



Employee Handbook Update

2024



Employee Handbook update 2024

We have conducted a complete review of our Employee Handbook of policies.

Our handbook was already in overall good shape, but this review was conducted to update to any new law or regulations, and to address any areas that were vague or no longer working in all situations, or any new topics that need a policy.

No handbook can anticipate all employee questions or issues, but a comprehensive Handbook will accomplish this for most all circumstances.

Employee Handbook update 2024

We enlisted the assistance of H.R. consultant Susan Nunn, who worked with the Town's H.R. Director to revise and update policies.

The changes were reviewed by Town Attorney, Janelle Lyons. The following are highlights of the changes we deem necessary at this time.

These should also carry us into the future, unless we experience a pressing need to adopt a revision to a policy at some point.



Significant updates



Significant updates, other than clean up and some reorganization

1. Throughout, used gender neutral pronouns.
2. Throughout, deleted unnecessary or repetitive, or too limiting wording. Often, by trying to name every example or instance that could occur, the organization gets trapped or limited by trying to be too specific.
3. Throughout, moved administrative procedures out of the policy handbook into a new Procedures Manual. There were many procedures (such as payroll preparation) in our policy handbook that did not belong there. They belong in a Procedure Manual.
4. Section 1: Organization of the Personnel System, enhanced EEO and diversity language, clarified roles and chain of command when addressing concerns.
5. Section 3: Recruitment and Selection, enhanced EEO statement.
6. Section 4: Compensation, starting salaries above mid-point are not always Council approved, they are Town Manager approved.
7. Section 4: Compensation, clarify demotion.
8. Section 4: Compensation, Longevity pay, clarify/define continuous service, effects of breaks in service.
9. Section 4: Compensation, Performance Management and Merit Pay, updated to current practice and terminology.

Significant updates, other than clean up and some reorganization

10. Section 5: Conditions of Employment, Employment of Relatives, prohibitions, added relationships to elected officials, but kept the before 3/9/2021 exemption for direct family members working in the same department (grandfathered in).
11. Section 5: Conditions of Employment, combined and updated harassment policies.
12. Section 5: Conditions of Employment, new Personal Relationships in the Workplace policy
13. Section 6: Added a remote/flexible work policy just in case. Currently there are no remote workers, unless occasional in Administration as needed. *
14. Section 7: Employee Benefits, Short Term Disability referenced the Leave section p. 52 for policy. Further procedure will be included in Procedure Manual.
15. Section 7: Employee Benefits for Retired 25 or More Years of Service, incorporated the Post-retirement Medical Benefits Policy adopted 09/10/2019 that has been an amendment to the handbook. If hired after 9/10/2019 retirees do not receive medical benefits. If hired prior to 09/10/2019 and meet other criteria listed, they can receive medical benefits until Medicare eligible and then \$150/month stipend toward a Medigap plan.
16. Section 7: Employee Benefits, Tuition Assistance, increased \$500 per year reimbursement to \$1000 per year. One semester at CPCC is now \$500, so this benefit amount is not adequate any longer.

Significant updates, other than clean up and some reorganization

17. Section 8: Holidays and Leaves, added annual limit on accumulated sick leave that can be used for care of sick family member. No limit for the employee.
18. Section 8: Holidays and Leaves, Vacation Leave, required to use comp time before vacation to reduce buildup of comp time.
19. Section 8: Holidays and Leaves, Sick Leave, added annual limit on accumulated sick leave that can be used for care of sick family member. No limit for employee.
20. Section 8: Holidays and Leaves, new pregnant and nursing mothers section conforms to new laws and regulations.
21. Section 10: Discipline, process, eliminated too restrictive “progressive discipline” wording and step. Although we practice progressive discipline, we need the flexibility to move faster through the steps when the circumstances dictate that.
22. Section 11: Grievance procedure, timeframes for each person in the process to respond are lengthened to more standard time frames. Ours were too short causing each party to have to respond too quickly.

Significant updates, flexible/remote work policy

Currently there are no remote workers, unless occasional in Administration as needed, and none planned, but we believe that there needs to be a policy governing flexible/remote work, should it become a need in the future. If a department requested to change to a 4-day work week, for example.

The Policy proposed is a basic simple one that just allows the Town Manager to develop and approve such schedules if it fits all the criteria listed. Should a need occur the policy states:

“The Town desires to create an opportunity for flexible work options when feasible, create a culture that embraces work-life integration, increase productivity, reduce absenteeism and turnover, and enhance customer satisfaction. To this end, the Town Manager has the authority to create and approve written administrative guidelines and procedures establishing remote or flexible work arrangements.

The Town must be appropriately staffed during normal business hours and appropriate service/on-call levels must be maintained when evaluating flexible work arrangement and time-off requests. An employee’s first responsibility is to perform the duties of her/his job, including the availability to respond to telephone and e-mail communications, the ability to attend work regularly, meet and interact with associates and supervisors, and the ability to meet with and serve customers. There are certain positions that cannot accommodate flexible work arrangements. Every job, employee, and situation are different; it cannot be assumed that the same decision is appropriate for two similar positions. The Town provides and delivers certain services to its citizens and customers on a continuous basis and the interruption or delay of several of those services could cause an inconvenience or, more importantly, create an emergency situation placing people and/or property in danger.”

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Significant updates, flexible/remote work policy

If we decide that this is an important policy to put in place, then we would include or reference a full detailed policy outlining the definition of types of flexible work, the approvals needed, and the rules around work, including from a remote location.

The definitions of three alternative work arrangement options available to full-time non-exempt employees.

1. **Alternate Hours** – A block of time at the start or end of traditional eight-hour days during which non-exempt employees may report and complete their required shift hours of work.
2. **Job Sharing** – One full-time job is shared by two part-time employees. Job-sharing as an alternative work arrangement must ensure a continuity of work that equates to one full-time position's duties.
3. **Remote Work** – Working from home or another remote location for all or part of the regular work week.

Other rules would include:

An employee requesting to work remotely must have been employed with the Employer for a minimum of 90 days (unless there are extenuating circumstances preapproved by the Department Head and Town Manager), and must otherwise meet certain criteria to be eligible for this benefit.

Significant vs. cosmetic updates

These are just any significant changes. The full list of sections checked or edited is a six-page chart, because we reviewed the entire Handbook. The rest are changes to wording for clarification, elimination of duplication, or slight reorganization.

Once everyone has reviewed and approved, the plan is to roll out to managers and employees effective May 1, 2024. All employees will sign the Acknowledgement of Receipt.

Procedures Manual

The administrative procedures removed from the policy handbook, plus some procedures that H.R. has been formally documenting that have only been informal to date, and any accompanying forms are being compiled into a new Human Resources Procedures Manual.


A few procedures were also Finance policies and procedures that are not governed by Human Resources, but published by Finance. Those were also removed because they do not belong in H.R. (such as Use of Town Credit Cards, Travel expenses)

Procedures Manual

Town of Pineville
Human Resources

Procedures and Supplemental Policies Manual

Revised [5/1/2024](#)

Town of Pineville Policy and Procedures	
Section 3:	Policy Number:
	Effective Date:
Policy Title:	Revision Date
	Approved by:
	Page Number: 1 of

POLICY
text

PURPOSE
text


SCOPE
text

ORGANIZATIONAL RULES
1.

DEFINITIONS
1.

PROCEDURES
1.
2.

FORMS, APPENDICES



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