against any employee based on pregnancy or any condition associated with pregnancy as provided by Federal or Illinois law, including the Illinois Nursing Mothers in the Workplace Act, 820 ILCS 260/1.

The City shall provide to nursing mothers paid break time to allow the employee to express milk. This break time may coincide with other break times. The City may deny the use of break time for this purpose if allowing the employee to take the break will place an undue hardship on City operations.

The City shall provide up to twenty (20) days of unpaid leave to any employee to care for a child who is a patient in a neonatal intensive care unit (NICU). This leave shall be in addition to any available leave under the Family and Medical Leave Act (FMLA) and may be used intermittently. This leave may be granted in minimum blocks of two (2) hours.

Nothing in this policy shall violate the Pregnancy Discrimination Act amendment to Title VII of the Civil Rights Act of 1964 or the Illinois Pregnancy Discrimination Law, 775 ILCS 5/2-102(l).

SECTION 9 SAFETY & EQUIPMENT USE

9.1 SAFETY

Employees shall abide by all safety directives contained within Department Policies, and as issued orally or in writing by their supervisors. These directives may pertain to the safe and proper method for operating vehicles and equipment, utilizing City facilities and safety gear, and other safe work practices. Failure to proceed or act in a safe manner, and thereby causing danger to oneself, other employees, or City property shall be cause for disciplinary action up to and including termination. Unsafe working conditions, injuries or damage to equipment or property, regardless of cause, must be reported immediately by employees in accordance with established procedures to their immediate supervisor or Department Head.

9.2 CITY VEHICLES, EQUIPMENT & FACILITIES

On Duty

All vehicles, equipment, and facilities shall be utilized appropriately, safely, and in a manner that will not damage any particular item. Any willful negligence or avoidable accident resulting in damage to City property may be cause for disciplinary action. Vehicles, equipment, and facilities shall only be used for City business and activities, or as authorized by the City Administrator, or by the conditions of an individual City employment agreement. These shall not be used for personal errands or other personal reasons. Only City employees shall ride as passengers in City vehicles or use City equipment or facilities except as may be necessary in carrying out City business or as specifically approved by the City Administrator, or as authorized by the Department Head.

Off Duty

There shall be no use of City vehicles, equipment or facilities during off duty hours. When a vehicle is in the possession of an employee during off duty hours, it shall be used for City business when the need arises. It shall not be used for personal errands or other activities. No other passengers besides the authorized employee(s) shall use the vehicle during such hours.

Accidents

Any damage resulting to **or caused by** City vehicles, equipment, and/or facilities shall be reported immediately, but in no event later than the end of the work shift, to the employee's supervisor who shall submit a written report to the Personnel Officer. Damage to a City vehicle shall also be reported to the Police Department.

9.3 PHYSICAL & PSYCHOLOGICAL FITNESS FOR DUTY

When the City has reasonable suspicion to believe an employee is unfit to continue working in his assigned position, the City may require any employee to undergo physical, medical and/or psychological examinations to be performed by an independent medical examiner or psychologist to establish the fitness of the individual to continue work within his assigned position, with said cost being the City's responsibility and in accordance with applicable law. Upon advice of the independent medical examiner, the City may impose a health maintenance program, as a condition of continued employment, with said cost being the employee's responsibility, to the extent not covered by his insurance.

9.4 SUBSTANCE ABUSE POLICIES

Substance abuse by City employees creates an unacceptably dangerous work environment, results in unproductive work days, sick leave abuse, and generally creates a risk to the safety and well-being of all employees and the residents the City serves. The City also believes the residents of our community are entitled to expect employees who serve them obey the law, are reasonably fit, healthy, and free from the effects of substance abuse.

The City has established a Code of Conduct, Section 5.2 (I), regarding substance abuse. Screening and treatment programs exist for employees and potential employees of the City in addition to all Commercial Driver's License (CDL) drug and alcohol testing policy requirements.

9.5 WORKPLACE VIOLENCE

The City will make every reasonable effort to provide a safe working environment for all employees and for all persons who conduct business with the City. Any employee that has experienced or witnessed an act of violence, or a threat of such, in a City workplace is to immediately advise his supervisor and/or the Personnel Officer. Violence is defined as, but not limited to, the following:

- a) Any physical behavior that involves pushing, fighting, spitting, kicking, squeezing, pinching, scratching, twisting, biting, throwing objects or intentional behavior that would injure another or attempt to injure another.
- b) Any gesture or verbal communication which involves threatening physical harm, either directly or implicitly through direct threats, veiled threats, conditional threats, or written, telephonic, or electronic threats.
- c) Any physical or verbal behavior that would involve intimidation such as stalking, surveillance, criminal damage to property or communicating an endorsement of the inappropriate use of firearms or weapons.

The City does not tolerate workplace violence. Threats, threatening language or any other acts of aggression or violence made toward or by any City employee will not be tolerated.

Employees who violate this policy will be disciplined according to the severity of the incident. Discipline will be issued based on the need to effectively correct the inappropriate conduct, up to and including termination.

The City's prohibition against threats and acts of violence applies to all persons involved in City operations, including but not limited to employees, volunteers, contract workers, temporary workers and anyone else on City property.

9.6 WEAPON FREE WORKPLACE POLICY

To ensure the City maintains a workplace safe and free of violence for all employees, the City prohibits the possession or use of dangerous weapons on City property or while conducting City business. The only exception to this policy is weapons properly carried and appropriately used by sworn law enforcement personnel and cutting instruments, i.e., knives, etc., used by employees in the normal course of business. Any employee in violation of this policy will be subject to prompt disciplinary action, up to and including termination. All City employees are subject to this provision, including volunteers, contract and temporary employees.

"City property" is defined as any building or facility owned, leased or controlled by the City; any vehicle or equipment owned, leased or controlled by the City; any public playground; or any area that is associated with City employment.~~all City-owned and leased buildings and their contents and surrounding areas such as sidewalks and walkways under the City's ownership or control and work sites where City employees are engaged. This policy applies to all City-owned or leased vehicles.~~

"Dangerous weapons" include but are not limited to, firearms, explosives and other weapons or devices that might be considered dangerous or that could cause harm. Employees are responsible for making sure that any item possessed by the employee is not prohibited by this policy.

9.7 SEARCH, INSPECTION, AND INVESTIGATION

It is the City's policy, when deemed necessary by the Personnel Officer or designee, for authorized persons to search and inspect both City property in use by an employee (i.e., locker, work area and/or vehicle) and personal items, including vehicles, brought onto City property. Refusal to cooperate in a search, inspection, or investigation may result in disciplinary action up to and including termination. The City will conduct searches, inspections and investigations consistent with applicable laws. It is City policy that no employee has a

reasonable expectation of privacy regarding the use of any City owned locker, vehicle, or other work area.

9.8 CAMERAS/RECORDING DEVICES IN THE WORKPLACE

Purpose

City of Crest Hill prohibits employee use of audio and video recording in the workplace, including camera-equipped phones, tablets and other devices, personally worn cameras, or other device that could record either video and/or audio as part of any interactions between employees or between employees and the general public.

Restrictions on Employee Recording

- Employees are prohibited from bringing audio and/or video recording devices into work areas that could record either video and/or audio as part of any interactions between employees or between employees and the general public for the purpose of recording.
- Employees are prohibited from bringing audio or video recording devices into areas and/or meetings where there is any discussion regarding service delivery options and the means to provide such service delivery options that could be disclosed as part of such meeting.
- Employees may record workplace activities that are not prohibited by law or do not compromise confidential information as described above provided that the parties that might be recorded have granted permission to be recorded.
- Employees that are assigned recording devices to utilize as part of their required uniform must follow the rules and regulations specified as part of their job duties.

Employer Monitoring

City of Crest Hill reserves the right to install security cameras in work areas for specific business reasons, such as security, theft protection or protection of proprietary information.

City of Crest Hill may find it necessary to monitor work areas with security cameras when there is a specific job- or business-related reason to do so. The City will do so only after first ensuring that such action is in compliance with state and federal laws.

Employees should not have any expectation of privacy in work-related areas. Employee privacy in nonwork areas will be respected to the extent possible. The City's reasonable suspicion of onsite drug use, physical abuse, theft or similar circumstances would be possible exceptions. Legal advice will be sought in advance in such rare cases where nonwork-area privacy might be compromised.

Employees should contact their supervisor or the Human Resources (HR) if they have questions about this policy.

Nothing in this policy is intended to, nor should be construed to limit or interfere with employee rights as set forth under all applicable provisions of the National Labor Relations Act and the Illinois Public Labor Relations Act, including Sections 7 and 8(a)(1) and Sections 10(a)(4) and 10(a)(8) rights to organize and engage in protected, concerted activities regarding the terms and conditions of employment.

The City has installed surveillance cameras inside and outside of all City facilities. The surveillance cameras are intended for the internal use of the City, such as security, theft protection or protection of proprietary information. The cameras shall not be used to monitor the activities of bargaining unit members. The cameras shall not be used to initiate an investigation for disciplinary purposes and shall not be used as the sole purpose for discipline. A crime or serious code of conduct violation viewed on the camera shall be cause for the City to initiate a review of the information captured by any camera for disciplinary purposes.

9.9 PERSONAL ELECTRIC DEVICES IN THE WORKPLACE

If an employee wishes to use a personal electric device or appliance (microwave, refrigerator, kettle, heater or similar) within an office area of a City facility, they must submit the item specifications to their Department Director, who will direct the request for review to City staff appropriately trained in building and/or facilities. Prior to installation or use, approval is required to ensure the device is compatible with the facility's electrical systems and does not create safety or operational hazards.

SECTION 10 TRAINING & DEVELOPMENT

10.1 TRAINING AND DEVELOPMENT

The City, in an effort to advance the skills and professionalism of its staff, encourages employees to pursue both individual and professional development opportunities. The City and various departments within the City, offer periodic in-service training opportunities, as well as outside training. Employee growth and development are key to the success of the City's service delivery and is expected of every employee. Furthermore, employees are encouraged to enhance their job related knowledge and skills and to remain aware of best practices in their respective fields by pursuing formal training opportunities and by joining professional associations.

Funding for training and development is subject to annual budget amounts established for such purposes. Bargaining unit employees should consult the applicable union contract for more details on employee development opportunities.

The City's Employee Development Program may include:

- a) certification exams, exam preparation courses, and related materials;
- b) certificates and credentials;
- c) courses offered by an accredited institution, including e-learning;
- d) workshops, seminars, and conferences;
- e) membership in professional organizations;
- f) business journal subscriptions.

10.2 SEMINAR/CONFERENCE ATTENDANCE

The City may pay for expenses for attending a seminar/conference for regular full-time employees. This permits attendance at certain job-related seminars and conferences.

The following are general eligibility guidelines that will be considered by the Department Head when reviewing requests to attend seminars or conferences:

1. The seminar(s) or conference(s) selected must be directly related to the employee's present position, or work that he may reasonably be expected to perform for the City in the future.

2. All seminar(s) or conference(s) must be approved by the Department Head, in advance of registration. Approval for Department Heads must be obtained by the City Administrator. Decisions on out-of-state seminars and conferences are made during the annual budget process. Travel and training expenses not anticipated during the budget process may be subject to additional approvals.
3. Eligible employees are those employees who have a satisfactory work record.

Prior to making any travel arrangements, an employee must complete and submit to the Department Head the Request to Travel on City Business Form. This form is used for both approval of the travel, as well as for advance payment of certain expenses such as registration and lodging confirmation. All travel and attendance at seminars and conferences must be approved by the City Administrator and is subject to the availability of funds in the annual budget.

Registration and training fees will normally be paid directly by the City. Requests should be submitted with sufficient documentation detailing the event and costs involved with sufficient time to generate the required payment. Employees must complete a City purchase order prior to the seminar/conference to estimate the costs and request an advance. The completed purchase order should be submitted to the Department Head for approval and forwarded to the Finance Department.

The City will issue an advance for reasonable expenses set forth on the City Purchase Order. After an employee returns from a seminar, conference, or other training, he should complete the Travel and Expense Report and City Purchase Order form to itemize the actual costs within five (5) business days. If the actual expenses incurred for attendance at the seminar/conference exceed the advance, the reasonable expenses will be reimbursed. If actual expenses are less than the advance, the employee will return any unused portion of the advance.

10.3 TYPES OF EXPENSES

Transportation

When practical, a City vehicle should be used as the first option for transportation. Travel should be by the most economical mode available, with consideration given to travel time, cost, and work requirements. The cost of transportation to the site of the event and return is reimbursable if a personal vehicle is used. Reimbursement for using personal vehicles shall be calculated on a mileage basis as set forth by current IRS guidelines. If two (2) or more

employees will be attending the same meeting, they are encouraged to minimize expenditures by carpooling.

Accommodations/Lodging

Every effort must be made to obtain arrangements at a hotel/motel honoring the 'government rate' or honoring the 'conference/seminar rate'. Employees must be conservative when expending City funds by contacting a reasonable number of hotels/motels to obtain the most economical rates.

Meals

Meals during the events that are not made available as a part of the registration fees are reimbursable. Meals while traveling, the day before or following the day in which the last official function is held may be reimbursable with prior approval. Employees are encouraged to attend all functions for which meals are provided as a part of the registration fee. Only meals occurring during work or travel time are eligible for per diem reimbursement.

Expenses for breakfast, lunch, dinner and incidental amounts will be reimbursed in accordance with the meals and incidental expenses (M&IE) breakdown established by the GSA. (See www.gsa.gov). Reimbursement for expenses for meals shall not exceed the per diem amounts set forth in the published GSA Domestic Per Diem Rates. (See www.gsa.gov/perdiem). The M&IE rate will be paid based on the destination location of authorized travel.

The per diem schedule for breakfast, lunch and dinner is as follows:

Breakfast	\$10
Lunch	\$15
Dinner	\$25

When travel is required to a part of the country where the ~~listed~~ per diem rates may not be sufficient, the City Administrator may grant exception to this policy. Prior approval is required and receipts must be submitted with Travel and Expense Report. Failure to do so may result in reimbursement ineligibility.

Miscellaneous Expenses

Reasonable miscellaneous expenses such as taxi fares, parking, tolls, tips, etc. are generally reimbursable. Some expenses for the day immediately preceding the first official function and the day following the day in which the last function is held may be reimbursable with the approval of the Department Head.

Non-reimbursable expenses

Some travel expenses are not reimbursable. Some examples of non-reimbursable expenses include:

- a) Alcoholic beverages
- b) Entertainment
- c) Early check-in or late check-out charges, unless appropriate circumstance exist and are pre-approved by the Department Head.
- d) Parking tickets or traffic tickets
- e) Pay per view movies
- f) Expenses incurred by a spouse, dependents and/or additional guests
- g) Any non-work related charges

Travel Outside of the Country

~~On the rare occasion that employees are approved to travel outside of the country on City business, employees must ensure their City issued mobile device has an active, appropriate international phone plan before departure. Any expense associated with the employee's installation and use of an international phone plan is eligible for reimbursement.~~

Itemization of Expenses

Following an employee's return to work, the employee shall itemize expenses as required on the Travel and Expense Report. Completed purchase orders and Travel and Expense Reports must be submitted to the employee's Department Head within five (5) business days after the employee's return to work. All receipts must be submitted with the Travel and Expense Report including documentary evidence for expenses such as taxis and parking. When two (2) or more employees on City business jointly incur expenses, each participant, when practical, will pay and report individual expenses. Where this is not practical, the employee requesting reimbursement shall list the names or identify the group of other employees for who expenses being reported have been incurred. If certain required receipts are not available, a statement signed by the employee documenting the amounts paid may be acceptable. All reimbursements will be in compliance with the Local Governmental Travel Expense Control Act (50 ILCS 150/1).

10.4 TUITION REIMBURSEMENT

The City supports employees who wish to continue their education in order to secure increased responsibility and growth in their professional careers with the City of Crest Hill. This growth can include continuing education courses, certification programs, completion of a GED, and any professional and technical education. In keeping with this philosophy, the City has established reimbursement for educational expenses incurred through various approved institutions of learning.

Any regular full-time employee who has been continuously employed for six (6) months or more (unless directed by the City) who enrolls in a job related course of study at an accredited junior college, college or university within the State of Illinois (or through an accredited online college or university program, whether in-state or out-of-state) may qualify to have the tuition and academic fees (including books) reimbursed by the City. The employee does not need to be registered in a degree program to be eligible for this benefit. Prior written approval must be obtained from the employee's Department Head and the Personnel Officer for each such course or program of study. The Department Head and the Personnel Officer have complete discretion in determining whether the course(s) is sufficiently related to the employee's work and would improve his performance to justify the tuition reimbursement. The Department Head and the Personnel Officer have the discretion to determine the number of courses that will be taken during any given period. Employees should provide a list of courses and estimated expenses during the preparation of the budget.

Because it is in the City's interests to ensure the employee receives maximum benefit from any such courses taken, tuition reimbursement will be paid at 100% only if the employee receives a Grade "A" or "B". Grade "C" or a "Pass" grade in a Pass/Fail course will be paid at 75%. The employee is responsible for paying the educational expenses upfront. All reimbursements will be made upon proof of payment and submission of the certified transcript of the grade. Any reimbursement paid under this program will be offset by Federal/State financial aid, scholarships, grants, etc. In addition, the employee must be actively employed at the time of reimbursement.

Employees who voluntarily terminate employment, or are terminated for cause will be required to refund the City the reimbursement they received on the following basis:

- a) Prior to one (1) year from the date of reimbursement, one hundred percent (100%) of the amount reimbursed.
- b) After one (1) year but prior to two (2) years from the date of reimbursement, seventy-five (75%) of the amount reimbursed.

- c) After two (2) years but prior to three (3) years from the date of reimbursement, fifty percent (50%) of the amount reimbursed.
- d) After three (3) years from the date of reimbursement (zero percent) 0% of the amount reimbursed.

Union employees will follow applicable provisions contained in the collective bargaining agreements.

SECTION 11 COMMUNICATIONS

11.1 OPEN DOOR POLICY

Open communication between management and employees is an important philosophy of the City. The City believes employees should have a method to express their concerns, ideas and suggestions and an avenue to receive information on matters relating to their employment. When issues cannot be resolved through discussions with the immediate supervisor, employees are encouraged to speak to the next level of supervision or the Personnel Officer. If at any time an employee feels that the situation has not been satisfactorily resolved, the employee may contact the Personnel Officer.

11.2 SOLICITATION

Employees are prohibited from soliciting on behalf of for-profit organizations anytime during the City's hours of operation. Soliciting by employees for non-profit organizations is prohibited during the working time of the employee who is soliciting and employee being solicited in any work area. This shall include canvassing, collection of funds, pledges, circulating petitions, solicitation of members, or any similar type of activity. "Working time" means the time when the employee actually is scheduled to work as opposed to his mealtime, breaks, and before and after work.

Employees are prohibited from distributing hard copy and electronic literature, including but not limited to handbills, leaflets, circulars and other similar matter at any time in any work area. Solicitation and distribution is also prohibited in any work area where the public has access for the purpose of transacting business related to the City government, even if during non-working time.

Solicitation and distribution by non-employees are prohibited at all times on City property not open to the public or only open to the public for the purposes of conducting business with the City.

11.3 DONATIONS FOR CHARITABLE CAUSES AND ORGANIZATIONS

No employee shall be required or pressured to donate funds to any charitable cause or charitable organization as a function of that person's employment with the City. Employees may voluntarily donate monies to charitable organizations either directly or through the City as provided by State statute, law, administrative determination, or by ruling of a court or tribunal of competent jurisdiction.

Employees may solicit voluntary donations where a member of the family of a fellow worker has passed away, milestone events, or for similar cause, provided

such solicitation efforts are conducted indirectly (pass the envelope), and provided such efforts are conducted in conformity with the provisions set forth above concerning the time and place for solicitations or request for donations. In general, voluntary collections as a tribute to a fellow worker or to a member of the worker's family should be limited to the death or serious injury or illness of the employee or the employee's spouse, child or other member of the employee's household.

11.4 BULLETIN BOARDS

The posting of written solicitations on City bulletin boards is restricted. These bulletin boards display important information and employees should consult them frequently for employee announcements, internal memoranda, and job openings.

All proposed postings must be submitted and approved, in advance by the Personnel Officer.

11.5 TECHNOLOGY RESOURCE POLICY

The City provides technology resources to its employees to assist them in performing their duties. These resources are to be used properly and professionally and include electronic networks and communication tools including:

- a) Desktop, laptop, and tablet computers
- b) Servers, networks, and printers
- c) Software
- d) Telephone, cellular phone, and voicemail
- e) Internet use and email
- f) Facsimile machines, scanners, and photocopiers.

Use of the City's technology resources is a privilege, and not a right. These policies and procedures cover computer and network security, electronic mail usage, Internet usage and the relationship of non-City owned computer equipment to the use of and connection to the City's system. Violations of the Technology Resource Policy will result in disciplinary action up to and including termination.

Technology resources must never be used to threaten, intimidate or intentionally embarrass another person. Employees may not send, receive, post or view images which contain nudity or are of a suggestive nature. Technology resources should not be used to disparage a person or group based on any protected status of that group or in any matter which could reasonably be considered to harass any individual or group. The City's technology resources may not be used for any personal commercial venture.

Employees should be aware that records of electronic communications on City technology resources are City-owned, with a limited expectation of privacy, and may be considered public information subject to disclosure under the Freedom of Information Act (FOIA) including; telephone numbers called, length and date of call, emails, text messages, voicemails, and any other digital files recorded using City technology. Additionally, communications transacted on personal devices pertaining to the transaction of public business may also be subject to disclosure under FOIA.

11.6 SOCIAL MEDIA

The City recognizes employees have the right to express themselves online, and this policy is not meant to create arbitrary rules for social media usage, or curtail any rights to freedom of speech. As an employer, however, it is appropriate to establish codes of conduct and reasonable expectations that should be applied to such communication activities when those expressions may have consequences to the City of Crest Hill, its employees and/or the community that City of Crest Hill employees represent. Positions funded by taxpayer dollars are subject to greater scrutiny, and therefore must be held to higher standards of behavior, than those in private sector organizations. The global accessibility of internet communication makes representations related to the City of Crest Hill even more important to monitor and protect.

Social media is defined as: Blogs, other types of self-published online journals, responses to online newspaper periodical articles and collaborative Web-based discussion forums including, but not limited to, LinkedIn, Facebook, Snapchat, Instagram, Twitter, and YouTube.

Rules and Guidelines

The following rules and guidelines apply to the use of social media, whether such use is for the City of Crest Hill on City time, for personal use during non-work time, outside the workplace or during working time while using City owned equipment. These rules and guidelines apply to all employees.

1. Employees are prohibited from discussing confidential, work-related matters through the use of social media. This includes

residents' home addresses and other personal information, strategic planning, customer lists, financial information, business contracts and other proprietary and/or nonpublic business information. This does not include discussions relating to conditions of employment.

2. Employees cannot use social media to engage in conduct that would violate the City's Harassment, Discrimination and Retaliation Prevention and EEO policies.
3. Employee cannot make statements which are slanderous or detrimental to the City, its employees, residents, customers, clients, vendors, elected officials, suppliers, any organizations associated or doing business with the City, or any member of the public, including website visitors who post comments. A statement will be viewed as "detrimental" to the City of Crest Hill if that statement interferes with or compromises the City's ability to conduct its business or brings the City's name or image into disrepute.
4. Employees should abide by the City's Technology Resource Policy concerning personal use of the City's computer system and related equipment.
5. Employees who utilize social media and choose to identify themselves as employees of the City of Crest Hill must make it clear that they are not speaking on behalf of the City. Employees are strongly encouraged to state explicitly, clearly and in a prominent place on the site that their views are their own and not those of the City of Crest Hill or of any person or organization affiliated or doing business with the City of Crest Hill. Additionally, the City responds to the news media only through designated spokespersons.
6. Employees must respect copyright and other intellectual property laws and show respect for laws governing copyright, fair use of copyrighted material owned by others, trademarks and other intellectual property.
7. Employees cannot post the City of Crest Hill's logo or any other representation of the City of Crest Hill, such as uniforms, equipment or badges without the express permission of the City for commercial purposes.

8. Employees cannot post photographs of work-related events, accident scenes, crime scenes, or City employees engaged in the City of Crest Hill's business, unless employees have received the City's explicit permission from the Personnel Officer.
9. Employees cannot advertise or sell City owned products or services through social media.

Employee Conduct

Employees should be aware that their private communications on any social media site that are inconsistent with their obligations set forth in the Employee Handbook, may be considered in any performance review or other employment action. Employees should have no expectation of privacy while using City equipment or technology resources and facilities for any purpose, including the use of social media.

The City reserves the right to monitor and review the use of the City's technology resources and to block content that violates the City's rules and guidelines. The City also utilizes internet filtering software to regulate, track, and report internet activity.

All City social media sites are subject to the Illinois Local Records Act, the Freedom of Information Act and e-discovery laws and therefore, content must be able to be managed, stored, and retrieved to comply with these laws.

The City will investigate and respond to all reports of violations of the City's rules and guidelines or related City policies. Employees are urged to report any violations of this policy to the Personnel Officer. A violation of this policy may result in disciplinary action up to and including termination.

11.7 USE OF GENERATIVE ARTIFICIAL INTELLIGENCE (AI)

Purpose: The purpose of this policy is to set forth requirements and guidance that the City users must adhere to when acquiring and using solutions that meet the definition of generative artificial intelligence (AI). While AI is a broad and deep topic, this policy is currently concerned with solutions that use a specific type of AI called generative AI. Examples include ChatGPT, Claude, or Gemini and image/text generating applications. This policy also acknowledges that the boundaries of such solutions can be complex to define, and the nature of the technology is changing at a high rate. In the event of uncertainty about how any part of this policy applies, staff should first seek guidance from City leadership.

Acceptable Uses of Generative AI: Generative AI offers a wide range of applications, with new capabilities emerging frequently. The following examples provide guidance for appropriate staff use:

• <u>Letters</u>	• <u>Emails</u>	• <u>Project Documentation</u>
• <u>Speaker Notes</u>	• <u>Presentation Slides</u>	• <u>Reports</u>
• <u>Procedures</u>	• <u>Policies</u>	• <u>Web content</u>
• <u>Press releases</u>	• <u>Job descriptions</u>	• <u>Requests for proposals (RFP) and similar documents</u>

*****In each case, AI should only be used as a starting point on all work products; final product must be human-authored.**

Other Acceptable Uses may include:

• <u>Suggesting writing improvements</u>	• <u>Learning about and exploring topics</u>
• <u>Analyzing different types of data</u>	• <u>Generating ideas</u>
• <u>Conducting research</u>	• <u>Summarizing or querying an existing document by copying it into a generative AI tool.</u>

Requirements for Using Generative AI: All generative AI use for City purposes must follow these requirements:

- Authorized Accounts Only – All tools must be accessed using an account explicitly designated for City use. Personal accounts are prohibited for work-related activities.
- Public Records Compliance – All use is subject to applicable public records requests and must adhere to City data retention requirements.
- Public Disclosure Standards – Only input content suitable for public disclosure may be provided to AI tools.
- Human Accountability – Staff are fully responsible for the content generated and its consequences. Accountability cannot be deferred to the AI system.

- Fact Verification – All AI-generated content must be reviewed for factual accuracy. Staff must mitigate risks of "AI hallucinations" (false or nonsensical outputs).
- Attribution – Generated content, including images, must be attributed when published.
- Usage Logging – All AI use should be logged for potential future reference.

Where Usage of Generative AI is Not Acceptable: AI technology should not be used in the following situations:

- Using AI to create or disseminate harassing or otherwise inappropriate content.
- Decision-Making with Legal or Ethical Consequences – AI cannot be the sole decision maker in matters affecting individuals' rights, employment status, legal proceedings, or disciplinary actions.
- HR and Employment Decisions – In accordance with 775 ILCS and 5/2-101, 5/2-102, (e.g., the AI in Hiring Act), AI cannot be used to sort through resumes or make employment decisions. This law mandates human intervention to ensure fairness, transparency, and compliance with anti-discrimination policies in hiring processes.
- Impersonation & Misinformation – AI must not be used to impersonate individuals, generate deepfakes, or spread misleading information that could harm individuals or public trust.

Procurement of Generative AI Solutions:

- Procurement must follow existing City's hardware and software purchasing policies.
- In order to maintain and follow required record compliance, Departments must report an intent to create and use a City-designated AI account and the employee authorized to use such account(s). The Assistant City Administrator/HR Director will maintain a list of employee users.
- Risk and impact assessments may extend procurement timelines.
- This policy applies to all solution formats, including free-to-use, freemium, open-source, SaaS, and other platforms.

- Procurement approval is not required if the identical solution has been previously and formally approved.
- The City may restrict or revoke AI tool use at any time if it is deemed to pose a compliance or legal risk.

11.8 TELEPHONE, CELLULAR PHONE, VOICEMAIL & FAX USAGE

Telephone systems and all information transmitted, received or stored in these systems are the property of the City and are to be used for business purposes only. Any personal use should be minimal.

Voicemail, fax and text messages are neither personal nor private communications. The City reserves the right to monitor, log and listen to voicemail or intercept and read fax or text messages. Voicemail, fax and text messages should not be used to send any discriminatory, harassing, sexually oriented or otherwise inappropriate messages. City policy prohibits discrimination, harassment, and retaliation and this policy applies to voicemail, fax, and text messages.

While personal phone calls are not prohibited, their frequency, duration and volume should not interfere with the work environment or distract fellow employees. Abuse of this privilege may lead to disciplinary action up to and including termination.

11.9 CITY ISSUED EQUIPMENT

Where job or business needs demand, the City may issue cellular phones and laptop computers to certain employees for work related communications and to conduct business remotely. Employees in possession of City issued equipment are expected to protect them from being lost, stolen, or damaged. Failure to do so may result in discipline up to and including termination and payment to the City for the cost of replacing the stolen, damaged, or lost item.

As with any equipment, it is important to keep safety in mind when using a cellular telephone. Employees are expected to abide by State and local laws with regard to using a cellular phone while operating a motor vehicle including the use of Bluetooth technology or 'hands free' driving while talking on a cellular telephone.

In addition, employees are prohibited from conducting or performing any of the following actions (when the vehicle is in motion) while operating a City owned or operating any vehicle on authorized City business:

- a) Any form of texting (preparing, sending or reading)
- b) E-mailing (preparing, sending or reading)

c) Accessing and using the Internet

The City is not responsible for tickets received by employees who are not abiding by State and local laws with regards to the use of cellular phones while operating a motor vehicle.

11.10 MEDIA INQUIRIES

Employees shall obtain permission from their Department Head prior to filling speaking engagements or publishing articles as an official representative of the City. In addition, no employee shall act as a correspondent to a newspaper or periodical, nor shall he discuss publicly or for publication matters pertaining to departmental personnel procedures or policies without the prior approval of the City Administrator.

SECTION 12 EMPLOYEE SEPARATION

12.1 GENERAL POLICY

Termination of employment with the City can arise from a variety of circumstances involving certain action on the part of the employee, the City or both. Therefore, termination of employment may be voluntary or involuntary. Depending on the type of termination, procedures will vary.

12.2 SERVICE RETIREMENT

Service Retirement is voluntary termination after having satisfied the age and length of employment requirements to immediately begin collecting a pension under the Illinois Municipal Retirement Fund (IMRF) or the Police Pension Fund.

12.3 EMPLOYEE INITIATED RESIGNATION

An Employee Initiated Resignation is voluntary termination of employment for any reason other than formal retirement. An employee wishing to leave the City in good standing shall provide a written resignation to his immediate supervisor at least fourteen (14) calendar days prior to the effective date of resignation when possible. The resignation shall include the reason for leaving as well as the proposed effective date. A two (2) week notice is understood to mean the resigning employee will be available for work during this time to aid in the training of his replacement. Failure to give a two (2) week notice may be considered a resignation not in good standing.

12.4 DISABILITY RETIREMENT

Disability Retirement is voluntary termination necessitated by an injury or illness, which renders the employee incapable of performing his usual job. Action may be initiated by the employee, his legal representative, or the City, but in all cases must be supported by medical evidence, acceptable to the Personnel Officer. The City may require an examination at its expense and performed by a physician of its choice. Police Officer disability shall be determined by the Crest Hill Police Pension Board as defined by State statutes.

12.5 DISCHARGE

Discharge is termination of an employee by the City. Refer to Section 5.4 – Progressive Discipline.

12.6 LAYOFF

Layoff is termination of an employee by the City for lack of work, lack of funds or other changes that have taken place. The Personnel Officer in determining the layoff sequence shall take seniority and performance into consideration, but seniority shall not be the sole governing factor. The layoff and recall of full-time sworn Police Officers or full-time Local 150 employees will follow applicable provisions contained in the respective collective bargaining agreements.

12.7 RECALL

Employees who are laid off shall be placed on a recall list for a period of one (1) year. If there is a recall, employees who are still on the recall list shall be recalled, in the order that best fulfills the City's needs.

An employee on layoff must keep the City informed of the address and telephone number where he can be contacted. If the City is unable to contact the employee within seven (7) calendar days, the City's obligation to recall the employee ceases. The City shall have no obligation to recall the employee after he has been on continuous layoff for a period which exceeds one (1) year. Should an employee not return to work when recalled, the City shall have no further obligation to recall the employee.

12.8 JOB ABANDONMENT

Employees who fail to report to work or contact their supervisor for three (3) consecutive work days may be considered to have abandoned the job without notice effective at the end of their normal shift on the third day. The Department Head shall notify the Personnel Officer at the expiration of the third work day and may initiate the paperwork to terminate the employee. Employees who are separated due to job abandonment are ineligible for rehire.

12.9 RELEASE

Release is the end of temporary or seasonal employment.

12.10 FURLOUGH/REDUCTION IN PAY

The City may institute at its discretion a reduction in the amount of employee work hours and/or pay which may typically, but is not limited to, occur as a response to unfavorable economic conditions or as a result of a reorganization of the work force.

12.11 DEATH

All termination benefits or remuneration shall be paid to the named beneficiary, deceased estate or other appropriate individual as provided by law.

12.12 EXIT INTERVIEW

An exit interview will be scheduled for the employee with the Personnel Officer prior to the last day of employment. Temporary employees or employees who are discharged do not participate in the exit interview process. The results of the exit interview will be shared with the City Administrator and maintained in the employee's personnel file. Summaries of any areas of concern will be made available to respective Department Heads.

During the exit interview, if applicable, COBRA, retirement benefits and the return of City property will be discussed.

SECTION 13

COMPLIANCE WITH THE LAW

13.1 HEALTH INSURANCE PORTABILITY & ACCOUNTABILITY ACT (HIPAA)

The City and its health plans subscribe to all HIPAA privacy and security laws. Any concerns with HIPAA laws shall be directed to the Personnel Officer.

13.2 AMERICANS WITH DISABILITIES ACT (ADA)

The ADA requires employers to reasonably accommodate qualified individuals with disabilities. It is the policy of the City to comply with all Federal and State laws concerning the employment of persons with disabilities. It is the City's policy not to discriminate against qualified individuals with disabilities in regard to application procedures, hiring, advancement, discharge, compensation, training or other terms, conditions, and privileges of employment. The City will reasonably accommodate qualified individuals with a disability so they can perform the essential functions of a job. An accommodation is not reasonable if it imposes an undue hardship. An individual who can be reasonably accommodated for a job without undue hardship will be given the same consideration for that position as any other applicant.

The City has an obligation to provide a safe work environment for all employees, customers, and residents. Accordingly, all employees are required to comply with safety standards. The City will take reasonable precautions to ensure that an employee's disability, or any attempted reasonable accommodation, does not pose a direct threat to the health and/or safety of the employee with a disability or to others.

Definitions

As used in this policy, the following terms have the indicated meaning and will be adhered to in relation to the ADA policy.

- 1) "Disability" means a physical or mental impairment that substantially limits one (1) or more major life activities of the individual; a record of such an impairment; or being regarded as having such an impairment. Major life activities include the following:
 - a. In general, major life activities include, but are not limited to, caring for oneself, performing manual tasks, seeing, hearing, eating, sleeping, walking, standing, lifting, bending, speaking, breathing, learning, reading, concentrating, thinking, communicating, and working.

- b. Major bodily functions – A major life activity also includes the operation of a major bodily function, including, but not limited to, functions of the immune system, normal cell growth, digestive, bowel, bladder, neurological, brain, respiratory, circulatory, endocrine, and reproductive functions.
- 2) “Direct threat” means a significant risk to the health or safety of others that cannot be eliminated by reasonable accommodation.
- 3) “Qualified individual” means an individual, who, with or without reasonable accommodation, can perform the essential functions of the employment position that such individual holds or desires.
- 4) “Reasonable accommodation” may include making existing facilities readily accessible to and usable by individuals with disabilities, job restructuring, part-time or modifications of equipment or devices, appropriate adjustment or modifications of examination, training materials or policies, the provision of qualified readers or interpreters, and other similar accommodations for individuals with disabilities.
- 5) “Undue hardship” means an action requiring significant difficulty or expense by the City.
- 6) “Essential functions of the job” refers to those job activities that are determined by the City to be essential or core to performing the job; these functions cannot be modified.

13.3 GENETIC INFORMATION NONDISCRIMINATION ACT OF 2008 (GINA)

The Federal law referred to as GINA prohibits employers and other entities covered by GINA Title II from requesting or requiring genetic information of an individual or family member of the individual, except as specifically allowed by this law. To comply with this law, the City asks that employees and health care providers not submit any genetic information when responding to a request for medical information (e.g., to support an employee’s request for reasonable accommodation under the ADA or a request for a leave of absence). “Genetic information”, as defined by GINA, includes an individual’s family medical history, the results of an individual’s or family member’s genetic tests, the fact that an individual or an individual’s family member sought or received genetic services, and genetic information of a fetus carried by an individual, or an individual’s family member or an embryo lawfully held by an individual or family member receiving assistive reproductive services.

SECTION 14

EMPLOYEE INFORMATION AND RECORDS

14.1 GENERAL ACCESS TO EMPLOYEE INFORMATION

The personnel and medical files of all City employees are maintained by the Personnel Officer. Only the Personnel Officer may have access to and use of an employee's personnel records. The Treasurer's Office and other employees with a valid work related reason may have access to and use of an employee's personnel records, in part, subject to the approval of the Personnel Officer. Certain employment records of Police Officers are maintained within the Police Department under the exclusive control of the Police Chief. Access to police personnel records is regulated by the rules of the Police Department, any applicable collective bargaining agreement and/or court order.

14.2 DISCLOSURE OF EMPLOYEE RECORDS OUTSIDE OF THE CITY

Records about an individual which identify him by name or in any other way shall not be disclosed to people or organizations outside the City without the individual's written permission, except as pursuant to judicial proceedings, legal requirements, or the Freedom of Information Act. All requests by outside parties as to an employee's work record must be directed to the Personnel Officer.

14.3 REFERENCE INQUIRIES

All inquiries made by outside parties (i.e., potential employers, investigative agencies, etc.) with regard to employment history of former or present employees, including but not limited to general reputation, character, personal characteristics, performance, ability, attendance or salary circumstances should be directed to the Personnel Officer for response. The Police Chief shall be responsible for all inquiries regarding the employment status and reference material of sworn police personnel.

14.4 CREDIT VERIFICATIONS

The usual reference and verifications of employment of present employees for the purpose of establishing credit, bank loans, etc., should be released only by the Personnel Officer.

14.5 EMPLOYEE ACCESS TO PERSONNEL FILES

All employees shall be permitted to review and copy their personnel records as well as attach their own position statement to disputed materials in their files, in accordance with the Illinois Personnel Record Review Act (820 ILCS 40/1 et seq.).

Personnel records allowed to be viewed by an employee include all documents and data intended to be used in determining the employee's qualifications for employment, promotion, transfer, additional compensation, discharge or other disciplinary action. Access to personnel files by employees working under a collective bargaining agreement will be subject to the provisions of that agreement.

14.6 RECORDS INSPECTION

An employee shall be permitted inspection of his file two (2) times per calendar year at reasonable intervals. The request to view the file must be put in writing. Inspection of the record will be permitted within seven (7) working days of the request and under the supervision of the Personnel Officer.

Records may not be removed from the place of inspection. The employee will be permitted to request photocopies of his personnel records. If the employee disagrees with any part of the record, the City and the employee may mutually agree to remove or correct the information. This agreement should be in writing. If an agreement cannot be reached and the employee desires to submit an explanatory written statement, the statement will be attached to the disputed record. Inclusion of the employee's statement in the personnel file does not mean that the City concurs with the employee's statement.

SECTION 15
ACKNOWLEDGMENT FORM

Employee Handbook Acknowledgement

I understand and acknowledge that the Employee Handbook describes important information about the City of Crest Hill and that I should consult my supervisor or the Personnel Officer about any questions not answered in this manual. I have entered into my employment relationship with the City voluntarily and acknowledge that there is no specific length of employment, unless I am covered by the terms of a collective bargaining agreement or an individual contract that provides otherwise. Accordingly, either I or the City can terminate the relationship at will, with or without cause, at any time, so long as there is no violation of applicable Federal or State law.

I hereby acknowledge receiving the City of Crest Hill's Employee Handbook. By signing this form, I also acknowledge that I understand the following:

This Employee Handbook is not a contract of employment or a legal document and the City of Crest Hill makes no promises of any kind in this handbook.

Since the information, policies, and benefits described here are subject to change, I acknowledge that revisions to the Employee Handbook may occur, except to the City's policy of employment-at-will. All such changes will be communicated through official notices, and I understand that revised information may supersede, modify, or eliminate existing policies. I further acknowledge that this Employee Handbook supersedes all prior versions that I have received.

By signing this acknowledgement form, I acknowledge that I have read, understand and will abide by all of the policies and procedures contained within the Employee Handbook and any revisions made to it.

Signature

Print Name

Date

SECTION 16 FORMS

16.1 EMPLOYEE PERFORMANCE EVALUATION PROGRAM

The City of Crest Hill is committed to providing efficient and effective service to its residents through thoughtful and reasonable performance in which the needs of the citizens are considered first and foremost by the actions on display in the performance of our work. In order to ensure there is a continuous reinforcement of this service commitment city employees will be evaluated in their performance to define expectations and responsibilities for improvement. Decisions regarding this commitment will be reflected in the actions of all employees as they perform their work duties.

CORE Values:

Core values are the value statements that all employees utilize as part of their typical performance and decision making in support of the service provided to the residents of the city.

Honesty: Speaking and acting truthfully. Showing respect towards others and having integrity and self-awareness.

Service: Commitment and dedication to helping others. Treat financial decisions as if the funds under consideration were your own.

Professionalism: Conducting oneself with responsibility, integrity, accountability, and excellence. Consistently achieving high standards both visibly and behind the scenes.

Integrity: Acting ethically and transparently in work situations, prioritizing doing the right thing over personal gain. Being accountable and following through with decisions made, even if no one is around to see it.

Leadership: Setting an example. The ability of an individual or a group of people to influence and guide others within the organization or team.

Teamwork: Working together to successfully complete a task. Cohesiveness of a team to create a positive working atmosphere that recognizes the strengths and skills that each team member brings. Never saying "it's not my job" but instead "how can I help?"

Respect: Showing regard for someone's abilities and worth that values their feelings and their views, even when one does not necessarily agree with them. Accept others on an equal basis and give them the same consideration one would expect for themselves.

Transparency: Be open in communication and accountability.

Empathy: Ability to emotionally understand what others feel to see things from their point of view.

Employee Evaluation Process:

The evaluation process is a systemic and periodic process that assesses an individual employee's job performance and productivity in relation to established performance criteria and organizational objectives. The process is interactive in which both employee and supervisor are encouraged to openly and thoroughly discuss past and future performance.

Considerations as Part of Employee Evaluations:

The following are guidelines to keep in mind when preparing for performance evaluations. The performance evaluation process is continuous, and a supervisor has a responsibility to be the communications conduit and be aware of ensuring employees have clearly defined expectations and measurable goals and objectives. General subjective statements about performance interactions are not meaningful in terms of motivating and communicating to employees. Supervisors function as coaches in terms of defining expectations for employees and assist in reaching those expectations.

Guidelines to Consider as Part of a Performance Evaluation:

- Employees generally like to know where they stand in terms of performance and defining expectations as part of an evaluation process is a foundational component of that interaction as a supervisor.
- Generally, the annual performance evaluation process should be a summary of the performance interactions the supervisor has had and documented with the employee throughout the year. The information shared and summarized on the evaluation forms should not be a surprise to either the employee or supervisor.
- Typically, the annual evaluation is a summary of the coaching documents of previous periodic discussions throughout the year. The annual evaluation should not be a stand-alone document that is generated from memory. It is very difficult to recall specific examples of performance in that manner and it is unfair to the employee. As a supervisor it is your responsibility to coach the employee throughout the year and documentation of these coaching events should be retained to generate the annual review document.
- When considering a rating or ranking of performance make sure a supervisor can articulate how the ranking was determined, or rating can be provided in a written format. In addition, if the ranking allows for room for improvement make sure the supervisor articulates the performance expected to improve the ranking/rating.
- Avoid subjective statements and generalizations of performance. Provide as many specific examples of performance as possible. If the performance meets

expectations, describe why, if it does not explain why. This process is the opportunity to set the expectations for the employee and they desire and deserve as much direction and information as possible, just as you would if you were being evaluated.

- Determining goals/objectives for the coming year should be a collaborative effort between the supervisor and the employee. This collaboration will allow for improved "buy-in" and commitment from the employee. This collaboration also allows for dialogue as to what is expected and what is achievable.
- Goals/objectives should clearly be documented as objective items that are clearly measurable with defined deadlines. Avoid statements or a goal/objective that cannot be measured to determine success in achievement. If there are milestones that illustrate progress toward an overall deadline, make sure those milestones are included as achievement steps with appropriate dates for achievement.
- The performance evaluation process is not intended as negative interaction. It should be considered as an opportunity to undertake a candid discussion with your employee as a coach to help the employee build upon their skillset to be more valuable to the organization.
- As part of the evaluation process avoid the "halo" effect. This occurs when a supervisor rates the employee high in a predominant number of categories and bases the rating on subjective feelings that the employee is maintaining routine work tasks without any future performance measurable goals/objectives.
- A supervisor should be mindful of their ranking/ratings in especially high ratings noting that the number of employees that reach that level consistently is statistically less than 10 percent of a typical employee population.
- As a supervisor you should also ask the employee what support they need from you as a supervisor to assist in their success. Supervisors are ultimately responsible for the success of the employee through defining expectations, coaching and accountability.
- Once the evaluation is completed the signature of the employee is solely for the verification of the evaluation process and acknowledgement of the interaction. The evaluation process should conclude with both the employee and supervisor acknowledging the measurable improvements clearly defined.
- In the rare instances in which the employee disagrees with a particular rating/ranking allow them to provide written documentation outlining why they feel the ranking/rating is not reflective of their performance. This written documentation will be included as part of the overall performance evaluation document when submitted as a complete record. The supervisor is not obligated to change any rankings/ratings based on the employee's written documentation. The supervisor is encouraged to review the written documentation and add additional information on the evaluation form as they see fit to balance the employee comments with the supervisor's rankings/ratings.

- Furthermore, if any additional comments are added to the evaluation documents the employee must receive a final copy of the evaluation form along with any attachments.
- Human Resources personnel are readily available to assist you as supervisor to create the best product possible. If in doubt, request the Human Resources representative to review your evaluation form BEFORE you sit down with the employee to ensure consistency and completeness to the process.

Components of an Employee Performance Evaluation:

Employee performance appraisal process is a year-round activity that culminates with the annual review that summarizes the progress recorded throughout the year. It is critical that periodic written documentation is generated to measure progress towards any goals, objectives, or professional development activities. This documentation should match previously defined timeframes as to determination of progress. Written documentation of performance progress is essential for new employees as part of the probationary review period.

Below is a suggested timeframe for employee performance evaluations.

New Hires:

- Action: Provide an outline of job responsibilities and expectations to the new employee upon hire. Also, outline any critical path tasks and timeframes required to demonstrate competencies.
 - Due Date: Information provided within one week of start date.
- Action: Check on progress of learning processes of critical job tasks as previously outlined. Progress should be in written detail.
 - Due Date: Check-ins should be no less than every 30 days of employment during the first 4 months of employment.
- Action: Review progress of development of job tasks and knowledge as it applies to overall job performance. This progress should be in writing. If there are any deficiencies, they should be discussed and documented with an action plan and timeframe.
 - Due Date: Should be completed at least 30 days prior to the 6-month anniversary (end of probation).
- Action: Supervisor and employee jointly discuss and create a summary document (performance evaluation) detailing the progress of the employee's training and development related to performing required job tasks. The summary document will also detail previously established goals and objectives and the progress towards their completion. Any deficiencies must be documented and if improvement plans are deemed necessary such plans must be in a written format with specific timeframes. A recommendation must be made by the supervisor as to whether the employee will be retained as a non-probationary employee, or the probation period should be extended for additional development. A review

of the summary document should be performed by Human Resources prior to discussion with the employee.

- Due Date: Completion within 2 weeks prior to the end of the 6-month probationary period.

Non-Probationary Employees:

- Action: Supervisor and employee review progress towards completion of the previously established goals and objectives along with any employee development elements. This review should be every 3 months during the year to ensure feedback and progress is tracked and if any deadlines need adjustment such changes can be undertaken prior to the next review period.
 - Due Date: Review of performance every 3 months during the year to track progress in real time and allow for timeframe adjustments as necessary.
- Action: Prior to completion of the annual review summary review document any items that have previously been identified for additional effort through a performance improvement plan (PIP), consult with Human Resources to ensure any PIP is reasonable.
 - Due Date: Review of PIPs at least 30 days prior to the due date of the performance summary being discussed with the employee.
- Action: Complete the performance summary based on the quarterly reviews that were previously discussed with the employee over the past year. If the supervisor would like a review of the proposed performance summary prior to discussion with the employee, it should be submitted to Human Resources for review and advice.
 - Due Date: Submit the completed review after discussions with the employee to Human Resources for processing and personnel file records. The completed summary must be submitted by the established deadline.
- Action: The completed performance summary must be discussed with the employee before submitting it to Human Resources. The discussion with the employee and the employee's signature is required to verify that the discussion took place with the employee. The discussion between the supervisor and employee should be interactive to the extent that a collaborative set of goals and objectives are established as part of the performance review summary. Employee signature verifies the performance review was discussed with the employee and does not signify that the employee agrees with the review. The employee may submit additional documentation to be included as part of the review record. The supervisor is not obligated to change any documentation or ratings/rankings based on this additional documentation.

Union Employee Reviews:

Supervisors that direct union employees still must perform annual reviews on the employee's performance, including a probationary review, if applicable. The non-supervisor form should be utilized for the review and all the other instructions should be followed regarding the ranking/ratings. The difference is that as a union employee

the employee either meets the standard or not, pass/fail. If the employee fails a performance criterion it should be documented as outlined in the instructions and the employee is provided an opportunity to “cure” or improve the performance within a defined timeframe, i.e. Performance Improvement Plan (PIP). If after the timeframe has expired and the employee’s performance still does not meet the standard, progressive discipline could be considered.

Performance Ratings:

The performance ratings for the employee appraisal system have five levels of job performance definitions. The terms “always” and “never” are used in specific definitions for a number of factors to describe the highest and lowest levels of job performance. Their use is not to be taken as so absolute that it is virtually impossible for either rating to be used. Rather the ratings where exceptions are rare, and the preponderance of the performance could support the consistent application of the defined terms.

Consistently Exceeds Expectations: Extraordinary performance, exemplary, flawless. Statistically employees that are rated in this category account for no more than 5% of the employee population of any organization. By using this performance category, the employee would be demonstrating the following performance characteristics. The employee does not have to demonstrate ALL the characteristics listed but should demonstrate a performance level that is embodied in the majority of the characteristics listed.

- Employee is recognized by all as a real expert in this job area.
- Employee demonstrates a knowledge that normally can be gained only through long periods of experience in this particular type of work.
- This employee could be considered to be a prime candidate for promotion when a higher-level position in this or related field becomes open.
- This employee’s actions show an understanding of work well beyond the assigned area of responsibility. Outsiders seek the employee out because of knowledge demonstrated through performance of the many facets of the department’s work.
- This employee readily shares their knowledge with others and demonstrates a desire to improve the organization through teamwork and collaborative actions.
- Employee shows unusual initiative and is a definite self-starter.
- Employee almost invariably takes the best approach to getting the job done.

Frequently Exceeds Expectations: Superior consistent performance, generally beyond job requirements. The use of this performance category implies the following:

- This employee exceeds position requirements even on some of the most difficult and complex tasks of the job. Employee takes the initiative in development and in implementation of challenging work goals. Normally, this individual would be

considered for possible promotion and willingly seeks to accept additional responsibilities.

- Employee consistently performs more tasks than typically outlined in the job description and accomplishes tasks with little to no reworking necessary.
- Employee is able to take on extra projects and tasks without neglecting other assigned duties.
- Employee is able and willing to accept each assignment with equal enthusiasm and responsibility to see it through to completion.
- Employee actively embraces and encourages teamwork and collaboration and does not assume full credit for the accomplishments.
- Employee does own advanced planning, anticipates problems and takes appropriate action.
- Employee seeks direction when appropriate and is comfortable working independently and being reviewed based on the results.
- Employee shows a good grasp of the "big picture" from a strategic sense. Thinks beyond the details of the job and works towards the overall objectives of organization/department.

Meets Expectations: Employee works diligently actively demonstrating job competence and utilizing knowledge within the defined job duties. Steady work that is complete and without errors or necessary of minimal review.

- This employee is performing full, complete, and satisfactory work. Performance is what is expected of a fully qualified and experienced person in their assigned position.
- Performance does not require significant improvement, but if improvement were to occur it is a plus factor for the department's effectiveness. If the improvement does not occur, there is no reason to complain or consider work substandard in any way.
- If all employees met these standards the departmental performance would be completely satisfactory and create a strong foundation for timely and accurate completion of job tasks.
- The work of this employee results in very few errors and infrequent complaints. When such errors do occur, the employee makes a conscience effort to actively participate in the development of corrective measures to minimize the future occurrence of the same error.
- This employee can demonstrate a sound balance between quality and quantity.
- This employee does not spend undue time on unimportant items, neglecting problems or projects that should have priority.
- Employee requires normal supervision and follow-up and usually completes regular work and projects on schedule.
- This employee is considered a good, solid member of the team and supervisor feels reasonably secure in directing any kind of assignment within the scope of the job description and have confidence it will be completed correctly.

Progressing in Expectations: Employee performance needs improvement in one or more job task.

- The employee's performance meets only the minimum job requirements for the position and has more to learn and understand to meet expectations.
- Employee has had sufficient time that they should be fully competent and effective in their assigned position.
- Typically, this employee needs some pushing and follow through and performs the job under close supervision. Job performance is such that the supervisor does not have confidence that the work will be completed correctly on a consistent basis.
- The employee needs to acquire more know-how to be more effective in the performance of their job duties.
- Supervisor sometimes has to plan the employee's programs or assignments step-by-step. Once the directions are laid out the employee usually completes the task. Contrast this effort to other employees that understand the directions and can complete a task without the need to have step-by-step instructions.
- Co-workers have to perform additional work to make up for the deficiencies of this employee.

Needs Improvement: Employee performance is unacceptable and does not meet job requirements.

- Employee has been in the job long enough to have shown more comprehensive performance at this point.
- Employee is creating a morale problem with supervisor and co-workers by creating additional work for not carrying their workload and impacting the ability of others to complete their work.
- Employee does not display a drive that translates into a commitment to the job and the organization.
- It is more likely that the employee probably recognizes that the job tasks are not getting completed.
- When mistakes are made the employee repeats them and does not undertake the necessary corrective actions to avoid repeats.
- Work is falling behind and tasks are not completed correctly or timely.
- Others have commented on the employee's work performance as sub-standard.

Performance Improvement Plan (PIP):

Employee performance that has been identified as needs improvement or unacceptable must be addressed with the employee through appropriate documentation. Depending on the performance and nature of the deficiencies the supervisor may undertake a performance improvement plan (PIP). However, not every performance situation is eligible for a PIP. Detrimental performance that is considered serious in nature,

including but not limited to, insubordination, repeated inaccurate statements and work product, disregard or disrespect of co-workers or residents, and refusal to accept corrective action, may not be worthy of a PIP. Some actions are of such a nature that the employee displays an attitude of unwillingness to change for the sake of improvement as a behavioral choice and not a skill deficit may not be worthy of a PIP.

A PIP requires a written performance outline of expected performance within a specific timeframe. A PIP also requires the employee and supervisor to meet periodically to document the progress towards reaching the expected level of performance. These meetings are summarized through written documentation. There may be multiple components to a PIP that may include more than one expected performance level for different tasks. A PIP must have written concurrence with the employee when created to document the employee understands the requirements and is willing to correct the targeted behavior within the set timeframe.

PIP programs could be considered "last chance" agreements to improve performance before additional job action is considered up to and including termination. If an employee improves their performance to meet the standards set through the PIP, the PIP will include documentation that the performance improved within the timeframe and standards outlined. If the performance was improved through a PIP becomes unacceptable in the future the supervisor is expected to advise the employee of the performance deficit. However, the supervisor is not obligated to create another PIP for performance which was improved and then became unacceptable again. In instances such as these circumstances disciplinary action, up to and including termination recommendation might be warranted. The supervisor also has the flexibility to recommend discipline for performance that could be pending and awaiting to be imposed if the PIP is not completed as outlined initially.

Crest Hill Non-Supervisory Employee Performance Assessment Form

Employee Name: _____

Review Period: _____

Supervisor: _____

Department: _____

Instructions:

Supervisors are to complete the form and ranking the employee's performance in the categories provided below. Supervisors are required to provide examples of performance justifying rankings. Both supervisor and employee are to collaborate on determining goals/objectives with appropriate timeframes to be completed prior to the next rating period. Supervisor is expected to provide comments to justify rating including specific examples of job tasks that could justify such ratings. Employees should be offered the opportunity to provide comments on any rating area and may attached additional documentation as they necessary to augment the evaluation form. Supervisors are not obligated to modify any ratings based on the additional input from the employee.

Goals/Objectives must meet the following criteria:

Specific:	Goals/objectives should be written clearly to define what the employee is going to do.
Measurable:	Goals/objectives must be measurable so that the employee and supervisor has tangible evidence that the goal/objective has been achieved. Usually, the entire goal/objective statement is a measure for the project, but there are usually several short-term or smaller measurements or milestones that have to be built in.
Attainable:	Goals/objectives must be attainable, they should stretch the employee slightly so they feel challenged, but defined well enough so that the employee can meet them. The employee must possess the appropriate knowledge, skills, and abilities needed to attain the goal/objective or have a defined course of achievement to obtain such skillset.
Relevant:	Goals/objectives must measurable outcomes, not activities or routine job duties.
Time-Based:	Goals/objectives must be linked to a timeframe that defines a sense of urgency. Without the urgency the reality of time will not allow the goal/objective to be obtained and would not produce a relevant outcome beneficial to the employee and organization.

Scoring - Ranking of employee's performance will use the following scale:

Consistently Exceeds Expectations:	5
Frequently Exceeds Expectations:	4
Consistently Meets Expectations:	3
Progressing in Expectations:	2
Needs Improvement:	0

Job Knowledge: The depth and breadth of know-how to perform essential duties and functions of the job. The level of compliance with degree certification and training requirements. Understanding of how individual job performance furthers organizational objectives. Willingness to update and expand skills knowledge and training.	
	Needs Improvement - Has not demonstrated the skills and knowledge to fulfill the essential functions of the position. Has difficulty learning and applying most new skills. Fails to keep updated about current developments and does not fully participate in training opportunities. Demonstrates a lack of understanding of how job relates to others in organization; has negatively impacted others or performance due to lack of understanding of relationship between job and others.
	Progressing in Expectations - Improvement is needed in certain skills and job knowledge. Sometimes has difficulty mastering and applying new skills. Should be more knowledgeable about current developments relating to work. Results could be improved if impact of job on others was better understood and was considered before acting.
	Consistently Meets Expectations - Demonstrates competency in the basic skills and knowledge required for the job. Regularly exhibits the ability to learn and apply new skills. Displays sufficient knowledge of current developments in area of responsibility. Takes advantage of learning opportunities. Consistently displays an understanding of how job relates to other jobs and impacts others.
	Frequently Exceeds Expectations - Demonstrates a high level of competency in the skills and knowledge required. Learns quickly and easily applies new skills and shares knowledge with others.. Does an excellent job of keeping updated about current developments in area of responsibility and seeks out opportunities to learn. Displays a better than usual understanding of how the job relates to other jobs and functions; frequently adds value to organization through appropriate communication with others impacted by actions.
	Consistently Exceeds Expectations - Demonstrates significant expertise and in-depth knowledge and skills. Shows an exceptional ability to master and apply new skills and seeks opportunities to expand and apply knowledge and skills. Independently reads and researches extensively staying on top of current developments that might impact work; shares knowledge with others. Displays an extraordinary understanding of how the job relates to the jobs of others; and anticipates consequences of action or events on others and responds appropriately. Helps others understand relationships between jobs and functions.
Supervisor Comments:	

Problem Solving: The ability to predict recognize and define problems. Skill in generating, selecting and implementing timely and meaningful solutions.	
	Needs Improvement - Has significant difficulties in recognizing and solving problems. Unable to generate meaningful solutions. Tendency to postpone or avoid handling obstacles and negative situations impedes work progress. Does not effectively implement remedies.
	Progressing in Expectations - Has trouble predicting, recognizing and/or defining problems. Able to generate solutions but may lack innovative thinking. May avoid decisions or all small obstacles to impair work progress. May need to work on implementing timely solutions to ensure smooth operations.
	Consistently Meets Expectations - Identifies most problems. Works to find solutions and ensure that problems are solved timely. Usually maintains smooth operations.
	Frequently Exceeds Expectations - Demonstrates strong ability to recognize and define problems. Generates effective options and promptly acts to implement solutions. Predicts, foresees and eliminates obstacles to ensure smooth operations.
	Consistently Exceeds Expectations - Demonstrates exceptional ability to recognize and clearly define problems. Considers full range of options and promptly acts to implement best possible solutions. Proactively foresees and eliminates obstacles to ensure smooth operations. Frequently acts as a resource and assists others with problems. Takes initiative in offering suggestions.
Supervisor Comments:	

Communication: The ability to effectively converse and listen to others. The use of proper written and grammatical skills to clearly and concisely convey a message including the meaningful application of computer technology [e-mail, Internet, etc.] Preparation and delivery of effective presentations.	
	Needs Improvement - Communication skills are inadequate for the job. Immediate improvement is necessary in one or more key areas [listening, speaking, writing, and/or using communication technology].
	Frequently Exceeds Expectations - Communication skills are lacking in some areas. Verbal communication skills of listening and speaking impede job performance. More effective use of communication technologies is needed. Written documents do not convey information clearly.
	Consistently Meets Expectations - Communication and listening skills are good. Effectively uses some available communication technology. Written documents convey information appropriately.
	Progressing in Expectations - Communication skills are excellent. Listening and interpersonal skills are above average. Effectively uses most available communication technology. Written documents are usually clear and concise.
	Consistently Exceeds Expectations - Communication skills are superior. Listening and interpersonal communication skills strengthen others. Effectively uses all available communication technology. Written documents are clear, concise and well-constructed.
Supervisor Comments:	

Cooperation & Teamwork: The degree to which the employee promotes collaborative cooperative and productive working relationships. Cooperation and teamwork are demonstrated by supporting the work group's or team's efforts; respecting the viewpoints of others; showing sensitivity to cultural diversity and feelings of others; carrying share of workload including undesirable tasks; and keeping others informed.	
	Needs Improvement - When participating in a team often fails to support team's efforts to meet goals is disruptive or sabotages team's efforts. Working relationships are unsatisfactory. Does not keep others properly informed. Demonstrates a lack of respect for or sensitivity to others. Does not offer support or assistance to co-workers and/or is resistant to assisting when directed to do so. Failure to carry share of work negatively impacts others.
	Progressing in Expectations - On occasion contribution to team does not support team's efforts to meet goals. Employee does not actively contribute to group activities. Informs others only when asked prompted directed or reminded. Has occasional trouble listening to or accepting others' views especially from particular individuals. Infrequently offers support or assistance or does so only when instructed to do so. Has failed to exhibit respect or sensitivity to others.
	Consistently Meets Expectations - When participating in a team supports team's efforts to meet goals. Establishes and maintains good working relationships. Ensures that others are kept informed. Respects the importance of cultural diversity and is sensitive to the feelings of others. Welcomes diverse viewpoints and respects others and their opinions. Regularly assists and supports co-workers. Performs his or her share of the workload including less desirable tasks.
	Frequently Exceeds Expectations - Genuinely values others' input and expertise and is willing to learn from others. Encourages others to express views and opinions. Maintains the self-esteem and self-confidence of others. Frequently offers assistance when needed. Actively contributes to the success of the team when working in a group. Often takes extra measures to assure others are aware of necessary information.
	Consistently Exceeds Expectations - Efforts to establish and maintain strong working relationships are outstanding; is recognized by others as a group leader. Is extremely proactive about keeping others well informed. Consistently solicits the opinions and views of others always maintaining a high degree of objectivity. Acts to promote and contribute to a welcoming productive climate with good morale and cooperation. Is always quick to offer assistance to co-workers.
Supervisor Comments:	

Customer Service : The degree to which customer service and professional rapport is demonstrated in the day-to-day environment in working with internal and/or external customers.	
	Needs Improvement - Customer relations performance is unsatisfactory. Has failed to show sufficient courtesy and sensitivity to customers. Has difficulty working with difficult or emotional customers. Commitments are frequently delayed or remain unfulfilled. Responds too slowly when servicing customers. Responds negatively to customer feedback. Customer complaints about curtness or lack of attentive service are common.
	Progressing in Expectations -Customer relations could improve. Needs to increase the level of courtesy and sensitivity s/he displays to customers. Sometimes is too casual or appears uninterested in customer. Sometimes takes too long to respond to customer. Not always successful managing difficult or emotional customers. Sometimes forgets or is late in fulfilling commitments. Seldom asks for customer feedback or uses feedback to improve service.
	Consistently Meets Expectations - Interactions with customers are usually sensitive and courteous. Is able to handle most difficult or emotional customer situations. Responds promptly when servicing customers. Uses customer feedback to improve service. Generally follows through on commitments on a timely basis.
	Frequently Exceeds Expectations - Often achieves positive results with difficult or emotional customers. When interacting with customers is always sensitive and courteous. Often goes out of the way to make sure commitments are met. Responds with a strong sense of urgency when servicing customers. Solicits and uses customer feedback to deliver better service. Is always attentive, concerned and polite.
	Consistently Exceeds Expectations - Well-refined customer relations skills are reflected in consistent superior service; treats all customers with exceptional sensitivity courtesy and respect. When dealing with emotional or difficult customers consistently achieves successful results. Regularly exceeds customer expectations by making a special effort to fulfill commitments. Is extremely responsive to the needs of customers. Proactively solicits customer input and applies feedback to improve the quality of service delivery. Is a constant example to associates in performing customer service and handling difficult situations.
Supervisor Comments:	

Reliability & Responsibility: The degree of follow-through on assignments. The degree to which the employee can be counted on to complete assignments in a timely and competent manner. The degree to which the employee is self-directed, takes initiative and is proactive.	
	Needs Improvement - Dependability is a significant problem. Follow-through or unwillingness to complete tasks frequently leaves other staff members in adverse situations or requires other staff to take on additional responsibilities. Absenteeism [excluding legally required leave] has impacted job performance.
	Progressing in Expectations - Dependability is a problem. Lack of follow-through or unwillingness to complete tasks occasionally leaves other staff members in adverse situations or requires other staff to take on additional responsibilities. Absenteeism [excluding legally required leave] has impacted job performance.
	Consistently Meets Expectations - Can usually be counted on to complete assignments correctly and in a timely manner. A few exceptions may occur.
	Frequently Exceeds Expectations - Can be counted on to complete assignments in a timely and thorough manner. Consistently meets or exceeds expectations.
	Consistently Exceeds Expectations - Always completes assignments timely and thoroughly. Frequently works beyond expectations demonstrating exceptional initiative.
Supervisor Comments:	
Professionalism: The degree to which the employee demonstrates and conveys a favorable image when representing the city. The level of honesty, integrity and confidentiality along with proper standards of professional dress and deportment.	
	Needs Improvement - The level of conduct, behavior and/or dress is a concern. Improvement must occur to meet the city minimum standards of performance in the area of professionalism. Trustworthiness, behavior, speech and/or appearance are significant concerns. The city's image is threatened by a lack of professionalism.
	Progressing in Expectations - Trustworthiness, behavior, speech and/or appearance do not always meet city standards. Lack of professionalism may reflect poorly on the city.
	Consistently Meets Expectations - Follows the guidelines of the city in behavior and dress. Regarded as one who can be trusted to represent the organization well.
	Frequently Exceeds Expectations - Regarded as an extremely effective ambassador for the city. Above reproach in matters of honesty and integrity. Always careful to represent the city in a manner that reflects a high level of professionalism.
	Consistently Exceeds Expectations - Represents the city with the highest standards of professionalism. Exceptional in terms of honesty, integrity, confidentiality, deportment and dress.
Supervisor Comments:	

Adaptability: The degree to which one demonstrates openness to change and new ideas. Ability to adjust to changing work requirements and respond to new situations.	
	Needs Improvement - Negative toward change. Reluctant or unable to adapt to new situations. Frequently resists change causing problems and delays.
	Progressing in Expectations - Demonstrates a general resistance to change. Can adapt to new situations.
	Consistently Meets Expectations - Generally not resistant to change. Can adapt to many situations requiring a detour from established procedures if given reasonable time to adapt.
	Frequently Exceeds Expectations - Adjusts well to most situations or changes. Supportive and proactive in effecting changes and improving processes.
	Consistently Exceeds Expectations - Fits well into virtually any assignment. Utilizes new ideas to improve operations. Seeks to effectively assimilate change into productive processes.
Supervisor Comments:	
Safety/Policy Compliance: The degree to which the employee has a knowledge of and complies with organizational policies.	
	Needs Improvement - Has failed to follow significant organizational/safety guidelines and policies. May be unaware of established policies. Immediate and significant improvement is required.
	Progressing in Expectations - Compliance is inconsistent. May not be fully aware of established guidelines and policies. Failure to comply has resulted in problems or potential problems. Desire to comply is inconsistent.
	Consistently Meets Expectations - Has a good understanding of and usually complies with organizational/safety policies and guidelines. Very few exceptions occur and with little consequence. Desire to comply is evident.
	Frequently Exceeds Expectations - Has a strong understanding of organizational/safety policies and guidelines. Complies willingly and without complaint.
	Consistently Exceeds Expectations - Demonstrates an excellent understanding of organizational/safety policies and guidelines. Complies very willingly and without exception. Acts as an example to other employees. Takes initiative to improve compliance practices.
Supervisor Comments:	

Quality of Work: The level of ability to perform work assignments free from mistakes or errors.	
	Needs Improvement - Quality is consistently below accepted standards. Errors and mistakes are excessive. No commitment to quality or excellence is evident.
	Progressing in Expectations - Quality occasionally falls below accepted standards. Effort is demonstrated but mistakes are excessive. Commitment to quality is inconsistent.
	Consistently Meets Expectations - Quality is consistently within accepted standards. Errors and mistakes may occur occasionally but they are not excessive and are corrected in a timely manner. A desire to produce quality work is demonstrated.
	Frequently Exceeds Expectations - Quality exceeds standards and normal expectations. Is always conscience of final product.
	Consistently Exceeds Expectations - Consistent outstanding work quality. Makes no mistakes or errors of any consequence. Demonstrates commitment to excellence at all times.
Supervisor Comments:	
Dependability: The degree of follow-through on assignments. The degree to which the employee can be counted on to complete assignments in a timely and competent manner. The degree to which the employee is self-directed, takes initiative and is proactive.	
	Needs Improvement - Dependability is a significant problem. Follow-through or unwillingness to complete tasks frequently leaves other staff members in adverse situations or requires other staff to take on additional responsibilities. Absenteeism [excluding legally required leave] has impacted job performance.
	Progressing in Expectations - Dependability is a problem. Lack of follow-through or unwillingness to complete tasks occasionally leaves other staff members in adverse situations or requires other staff to take on additional responsibilities. Absenteeism [excluding legally required leave] has impacted job performance.
	Consistently Meets Expectations - Can usually be counted on to complete assignments correctly and in a timely manner. A few exceptions may occur.
	Frequently Exceeds Expectations - Can be counted on to complete assignments in a timely and thorough manner. Consistently meets or exceeds expectations.
	Consistently Exceeds Expectations - Always completes assignments timely and thoroughly. Frequently works beyond expectations demonstrating exceptional initiative.
Supervisor Comments:	

SUMMARY - Number of Competencies in Each Category/Scoring

# Of Categories	Category	Score	Multiplier	Total Per Category
	Consistently Exceeds Expectations	5	X	
	Frequently Exceeds Expectations	4	X	
	Consistently Meets Expectations	3	X	
	Progressing in Expectations	2	X	
	Needs Improvement	0	X	
Total Score				

Supervisor Comments:**Employee Comments:****Employee Name:****Employee Signature:****Supervisor Name:****Supervisor Signature:****City Administrator
Name/Signature:****Review Period:**

Goals/Objectives Worksheet

Employee Name:

Supervisor Name:

Review Period:

Goals/Objectives to be Achieved:

Instructions: Goals/Objectives MUST be specific, measurable, achievable, relevant and time-bound. Supervisor is required to meet periodically with the employee to determine progress towards a goal/objective. If the timeframe for achievement changes it must be noted on the form. Documentation of completion or progress MUST be provided on this form as a tracking mechanism. Documentation of completion or progress MUST be included on the performance evaluation for the next rating period. This section is not intended to address performance deficiencies, if such items are identified they are to be addressed through a Performance Improvement Plan (PIP).

Goal/Objective:

Measurement:

**Date to
Complete:**

Accomplishments:

Goal/Objective:	Measurement:	Date to Complete:
Accomplishments:		
Employee Name:		

Employee Signature:

Supervisor Name:

Supervisor Signature:

City Administrator Name/Signature:

Performance Improvement Plan (PIP)

Goal/Improvement Objective:	Measurement:	Date to Complete:
Notes:		
Action Step:		
Goal/Improvement Objective:	Measurement:	Date to Complete:
Notes:		
Action Step:		
Goal/Improvement Objective:	Measurement:	Date to Complete:
Notes:		
Action Step:		
Employee Name/Signature: _____		
Supervisor Name/Signature: _____		
City Administrator Signature: _____		
Date: _____		

Crest Hill Supervisory Employee Performance Assessment Form

Employee Name: _____

Review Period: _____

Supervisor: _____

Department: _____

Instructions:

Supervisors are to complete the form and ranking the employee's performance in the categories provided below. Supervisors are required to provide examples of performance justifying rankings. Both supervisor and employee are to collaborate on determining goals/objectives with appropriate timeframes to be completed prior to the next rating period. Supervisor is expected to provide comments to justify rating including specific examples of job tasks that could justify such ratings. Employees should be offered the opportunity to provide comments on any rating area and may attached additional documentation as they necessary to augment the evaluation form. Supervisors are not obligated to modify any ratings based on the additional input from the employee.

Goals/Objectives must meet the following criteria:

Specific:	Goals/objectives should be written clearly to define what the employee is going to do.
Measurable:	Goals/objectives must be measurable so that the employee and supervisor has tangible evidence that the goal/objective has been achieved. Usually, the entire goal/objective statement is a measure for the project, but there are usually several short-term or smaller measurements or milestones that have to be built in.
Attainable:	Goals/objectives must be attainable, they should stretch the employee slightly so they feel challenged, but defined well enough so that the employee can meet them. The employee must possess the appropriate knowledge, skills, and abilities needed to attain the goal/objective or have a defined course of achievement to obtain such skillset.
Relevant:	Goals/objectives must measurable outcomes, not activities or routine job duties.
Time-Based:	Goals/objectives must be linked to a timeframe that defines a sense of urgency. Without the urgency the reality of time will not allow the goal/objective to be obtained and would not produce a relevant outcome beneficial to the employee and organization.

Scoring - Ranking of employee's performance will use the following scale:

Consistently Exceeds Expectations:	5
Frequently Exceeds Expectations:	4
Consistently Meets Expectations:	3
Progressing in Expectations:	2
Needs Improvement:	0

Job Knowledge: The depth and breadth of know-how to perform essential duties and functions of the job. The level of compliance with degree certification and training requirements. Understanding of how individual job performance furthers organizational objectives. Willingness to update and expand skills knowledge and training.	
	Needs Improvement - Has not demonstrated the skills and knowledge to fulfill the essential functions of the position. Has difficulty learning and applying most new skills. Fails to keep updated about current developments and does not fully participate in training opportunities. Demonstrates a lack of understanding of how job relates to others in organization; has negatively impacted others or performance due to lack of understanding of relationship between job and others.
	Progressing in Expectations - Improvement is needed in certain skills and job knowledge. Sometimes has difficulty mastering and applying new skills. Should be more knowledgeable about current developments relating to work. Results could be improved if impact of job on others was better understood and was considered before acting.
	Consistently Meets Expectations - Demonstrates competency in the basic skills and knowledge required for the job. Regularly exhibits the ability to learn and apply new skills. Displays sufficient knowledge of current developments in area of responsibility. Takes advantage of learning opportunities. Consistently displays an understanding of how job relates to other jobs and impacts others.
	Frequently Exceeds Expectations - Demonstrates a high level of competency in the skills and knowledge required. Learns quickly and easily applies new skills and shares knowledge with others.. Does an excellent job of keeping updated about current developments in area of responsibility and seeks out opportunities to learn. Displays a better than usual understanding of how the job relates to other jobs and functions; frequently adds value to organization through appropriate communication with others impacted by actions.
	Consistently Exceeds Expectations - Demonstrates significant expertise and in-depth knowledge and skills. Shows an exceptional ability to master and apply new skills and seeks opportunities to expand and apply knowledge and skills. Independently reads and researches extensively staying on top of current developments that might impact work; shares knowledge with others. Displays an extraordinary understanding of how the job relates to the jobs of others; and anticipates consequences of action or events on others and responds appropriately. Helps others understand relationships between jobs and functions.
Supervisor Comments:	

Problem Solving: The ability to predict recognize and define problems. Skill in generating, selecting and implementing timely and meaningful solutions.	
	Needs Improvement - Has significant difficulties in recognizing and solving problems. Unable to generate meaningful solutions. Tendency to postpone or avoid handling obstacles and negative situations impedes work progress. Does not effectively implement remedies.
	Progressing in Expectations - Has trouble predicting, recognizing and/or defining problems. Able to generate solutions but may lack innovative thinking. May avoid decisions or all small obstacles to impair work progress. May need to work on implementing timely solutions to ensure smooth operations.
	Consistently Meets Expectations - Identifies most problems. Works to find solutions and ensure that problems are solved timely. Usually maintains smooth operations.
	Frequently Exceeds Expectations - Demonstrates strong ability to recognize and define problems. Generates effective options and promptly acts to implement solutions. Predicts, foresees and eliminates obstacles to ensure smooth operations.
	Consistently Exceeds Expectations - Demonstrates exceptional ability to recognize and clearly define problems. Considers full range of options and promptly acts to implement best possible solutions. Proactively foresees and eliminates obstacles to ensure smooth operations. Frequently acts as a resource and assists others with problems. Takes initiative in offering suggestions.
Supervisor Comments:	

Communication: The ability to effectively converse and listen to others. The use of proper written and grammatical skills to clearly and concisely convey a message including the meaningful application of computer technology [e-mail, Internet, etc.] Preparation and delivery of effective presentations.	
	Needs Improvement - Communication skills are inadequate for the job. Immediate improvement is necessary in one or more key areas [listening, speaking, writing, and/or using communication technology].
	Frequently Exceeds Expectations - Communication skills are lacking in some areas. Verbal communication skills of listening and speaking impede job performance. More effective use of communication technologies is needed. Written documents do not convey information clearly.
	Consistently Meets Expectations - Communication and listening skills are good. Effectively uses some available communication technology. Written documents convey information appropriately.
	Progressing in Expectations - Communication skills are excellent. Listening and interpersonal skills are above average. Effectively uses most available communication technology. Written documents are usually clear and concise.
	Consistently Exceeds Expectations - Communication skills are superior. Listening and interpersonal communication skills strengthen others. Effectively uses all available communication technology. Written documents are clear, concise and well-constructed.
Supervisor Comments:	

Cooperation & Teamwork: The degree to which the employee promotes collaborative cooperative and productive working relationships. Cooperation and teamwork are demonstrated by supporting the work group's or team's efforts; respecting the viewpoints of others; showing sensitivity to cultural diversity and feelings of others; carrying share of workload including undesirable tasks; and keeping others informed.	
	Needs Improvement - When participating in a team often fails to support team's efforts to meet goals is disruptive or sabotages team's efforts. Working relationships are unsatisfactory. Does not keep others properly informed. Demonstrates a lack of respect for or sensitivity to others. Does not offer support or assistance to co-workers and/or is resistant to assisting when directed to do so. Failure to carry share of work negatively impacts others.
	Progressing in Expectations - On occasion contribution to team does not support team's efforts to meet goals. Employee does not actively contribute to group activities. Informs others only when asked prompted directed or reminded. Has occasional trouble listening to or accepting others' views especially from particular individuals. Infrequently offers support or assistance or does so only when instructed to do so. Has failed to exhibit respect or sensitivity to others.
	Consistently Meets Expectations - When participating in a team supports team's efforts to meet goals. Establishes and maintains good working relationships. Ensures that others are kept informed. Respects the importance of cultural diversity and is sensitive to the feelings of others. Welcomes diverse viewpoints and respects others and their opinions. Regularly assists and supports co-workers. Performs his or her share of the workload including less desirable tasks.
	Frequently Exceeds Expectations - Genuinely values others' input and expertise and is willing to learn from others. Encourages others to express views and opinions. Maintains the self-esteem and self-confidence of others. Frequently offers assistance when needed. Actively contributes to the success of the team when working in a group. Often takes extra measures to assure others are aware of necessary information.
	Consistently Exceeds Expectations - Efforts to establish and maintain strong working relationships are outstanding; is recognized by others as a group leader. Is extremely proactive about keeping others well informed. Consistently solicits the opinions and views of others always maintaining a high degree of objectivity. Acts to promote and contribute to a welcoming productive climate with good morale and cooperation. Is always quick to offer assistance to co-workers.
Supervisor Comments:	

Customer Service : The degree to which customer service and professional rapport is demonstrated in the day-to-day environment in working with internal and/or external customers.	
	Needs Improvement - Customer relations performance is unsatisfactory. Has failed to show sufficient courtesy and sensitivity to customers. Has difficulty working with difficult or emotional customers. Commitments are frequently delayed or remain unfulfilled. Responds too slowly when servicing customers. Responds negatively to customer feedback. Customer complaints about curtness or lack of attentive service are common.
	Progressing in Expectations -Customer relations could improve. Needs to increase the level of courtesy and sensitivity s/he displays to customers. Sometimes is too casual or appears uninterested in customer. Sometimes takes too long to respond to customer. Not always successful managing difficult or emotional customers. Sometimes forgets or is late in fulfilling commitments. Seldom asks for customer feedback or uses feedback to improve service.
	Consistently Meets Expectations - Interactions with customers are usually sensitive and courteous. Is able to handle most difficult or emotional customer situations. Responds promptly when servicing customers. Uses customer feedback to improve service. Generally follows through on commitments on a timely basis.
	Frequently Exceeds Expectations - Often achieves positive results with difficult or emotional customers. When interacting with customers is always sensitive and courteous. Often goes out of the way to make sure commitments are met. Responds with a strong sense of urgency when servicing customers. Solicits and uses customer feedback to deliver better service. Is always attentive, concerned and polite.
	Consistently Exceeds Expectations - Well-refined customer relations skills are reflected in consistent superior service; treats all customers with exceptional sensitivity courtesy and respect. When dealing with emotional or difficult customers consistently achieves successful results. Regularly exceeds customer expectations by making a special effort to fulfill commitments. Is extremely responsive to the needs of customers. Proactively solicits customer input and applies feedback to improve the quality of service delivery. Is a constant example to associates in performing customer service and handling difficult situations.
Supervisor Comments:	

Accountability: The degree to which one is answerable and responsible for actions and performance either individually or on a team.	
	Needs Improvement -Does not demonstrate follow-through. Frequently makes excuses or does not accept responsibility for one's own actions.
	Progressing in Expectations - Occasionally shirks responsibility or is not accountable for actions. Doesn't always meet deadlines. Improvement is needed in recognizing areas of responsibility.
	Consistently Meets Expectations - Generally is accountable for actions of self or team. Usually assumes responsibility for assignments and timelines.
	Frequently Exceeds Expectations - Frequently is conscientious about being answerable and accountable for the actions of self or team. Can be counted on to meet responsibilities and timelines.
	Consistently Exceeds Expectations - Always is totally accountable for the performance and actions of self or team. Completely understands job requirements and works in accordance with expectations. Assumes full responsibility for duties.
Supervisor Comments:	
Professionalism: The degree to which the employee demonstrates and conveys a favorable image when representing the city. The level of honesty, integrity and confidentiality along with proper standards of professional dress and deportment.	
	Needs Improvement - The level of conduct, behavior and/or dress is a concern. Improvement must occur to meet the city minimum standards of performance in the area of professionalism. Trustworthiness, behavior, speech and/or appearance are significant concerns. The city's image is threatened by a lack of professionalism.
	Progressing in Expectations - Trustworthiness, behavior, speech and/or appearance do not always meet city standards. Lack of professionalism may reflect poorly on the city.
	Consistently Meets Expectations - Follows the guidelines of the city in behavior and dress. Regarded as one who can be trusted to represent the organization well.
	Frequently Exceeds Expectations - Regarded as an extremely effective ambassador for the city. Above reproach in matters of honesty and integrity. Always careful to represent the city in a manner that reflects a high level of professionalism.
	Consistently Exceeds Expectations - Represents the city with the highest standards of professionalism. Exceptional in terms of honesty, integrity, confidentiality, deportment and dress.
Supervisor Comments:	

Adaptability: The degree to which one demonstrates openness to change and new ideas. Ability to adjust to changing work requirements and respond to new situations.	
	Needs Improvement - Negative toward change. Reluctant or unable to adapt to new situations. Frequently resists change causing problems and delays.
	Progressing in Expectations - Demonstrates a general resistance to change. Can adapt to new situations.
	Consistently Meets Expectations - Generally not resistant to change. Can adapt to many situations requiring a detour from established procedures if given reasonable time to adapt.
	Frequently Exceeds Expectations - Adjusts well to most situations or changes. Supportive and proactive in effecting changes and improving processes.
	Consistently Exceeds Expectations - Fits well into virtually any assignment. Utilizes new ideas to improve operations. Seeks to effectively assimilate change into productive processes.
Supervisor Comments:	
Attitude - The degree to which one is positive, constructive and supportive toward customers employees and the city. The level of enthusiasm and commitment demonstrated in job performance.	
	Needs Improvement - Almost always displays a poor attitude toward customers, employees or the city. Negative behavior demoralizes others and adversely impacts the city. Immediate change is necessary.
	Progressing in Expectations - Frequently demonstrates a poor attitude toward customers, employees or the city. Negative impact on others is noticeable.
	Consistently Meets Expectations - Demonstrates constructive and supportive behavior in most situations. Performs job duties with adequate commitment.
	Frequently Exceeds Expectations - Sustains a constructive, supportive attitude in most situations. Job commitment and enthusiasm motivate others.
	Consistently Exceeds Expectations - Always demonstrates positive, constructive, and supportive behavior. Projects enthusiasm and commitment in all aspects of job performance. Consistently motivates others.
Supervisor Comments:	

Conflict Resolution: The ability to successfully resolve conflicts through open communication and negotiation.	
	Needs Improvement - Fails to encourage open communication as a way to solve problems. Avoids difficult situations rather than deal with conflict directly. Loses objectivity when conflicts arise. Often expresses emotions in counterproductive manner. Does not resolved conflicts through negotiation.
	Progressing in Expectations - Does not place enough on open communication in problem solving. Tendency to avoid conflicts. Needs to work on negotiation skills to become more effective at resolving conflicts. Occasionally loses control of emotions in stressful situations. Sometimes loses objectivity when dealing with conflicts.
	Consistently Meets Expectations - Encourages open communication as a means to problem solve. Willing to confront difficult situations. Demonstrates objectivity in difficult situations. Maintains control of emotions in stressful situations and uses negotiation skills to attempt to resolve conflicts.
	Frequently Exceeds Expectations - Promotes open communication as a means for problem solving. Does not hesitate to address difficult situations and maintains objectivity. Stays calm and controls emotions in a stressful situation. Good negotiation skills have helped resolve conflicts.
	Consistently Exceeds Expectations - Actively encourages others to freely discuss problems and facilitates open communication and others respond by discussing problems. Confronts even the most difficult situations promptly and in a positive problem solving manner. Sets a positive example by remaining fair and impartial in conflict situations. Maintains control of emotions even in the most stressful situations and skillfully applies negotiation and mediation techniques to resolve conflicts.
Supervisor Comments:	

Integrity & Commitment: The degree to which one demonstrates behavior in support of the organization and its values. Deals fairly with people; communicates with consistency; ensures open access to information; honors commitments; builds trust through actions; is honest reliable and accountable; and adheres to the Ethics Guidelines for City Employees as presented in the Employee Handbook.	
	Needs Improvement - Behavior reflects a disregard for organization's mission values and goals. Performs inconsistently in situations which require ethical responses. Fails to accept responsibility for or attempts to cover up mistakes. Demonstrates behavior that is counter to openness inclusiveness and honesty. Behavior is counterproductive to a work environment that supports continuous improvement and mutual respect. Violations of the City's ethics policy have occurred or misconduct relative to ethical situations is deemed serious.
	Progressing in Expectations - A greater understanding and support for organization's mission values and goals needs to be developed. Could gain greater trust by being more open with other employees. Uncertain when to stand up for principles and beliefs. Needs to accept responsibility for mistakes. Can be ambivalent in some situations. Some concerns about lack of confidentiality poor judgment or uncertainty regarding ethics have been observed and need to be addressed to prevent further problems. Errors in judgment may have occurred due to a lack of understanding.
	Consistently Meets Expectations - Behavior reflects understanding and support for organization's mission values and goals. Demonstrates mutual trust respect and confidence. Behaves in a fair and ethical manner towards others. Is considered consistent and responsible in words and actions. Is a trusted and honest employee who understands the City's ethical standards and strives to abide by established guidelines. Can be relied upon to maintain confidentiality
	Frequently Exceeds Expectations - Behavior consistently reflects high level of understanding and support for organization's mission values and goals. Establishes mutual trust through consistency in actions. Respects others and their opinions. Encourages others to be equally open and honest. Demonstrates high level of ethics in dealing with both internal and external customers. Is honest and trustworthy in all circumstances and confidentiality is consistently demonstrated.
	Consistently Exceeds Expectations - Employee's understanding and support of the organization's mission values and goals inspires others. Demonstrates personal courage by standing up for what is right even when difficult. Assumes responsibility for mistakes. Consistently demonstrates openness and honesty even in difficult negotiations. Is a role model for ethical standards of performance and consistently honors commitments. Honesty trust and ethical behavior are exceptional in all business relationships.
Supervisor Comments:	

Organizational Relations: The degree to which the employee collaboratively works with other internal departments, agencies and/or outside organizations. The level of response to customer requests both internally and externally. Anticipation and control of obstacles.	
	Needs Improvement - Rarely goes beyond defined responsibilities. Lack of cooperation with outside parties erodes productivity.
	Progressing in Expectations - Occasionally takes initiative to improve problem situations but often reflects a negative attitude while doing so. Rarely goes beyond defined job responsibilities or is slow to respond to situations that require attention. Interactions with outside parties are not productive.
	Consistently Meets Expectations - Employee is responsive in solving problems when they are observed and has a good attitude while doing so. Works to build cooperative relationships with others.
	Frequently Exceeds Expectations - Responsiveness, collaboration and cooperation are very good. Continually looks for situations that could be improved and takes initiative to reach solutions. Effectively helps others to solve problems to the benefit of all involved parties.
	Consistently Exceeds Expectations - Responsiveness, collaboration and cooperation are exceptional. Always has a very positive attitude in helping others and working toward mutually beneficial solutions to problems.
Supervisor Comments:	
Leadership: The ability to effectively lead others in achieving stated duties and assignments. The level at which the manager is able to motivate people and demonstrates a positive example in leading staff toward achievement of organizational goals and mission.	
	Needs Improvement - Completely lacks ability to guide others due to lack of effort desire vision or positive attitude. Leadership skills are inconsistent with city values.
	Progressing in Expectations - Ability to guide others is limited due to lack of effort desire vision or positive attitude. Leadership skills are inconsistent with city values.
	Consistently Meets Expectations - Focus and direction is good and usually consistent with desired results. Leadership skills are adequate but further development may be needed. Generally shares city values and demonstrates a positive attitude toward organizational objectives.
	Frequently Exceeds Expectations - Shares and promotes city values and goals through effective leadership. Encourages and mentors others as needed.
	Consistently Exceeds Expectations - Seen as an exemplary role model contributor and leader. Holds self and others accountable to high standards. Inspires associates to higher levels of performance.
Supervisor Comments:	

Resource Management: Demonstrated ability to identify needs and to allocate resources [staff, budget dollars, equipment supplies, etc.] to ensure effective operating results and cost management. The ability to balance priorities and resource allocations while maintaining high service levels to customers both internal and external.	
	Needs Improvement - Resource allocation and cost controls are unacceptable. Resource management skills are not demonstrated.
	Progressing in Expectations - May have difficulty with identifying needs resources and priorities. Performance is lacking in balancing service levels and controlling costs.
	Consistently Meets Expectations - Demonstrates ability to identify needs and allocate resources to accomplish responsibilities and assignments. Proven ability to balance priorities and resources to meet demands of the job.
	Frequently Exceeds Expectations - Demonstrates an above average aptitude in managing allocated resources and identifying needs while still effectively meeting goals, priorities and budgets.
	Consistently Exceeds Expectations - Excellent abilities in managing resources and identifying needs related to area of responsibility. Extremely conscientious in balancing priorities and resources while meeting all service level expectations and cost constraints.
Supervisor Comments:	
Training Performance: The ability to use effective teaching methods in training personnel in respective job responsibilities, technical skills, city operations, applicable regulations, department procedures and all assigned programs.	
	Needs Improvement - Training performance does not meet expectations because of lack of commitment, teaching skills, job knowledge or employee support. Improvement is required.
	Progressing in Expectations - Training skills are less than satisfactory on occasion. Greater attention to employee needs, job knowledge and training processes is needed.
	Consistently Meets Expectations - Demonstrates sufficient training skills to be effective in teaching and mentoring personnel to perform the duties of their jobs. Uses varied teaching techniques.
	Frequently Exceeds Expectations - Very skilled in training others to perform their jobs. Employees are well prepared and able to successfully perform job duties. Training strategies are interesting and designed to meet the needs of different employee groups.
	Consistently Exceeds Expectations - Possesses superior training skills that result in thoroughly prepared employees. Demonstrates a high level of job knowledge, mentoring and coaching skills. Teaching techniques are stimulating, well developed, varied and specifically designed for different employee groups [management, technical, administrative, etc.].
Supervisor Comments:	

SUMMARY - Number of Competencies in Each Category/Scoring

# Of Categories	Category	Score	Multiplier	Total Per Category
	Consistently Exceeds Expectations	5	X	
	Frequently Exceeds Expectations	4	X	
	Consistently Meets Expectations	3	X	
	Progressing in Expectations	2	X	
	Needs Improvement	0	X	
Total Score				

Supervisor Comments:**Employee Comments:****Employee Name:****Employee Signature:****Supervisor Name:****Supervisor Signature:****City Administrator
Name/Signature:****Review Period:**

Goals/Objectives Worksheet

Employee Name:

Supervisor Name:

Review Period:

Goals/Objectives to be Achieved:

Instructions: Goals/Objectives MUST be specific, measurable, achievable, relevant and time-bound. Supervisor is required to meet periodically with the employee to determine progress towards a goal/objective. If the timeframe for achievement changes it must be noted on the form. Documentation of completion or progress MUST be provided on this form as a tracking mechanism. Documentation of completion or progress MUST be included on the performance evaluation for the next rating period. This section is not intended to address performance deficiencies, if such items are identified they are to be addressed through a Performance Improvement Plan (PIP).

Goal/Objective:

Measurement:

**Date to
Complete:**

Accomplishments:

Goal/Objective:

Measurement:

**Date to
Complete:**

Accomplishments:

Goal/Objective:	Measurement:	Date to Complete:
Accomplishments:		
Employee Name:		
Employee Signature:		
Supervisor Name:		
Supervisor Signature:		
City Administrator Name/Signature:		

Performance Improvement Plan (PIP)

Goal/Improvement Objective:	Measurement:	Date to Complete:
Notes:		
Action Step:		
Goal/Improvement Objective:	Measurement:	Date to Complete:
Notes:		
Action Step:		
Goal/Improvement Objective:	Measurement:	Date to Complete:
Notes:		
Action Step:		
Employee Name/Signature: _____		
Supervisor Name/Signature: _____		
City Administrator Signature: _____		
Date: _____		

Crest Hill

Department Director/Management Employee Performance Assessment Form

Employee Name: _____

Review Period: _____

Supervisor: _____

Department: _____

Instructions:

Supervisors are to complete the form and ranking the employee's performance in the categories provided below. Supervisors are required to provide examples of performance justifying rankings. Both supervisor and employee are to collaborate on determining goals/objectives with appropriate timeframes to be completed prior to the next rating period. Supervisor is expected to provide comments to justify rating including specific examples of job tasks that could justify such ratings. Employees should be offered the opportunity to provide comments on any rating area and may attached additional documentation as they necessary to augment the evaluation form. Supervisors are not obligated to modify any ratings based on the additional input from the employee.

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Relevant:	Goals/objectives must measurable outcomes, not activities or routine job duties.
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	Needs Improvement - Has not demonstrated the skills and knowledge to fulfill the essential functions of the position. Has difficulty learning and applying most new skills. Fails to keep updated about current developments and does not fully participate in training opportunities. Demonstrates a lack of understanding of how job relates to others in organization; has negatively impacted others or performance due to lack of understanding of relationship between job and others.
	Progressing in Expectations - Improvement is needed in certain skills and job knowledge. Sometimes has difficulty mastering and applying new skills. Should be more knowledgeable about current developments relating to work. Results could be improved if impact of job on others was better understood and was considered before acting.
	Consistently Meets Expectations - Demonstrates competency in the basic skills and knowledge required for the job. Regularly exhibits the ability to learn and apply new skills. Displays sufficient knowledge of current developments in area of responsibility. Takes advantage of learning opportunities. Consistently displays an understanding of how job relates to other jobs and impacts others.
	Frequently Exceeds Expectations - Demonstrates a high level of competency in the skills and knowledge required. Learns quickly and easily applies new skills and shares knowledge with others.. Does an excellent job of keeping updated about current developments in area of responsibility and seeks out opportunities to learn. Displays a better than usual understanding of how the job relates to other jobs and functions; frequently adds value to organization through appropriate communication with others impacted by actions.
	Consistently Exceeds Expectations - Demonstrates significant expertise and in-depth knowledge and skills. Shows an exceptional ability to master and apply new skills and seeks opportunities to expand and apply knowledge and skills. Independently reads and researches extensively staying on top of current developments that might impact work; shares knowledge with others. Displays an extraordinary understanding of how the job relates to the jobs of others; and anticipates consequences of action or events on others and responds appropriately. Helps others understand relationships between jobs and functions.
Supervisor Comments:	

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	Consistently Meets Expectations - Identifies most problems. Works to find solutions and ensure that problems are solved timely. Usually maintains smooth operations.
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	Consistently Exceeds Expectations - Demonstrates exceptional ability to recognize and clearly define problems. Considers full range of options and promptly acts to implement best possible solutions. Proactively foresees and eliminates obstacles to ensure smooth operations. Frequently acts as a resource and assists others with problems. Takes initiative in offering suggestions.
Supervisor Comments:	

Communication: The ability to effectively converse and listen to others. The use of proper written and grammatical skills to clearly and concisely convey a message including the meaningful application of computer technology [e-mail, Internet, etc.] Preparation and delivery of effective presentations.	
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	Consistently Meets Expectations - Communication and listening skills are good. Effectively uses some available communication technology. Written documents convey information appropriately.
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	Consistently Exceeds Expectations - Communication skills are superior. Listening and interpersonal communication skills strengthen others. Effectively uses all available communication technology. Written documents are clear, concise and well-constructed.
Supervisor Comments:	

Cooperation & Teamwork: The degree to which the employee promotes collaborative cooperative and productive working relationships. Cooperation and teamwork are demonstrated by supporting the work group's or team's efforts; respecting the viewpoints of others; showing sensitivity to cultural diversity and feelings of others; carrying share of workload including undesirable tasks; and keeping others informed.	
	Needs Improvement - When participating in a team often fails to support team's efforts to meet goals is disruptive or sabotages team's efforts. Working relationships are unsatisfactory. Does not keep others properly informed. Demonstrates a lack of respect for or sensitivity to others. Does not offer support or assistance to co-workers and/or is resistant to assisting when directed to do so. Failure to carry share of work negatively impacts others.
	Progressing in Expectations - On occasion contribution to team does not support team's efforts to meet goals. Employee does not actively contribute to group activities. Informs others only when asked prompted directed or reminded. Has occasional trouble listening to or accepting others' views especially from particular individuals. Infrequently offers support or assistance or does so only when instructed to do so. Has failed to exhibit respect or sensitivity to others.
	Consistently Meets Expectations - When participating in a team supports team's efforts to meet goals. Establishes and maintains good working relationships. Ensures that others are kept informed. Respects the importance of cultural diversity and is sensitive to the feelings of others. Welcomes diverse viewpoints and respects others and their opinions. Regularly assists and supports co-workers. Performs his or her share of the workload including less desirable tasks.
	Frequently Exceeds Expectations - Genuinely values others' input and expertise and is willing to learn from others. Encourages others to express views and opinions. Maintains the self-esteem and self-confidence of others. Frequently offers assistance when needed. Actively contributes to the success of the team when working in a group. Often takes extra measures to assure others are aware of necessary information.
	Consistently Exceeds Expectations - Efforts to establish and maintain strong working relationships are outstanding; is recognized by others as a group leader. Is extremely proactive about keeping others well informed. Consistently solicits the opinions and views of others always maintaining a high degree of objectivity. Acts to promote and contribute to a welcoming productive climate with good morale and cooperation. Is always quick to offer assistance to co-workers.
Supervisor Comments:	

Customer Service : The degree to which customer service and professional rapport is demonstrated in the day-to-day environment in working with internal and/or external customers.	
	Needs Improvement - Customer relations performance is unsatisfactory. Has failed to show sufficient courtesy and sensitivity to customers. Has difficulty working with difficult or emotional customers. Commitments are frequently delayed or remain unfulfilled. Responds too slowly when servicing customers. Responds negatively to customer feedback. Customer complaints about curtness or lack of attentive service are common.
	Progressing in Expectations -Customer relations could improve. Needs to increase the level of courtesy and sensitivity s/he displays to customers. Sometimes is too casual or appears uninterested in customer. Sometimes takes too long to respond to customer. Not always successful managing difficult or emotional customers. Sometimes forgets or is late in fulfilling commitments. Seldom asks for customer feedback or uses feedback to improve service.
	Consistently Meets Expectations - Interactions with customers are usually sensitive and courteous. Is able to handle most difficult or emotional customer situations. Responds promptly when servicing customers. Uses customer feedback to improve service. Generally follows through on commitments on a timely basis.
	Frequently Exceeds Expectations - Often achieves positive results with difficult or emotional customers. When interacting with customers is always sensitive and courteous. Often goes out of the way to make sure commitments are met. Responds with a strong sense of urgency when servicing customers. Solicits and uses customer feedback to deliver better service. Is always attentive, concerned and polite.
	Consistently Exceeds Expectations - Well-refined customer relations skills are reflected in consistent superior service; treats all customers with exceptional sensitivity courtesy and respect. When dealing with emotional or difficult customers consistently achieves successful results. Regularly exceeds customer expectations by making a special effort to fulfill commitments. Is extremely responsive to the needs of customers. Proactively solicits customer input and applies feedback to improve the quality of service delivery. Is a constant example to associates in performing customer service and handling difficult situations.
Supervisor Comments:	

Accountability: The degree to which one is answerable and responsible for actions and performance either individually or on a team.	
	Needs Improvement - Does not demonstrate follow-through. Frequently makes excuses or does not accept responsibility for one's own actions.
	Progressing in Expectations - Occasionally shirks responsibility or is not accountable for actions. Doesn't always meet deadlines. Improvement is needed in recognizing areas of responsibility.
	Consistently Meets Expectations - Generally is accountable for actions of self or team. Usually assumes responsibility for assignments and timelines.
	Frequently Exceeds Expectations - Frequently is conscientious about being answerable and accountable for the actions of self or team. Can be counted on to meet responsibilities and timelines.
	Consistently Exceeds Expectations - Always is totally accountable for the performance and actions of self or team. Completely understands job requirements and works in accordance with expectations. Assumes full responsibility for duties.
Supervisor Comments:	
Professionalism: The degree to which the employee demonstrates and conveys a favorable image when representing the city. The level of honesty, integrity and confidentiality along with proper standards of professional dress and deportment.	
	Needs Improvement - The level of conduct, behavior and/or dress is a concern. Improvement must occur to meet the city minimum standards of performance in the area of professionalism. Trustworthiness, behavior, speech and/or appearance are significant concerns. The city's image is threatened by a lack of professionalism.
	Progressing in Expectations - Trustworthiness, behavior, speech and/or appearance do not always meet city standards. Lack of professionalism may reflect poorly on the city.
	Consistently Meets Expectations - Follows the guidelines of the city in behavior and dress. Regarded as one who can be trusted to represent the organization well.
	Frequently Exceeds Expectations - Regarded as an extremely effective ambassador for the city. Above reproach in matters of honesty and integrity. Always careful to represent the city in a manner that reflects a high level of professionalism.
	Consistently Exceeds Expectations - Represents the city with the highest standards of professionalism. Exceptional in terms of honesty, integrity, confidentiality, deportment and dress.
Supervisor Comments:	

Adaptability: The degree to which one demonstrates openness to change and new ideas. Ability to adjust to changing work requirements and respond to new situations.	
	Needs Improvement - Negative toward change. Reluctant or unable to adapt to new situations. Frequently resists change causing problems and delays.
	Progressing in Expectations - Demonstrates a general resistance to change. Can adapt to new situations.
	Consistently Meets Expectations - Generally not resistant to change. Can adapt to many situations requiring a detour from established procedures if given reasonable time to adapt.
	Frequently Exceeds Expectations - Adjusts well to most situations or changes. Supportive and proactive in effecting changes and improving processes.
	Consistently Exceeds Expectations - Fits well into virtually any assignment. Utilizes new ideas to improve operations. Seeks to effectively assimilate change into productive processes.
Supervisor Comments:	
Attitude - The degree to which one is positive, constructive and supportive toward customers employees and the city. The level of enthusiasm and commitment demonstrated in job performance.	
	Needs Improvement - Almost always displays a poor attitude toward customers, employees or the city. Negative behavior demoralizes others and adversely impacts the city. Immediate change is necessary.
	Progressing in Expectations - Frequently demonstrates a poor attitude toward customers, employees or the city. Negative impact on others is noticeable.
	Consistently Meets Expectations - Demonstrates constructive and supportive behavior in most situations. Performs job duties with adequate commitment.
	Frequently Exceeds Expectations - Sustains a constructive, supportive attitude in most situations. Job commitment and enthusiasm motivate others.
	Consistently Exceeds Expectations - Always demonstrates positive, constructive, and supportive behavior. Projects enthusiasm and commitment in all aspects of job performance. Consistently motivates others.
Supervisor Comments:	

Conflict Resolution: The ability to successfully resolve conflicts through open communication and negotiation.	
	Needs Improvement - Fails to encourage open communication as a way to solve problems. Avoids difficult situations rather than deal with conflict directly. Loses objectivity when conflicts arise. Often expresses emotions in counterproductive manner. Does not resolved conflicts through negotiation.
	Progressing in Expectations - Does not place enough on open communication in problem solving. Tendency to avoid conflicts. Needs to work on negotiation skills to become more effective at resolving conflicts. Occasionally loses control of emotions in stressful situations. Sometimes loses objectivity when dealing with conflicts.
	Consistently Meets Expectations - Encourages open communication as a means to problem solve. Willing to confront difficult situations. Demonstrates objectivity in difficult situations. Maintains control of emotions in stressful situations and uses negotiation skills to attempt to resolve conflicts.
	Frequently Exceeds Expectations - Promotes open communication as a means for problem solving. Does not hesitate to address difficult situations and maintains objectivity. Stays calm and controls emotions in a stressful situation. Good negotiation skills have helped resolve conflicts.
	Consistently Exceeds Expectations - Actively encourages others to freely discuss problems and facilitates open communication and others respond by discussing problems. Confronts even the most difficult situations promptly and in a positive problem solving manner. Sets a positive example by remaining fair and impartial in conflict situations. Maintains control of emotions even in the most stressful situations and skillfully applies negotiation and mediation techniques to resolve conflicts.
Supervisor Comments:	

Integrity & Commitment: The degree to which one demonstrates behavior in support of the organization and its values. Deals fairly with people; communicates with consistency; ensures open access to information; honors commitments; builds trust through actions; is honest reliable and accountable; and adheres to the Ethics Guidelines for City Employees as presented in the Employee Handbook.	
	Needs Improvement - Behavior reflects a disregard for organization's mission values and goals. Performs inconsistently in situations which require ethical responses. Fails to accept responsibility for or attempts to cover up mistakes. Demonstrates behavior that is counter to openness inclusiveness and honesty. Behavior is counterproductive to a work environment that supports continuous improvement and mutual respect. Violations of the City's ethics policy have occurred or misconduct relative to ethical situations is deemed serious.
	Progressing in Expectations - A greater understanding and support for organization's mission values and goals needs to be developed. Could gain greater trust by being more open with other employees. Uncertain when to stand up for principles and beliefs. Needs to accept responsibility for mistakes. Can be ambivalent in some situations. Some concerns about lack of confidentiality poor judgment or uncertainty regarding ethics have been observed and need to be addressed to prevent further problems. Errors in judgment may have occurred due to a lack of understanding.
	Consistently Meets Expectations - Behavior reflects understanding and support for organization's mission values and goals. Demonstrates mutual trust respect and confidence. Behaves in a fair and ethical manner towards others. Is considered consistent and responsible in words and actions. Is a trusted and honest employee who understands the City's ethical standards and strives to abide by established guidelines. Can be relied upon to maintain confidentiality
	Frequently Exceeds Expectations - Behavior consistently reflects high level of understanding and support for organization's mission values and goals. Establishes mutual trust through consistency in actions. Respects others and their opinions. Encourages others to be equally open and honest. Demonstrates high level of ethics in dealing with both internal and external customers. Is honest and trustworthy in all circumstances and confidentiality is consistently demonstrated.
	Consistently Exceeds Expectations - Employee's understanding and support of the organization's mission values and goals inspires others. Demonstrates personal courage by standing up for what is right even when difficult. Assumes responsibility for mistakes. Consistently demonstrates openness and honesty even in difficult negotiations. Is a role model for ethical standards of performance and consistently honors commitments. Honesty trust and ethical behavior are exceptional in all business relationships.
Supervisor Comments:	

Organizational Relations: The degree to which the employee collaboratively works with other internal departments, agencies and/or outside organizations. The level of response to customer requests both internally and externally. Anticipation and control of obstacles.	
	Needs Improvement - Rarely goes beyond defined responsibilities. Lack of cooperation with outside parties erodes productivity.
	Progressing in Expectations - Occasionally takes initiative to improve problem situations but often reflects a negative attitude while doing so. Rarely goes beyond defined job responsibilities or is slow to respond to situations that require attention. Interactions with outside parties are not productive.
	Consistently Meets Expectations - Employee is responsive in solving problems when they are observed and has a good attitude while doing so. Works to build cooperative relationships with others.
	Frequently Exceeds Expectations - Responsiveness, collaboration and cooperation are very good. Continually looks for situations that could be improved and takes initiative to reach solutions. Effectively helps others to solve problems to the benefit of all involved parties.
	Consistently Exceeds Expectations - Responsiveness, collaboration and cooperation are exceptional. Always has a very positive attitude in helping others and working toward mutually beneficial solutions to problems.
Supervisor Comments:	
Leadership: The ability to effectively lead others in achieving stated duties and assignments. The level at which the manager is able to motivate people and demonstrates a positive example in leading staff toward achievement of organizational goals and mission.	
	Needs Improvement - Completely lacks ability to guide others due to lack of effort desire vision or positive attitude. Leadership skills are inconsistent with city values.
	Progressing in Expectations - Ability to guide others is limited due to lack of effort desire vision or positive attitude. Leadership skills are inconsistent with city values.
	Consistently Meets Expectations - Focus and direction is good and usually consistent with desired results. Leadership skills are adequate but further development may be needed. Generally shares city values and demonstrates a positive attitude toward organizational objectives.
	Frequently Exceeds Expectations - Shares and promotes city values and goals through effective leadership. Encourages and mentors others as needed.
	Consistently Exceeds Expectations - Seen as an exemplary role model contributor and leader. Holds self and others accountable to high standards. Inspires associates to higher levels of performance.
Supervisor Comments:	

Resource Management: Demonstrated ability to identify needs and to allocate resources [staff, budget dollars, equipment supplies, etc.] to ensure effective operating results and cost management. The ability to balance priorities and resource allocations while maintaining high service levels to customers both internal and external.	
	Needs Improvement - Resource allocation and cost controls are unacceptable. Resource management skills are not demonstrated.
	Progressing in Expectations - May have difficulty with identifying needs resources and priorities. Performance is lacking in balancing service levels and controlling costs.
	Consistently Meets Expectations - Demonstrates ability to identify needs and allocate resources to accomplish responsibilities and assignments. Proven ability to balance priorities and resources to meet demands of the job.
	Frequently Exceeds Expectations - Demonstrates an above average aptitude in managing allocated resources and identifying needs while still effectively meeting goals, priorities and budgets.
	Consistently Exceeds Expectations - Excellent abilities in managing resources and identifying needs related to area of responsibility. Extremely conscientious in balancing priorities and resources while meeting all service level expectations and cost constraints.
Supervisor Comments:	
Training Performance: The ability to use effective teaching methods in training personnel in respective job responsibilities, technical skills, city operations, applicable regulations, department procedures and all assigned programs.	
	Needs Improvement - Training performance does not meet expectations because of lack of commitment, teaching skills, job knowledge or employee support. Improvement is required.
	Progressing in Expectations - Training skills are less than satisfactory on occasion. Greater attention to employee needs, job knowledge and training processes is needed.
	Consistently Meets Expectations - Demonstrates sufficient training skills to be effective in teaching and mentoring personnel to perform the duties of their jobs. Uses varied teaching techniques.
	Frequently Exceeds Expectations - Very skilled in training others to perform their jobs. Employees are well prepared and able to successfully perform job duties. Training strategies are interesting and designed to meet the needs of different employee groups.
	Consistently Exceeds Expectations - Possesses superior training skills that result in thoroughly prepared employees. Demonstrates a high level of job knowledge, mentoring and coaching skills. Teaching techniques are stimulating, well developed, varied and specifically designed for different employee groups [management, technical, administrative, etc.].
Supervisor Comments:	

Budget Development & Control: The degree to which the individual projects develops and meets budgets in accordance with city financial guidelines and controls.	
	Needs Improvement - Budget projection development and compliance are extremely poor. Lack of budget controls and inattention to company guidelines creates financial problems.
	Progressing in Expectations - Budget projections are inaccurate and/or compliance is repeatedly not met. Monitoring of budget controls and city guidelines is lax.
	Consistently Meets Expectations - Budget projection development and control are within city guidelines. Budget goals are met with few exceptions.
	Frequently Exceeds Expectations - Budget projection development and control are sound and accurate. Budget goals are consistently met with minor exceptions.
	Consistently Exceeds Expectations - Demonstrates exceptional skill in projecting, developing, controlling and meeting budgets. Budget exceptions are non-existent or occur only with full management approval.
Supervisor Comments:	
Written Communication: Ability to write memos, letters, agendas, e-mails, proposals and documents that communicate ideas clearly, accurately and with proper grammar. The level at which written documents support effective operations and reflect the City's professional image.	
	Needs Improvement - Written materials are unclear, inaccurate and/or poorly organized. Rules of grammar are not followed. Written communication reflects poorly on the department and the organization.
	Progressing in Expectations - Written communication does not convey meaning clearly. Documents may be disorganized and difficult to understand. Grammatical errors may be present.
	Consistently Meets Expectations - Written communication is good. Writing is usually well organized and clear. Written documents contribute to smooth area operations. Rules of grammar are usually followed.
	Frequently Exceeds Expectations - Written communication is very good. Documents communicate information accurately and timely and ideas are well organized. Written communication is used effectively to support area operations. Rules of grammar are followed.
	Consistently Exceeds Expectations - Written communication is of the highest quality. Documents are exceptionally clear concise timely and well organized. Ideas are supported by logical conclusions and appropriate recommendations. Written communication is effectively used to enhance area operations and reflect the City's professional image. Rules of grammar are followed precisely.
Supervisor Comments:	

Self Management & Initiative: The degree to which an employee performs job responsibilities independently and responsibly; proactively completes tasks anticipates issues and solves problems; demonstrates dependability; and complies with attendance and punctuality expectations.	
	Needs Improvement - The quantity of work produced for employee's position and experience is not acceptable. Problems often escalated because of failure to address them promptly. Easily distracted and frequently disrupts co-workers' ability to meet deadlines. Resists taking on assigned job responsibilities. Inability to remain focused and energized negatively impacts others. Rejects suggestions for improvement; setbacks have resulted in ongoing performance issues. Attendance and/or punctuality issues occur on a regular basis.
	Progressing in Expectations - Quantity of work produced for position and experience needs to be increased. Requires frequent supervisor intervention to meet objectives and occasionally misses deadlines. Problems should be brought to the attention of a supervisor with suggestions for resolution. Should become more skilled at anticipating issues. Needs to exhibit greater willingness to accept responsibilities not related to a subject of the employee's particular interest. Frequently loses energy and focus. Not fully accepting of suggestions for improvement and has difficulty recovering from setbacks. Improvement in attendance and/or punctuality is needed.
	Consistently Meets Expectations - Produces the anticipated quantity of work for position and experience, and willingly accepts additional tasks. Understands when to seek supervisor input and/or to involve others and takes independent action when appropriate. Displays ability to anticipate issues; gathers and analyzes information appropriately to solve problems. Organizes tasks and manages workload to meet deadlines consistently. Occasionally suggests useful ideas for improving own work. Demonstrates ability to remain focused and energized. Effectively responds to constructive criticism and recovers from setbacks. Attendance and punctuality meet expectations, and any absences or late arrivals are reported promptly to supervisor.
	Frequently Exceeds Expectations - Regularly produces quantity of work beyond that expected for position and experience; displays thoughtful prioritization of work. Frequently takes independent actions with positive results. Regularly seeks opportunities to improve efficiency in own work. Requires little supervision to meet objectives and deadlines. Actively seeks additional responsibilities. Remains focused and energized despite stressful conditions. Fully accepts suggestions for improvement and recovers quickly from setbacks. No attendance and/or punctuality issues have been noted.
	Consistently Exceeds Expectations - Routinely produces a quantity of work well beyond that expected for position and experience. Demonstrates initiative in anticipating issues that may impact work and takes action before they become critical. Consistently meets objectives and deadlines without supervisor intervention through effective prioritization. When it comes to seeking increased responsibilities, is not limited by the scope of the position. Remains highly focused and energized, even in the most stressful situations. Seeks out suggestions for improvement and shows exceptional resilience in recovering from setbacks. Excellent attendance and punctuality record; employee use of sick leave is minimal.
Supervisor Comments:	

Responsiveness: The degree to which the employee responds to needs and issues of customers and departments to achieve optimal results for the organization. The ability to fulfill customer requests both internally and externally in a timely manner and anticipate and control obstacles.	
	Needs Improvement - Unable to respond to customer needs. Often reflects a negative attitude. Rarely goes beyond defined responsibilities.
	Progressing in Expectations - May occasionally respond to customer needs but often reflects a negative attitude while doing so. Rarely goes beyond defined job responsibilities.
	Consistently Meets Expectations - Employee is responsive in solving problems and meeting customer needs. Has a good attitude and acts in a timely manner.
	Frequently Exceeds Expectations - Shows good initiative in recognizing and meeting the needs of internal and external customers. Responds timely and cheerfully and minimizes obstacles.
	Consistently Exceeds Expectations - Responsiveness is consistently at a high level. Effectively anticipates and meets the needs of internal and external customers always with a positive attitude.
Supervisor Comments:	

Research Skills: The ability to use approved research techniques to gather and analyze critical information from a variety of sources, analyze data and factors affecting a situation, and come to an appropriate conclusion. The ability to communicate with organizations or personnel who may be sources of research material. The ability to compile, organize, and effectively present findings via written summary or oral presentation.	
	Needs Improvement - Significant problems have occurred as a result of faulty, incomplete research and conclusions. Research techniques are inconsistent, poorly demonstrated, and not in accordance with organizational standards and procedures. Poor communication with sources of information has negatively impacted research projects. Reports and presentations of findings are unacceptable.
	Progressing in Expectations - Research skills are in need of improvement. Materials gathered are often incomplete sometimes leading to inaccurate conclusions. Research techniques may not conform to organizational standards and procedures. Shows deficiencies in communicating effectively with sources of information. Written or oral presentations of findings are often late, incomplete, poorly organized, or poorly presented.
	Consistently Meets Expectations - Successfully gathers applicable, related information, analyzes components affecting a situation or problem, and draws appropriate conclusions. Research techniques conform to organizational standards and procedures. Communicates with sources of research material. Able to provide good written or oral summaries of research results.
	Frequently Exceeds Expectations - Shows significant skill in gathering applicable, related information, analyzing the components affecting a situation or problem, and reaching an appropriate conclusion based on the research. Effectively uses research techniques according to organizational standards and procedures. Effectively communicates with sources of research material. Presentations or written summaries of research are complete, accurate, and helpful to management.
	Consistently Exceeds Expectations - Demonstrates a high degree of skill in gathering applicable, related information, analyzing all the components affecting a situation or problem, and reaching an appropriate conclusion based on the research. Always uses approved research techniques according to organizational standards and procedures. Extremely effective in communicating with organizations, personnel, or other sources of research material. Presentations or written summaries of research are effectively organized, well-presented and thought out, and clearly explained.
Supervisor Comments:	

Management Effectiveness: The overall ability to supervise and direct work projects and/or resources to meet department goals. The level at which one is able to prioritize unit operations, respond to changing conditions and manage costs effectively.	
	Needs Improvement - Management skills are poor. Established department goals standards and objectives are frequently unmet. Significant problems exist in motivating people planning effectively responding to problems and/or managing costs.
	Progressing in Expectations - Marginal management skills impair the ability to consistently meet department goals standards and objectives. Exhibits some problems with motivating people managing materials planning effectively responding to problems and/or meeting budget constraints.
	Consistently Meets Expectations - Demonstrates proficient management skills. Usually meets established goals standards and objectives. Attends well to people planning problem solving and cost management.
	Frequently Exceeds Expectations - Demonstrates strong management proficiency. Frequently exceeds established goals and objectives. Possesses solid "people skills" planning abilities problem solving and budget competence.
	Consistently Exceeds Expectations - Exemplary in every aspect of management. Consistently exceeds established goals and objectives. Possesses exceptional "people skills" planning abilities responsiveness problem solving and budget competence. Seeks and achieves innovative solutions and improvement.
Supervisor Comments:	
Innovation: The ability to adapt to fast-changing environments. Willingness to take risks and to consider new approaches to improve the organization's competitive position.	
	Needs Improvement - Innovative efforts are without depth or merit. No impact is made on improving city processes, methods or products.
	Progressing in Expectations - Innovative efforts demonstrate some effectiveness but better development is needed. Some ideas lack depth or completeness.
	Consistently Meets Expectations - Demonstrates not only an aptitude for creativity but contributions have some proven results. Generally produces good ideas.
	Frequently Exceeds Expectations - Frequently comes up with new and better ways of improving processes, methods and products.
	Consistently Exceeds Expectations - Demonstrates exceptional talents in creating new and effective processes, methods and products.
Supervisor Comments:	

Decision Making & Judgment: The ability to make prudent decisions that are timely, well researched and reflect awareness of impact.	
	Needs Improvement - Unable to either make necessary decisions to fulfill job requirements or makes decisions hastily. Does not exercise sound judgment. Lack of decisiveness creates adverse consequences for city operations.
	Progressing in Expectations - Frequently fails to either make necessary decisions to fulfill job requirements or makes decisions hastily. Does not always exercise sound judgment. Indecisiveness impacts operations negatively.
	Consistently Meets Expectations - Makes decisions and exercises proper judgment to fulfill job requirements. Infrequent indecisiveness may occur but is of minor consequence.
	Frequently Exceeds Expectations - Makes decisions and exercises proper judgment to fulfill job requirements. Infrequent indecisiveness may occur but is of minor consequence.
	Consistently Exceeds Expectations - Decision making is systematic and sound covering related contingencies, consequences and alternatives. Has earned a high level of trust among co-workers.
Supervisor Comments:	
Oral Communications: The ability to communicate meaningfully through both formal and informal oral presentations. The use of effective verbal communication skills including voice quality, speech clarity, active listening and proper grammar.	
	Needs Improvement - Oral communication is poor. Information presented is inaccurate unclear and/or redundant. Voice quality, speech clarity and/or grammar skills are very poor.
	Progressing in Expectations - Oral communication is not effective. Information presented is often unclear. Voice quality speech clarity and/or grammar skills are poor.
	Consistently Meets Expectations - Oral communication is good. Information is conveyed appropriately and accurately. Voice quality speech clarity and grammar skills are adequate.
	Frequently Exceeds Expectations - Oral communication is effective. Both formal and informal presentations provide useful and accurate information. Voice quality, speech clarity and grammar skills are very good.
	Consistently Exceeds Expectations - Oral communication is exceptional. Both formal and informal presentations are well organized and clear. Voice quality speech clarity and grammar skills are excellent. Verbal communication effectively inspires, motivates, informs and directs recipients to achieve desired outcomes.
Supervisor Comments:	

Presentation Skills: The ability to effectively prepare and present a variety of information to diverse groups.	
	Needs Improvement - Significant problems have occurred with presentation preparation, organization and/or delivery. Is unable to handle different formats well. Audience perception and connection are poor. Presentations do not achieve desired results.
	Progressing in Expectations - Presentations may be lacking in preparation, organization and/or delivery. May not be flexible with different formats. Audience perception and connection are inadequate. Does not consistently achieve desired results.
	Consistently Meets Expectations - Effectively organizes, prepares and presents most information. Presentation skills are appropriate for nearly all settings. Usually achieves desired results and is well-received by audiences.
	Frequently Exceeds Expectations - Demonstrates strong ability to organize, prepare and present information. Possesses depth of knowledge and is flexible with presentation formats. Well-received by audiences. Presentations are excellent and consistently achieve desired results.
	Consistently Exceeds Expectations - Demonstrates exceptional ability to organize, prepare and present information. Possesses significant depth of knowledge and is flexible with presentation formats. Exhibits strong audience perception, connection and charisma. Presentations are very engaging and effective and consistently achieve desired results.
Supervisor Comments:	

SUMMARY - Number of Competencies in Each Category/Scoring

# Of Categories	Category	Score	Multiplier	Total Per Category
	Consistently Exceeds Expectations	5	X	
	Frequently Exceeds Expectations	4	X	
	Consistently Meets Expectations	3	X	
	Progressing in Expectations	2	X	
	Needs Improvement	0	X	
Total Score				

Supervisor Comments:**Employee Comments:****Employee Name:****Employee Signature:****Supervisor Name:****Supervisor Signature:****City Administrator
Name/Signature:****Review Period:**

Goals/Objectives Worksheet

Employee Name:

Supervisor Name:

Review Period:

Goals/Objectives to be Achieved:

Instructions: Goals/Objectives MUST be specific, measurable, achievable, relevant and time-bound. Supervisor is required to meet periodically with the employee to determine progress towards a goal/objective. If the timeframe for achievement changes it must be noted on the form. Documentation of completion or progress MUST be provided on this form as a tracking mechanism. Documentation of completion or progress MUST be included on the performance evaluation for the next rating period. This section is not intended to address performance deficiencies, if such items are identified they are to be addressed through a Performance Improvement Plan (PIP).

Goal/Objective:

Measurement:

**Date to
Complete:**

Accomplishments:

Goal/Objective:	Measurement:	Date to Complete:
Accomplishments:		
Goal/Objective:	Measurement:	Date to Complete:
Accomplishments:		
Employee Name:		

Employee Signature:

Supervisor Name:

Supervisor Signature:

City Administrator Name/Signature:

Performance Improvement Plan (PIP)

Goal/Improvement Objective:	Measurement:	Date to Complete:
Notes:		
Action Step:		

Goal/Improvement Objective:	Measurement:	Date to Complete:
Notes:		
Action Step:		

Goal/Improvement Objective:	Measurement:	Date to Complete:
Notes:		
Action Step:		

Employee Name/Signature:	_____
Supervisor Name/Signature:	_____
City Administrator Signature:	_____
Date:	_____