

the date of the employee's submission of the appropriate application and documentation to the Department Director. The Human Resources Manager/City Secretary will review all applications and certifications for use of sick leave pool time and his/her decision is final.

Use of Sick Leave Pool Days.

- In accordance with the City's vacation and sick leave policies, while out on sick leave pool time, employees will continue to accrue sick and vacation time. However, as soon as it is accrued, this earned paid time will be used in lieu of the contributed time.
- Employee and City contributions to insurance, retirement, etc. will continue while the employee is on sick leave pool time.
- While out on pool time, any across the board salary increases, COLA's, market adjustments, etc., which are independent of performance, will be awarded to the employee.
- While out on pool time, employees may not work at another job (including self-employment, police detail and volunteer activities). Employees who perform outside work for compensation within 24 hours of using sick leave pool time may be required to pay back used pool time, will lose all remaining sick leave pool time, and will be subject to appropriate disciplinary action up to and including termination of employment.
- Employees seeking to return to work after more than 10 consecutive days/shifts' absence (or the equivalent) must provide a doctor's certification indicating that the employee is able to return to work. The certification will specify work restrictions if necessary.
- The City may impose other return to work requirements pursuant to its Medical Examinations/Fitness for Duty Policy.
- If the employee's physician releases the employee to return to work before the end of the approved sick leave pool period (whether for the initial two-week period or the twenty calendar day period) the employee must notify his/her supervisor and make arrangements to return to work as soon as possible.
- When possible, employees will be returned to their former positions or offered the first available comparable position for which they qualify.

Property Rights. No property rights or entitlements exist to sick leave contributions provided by this policy or any previous individual donations of sick leave. The City reserves the right to change, modify, amend, revoke or rescind all or part of this policy at the sole discretion of the City Council.

5.6 MATERNITY/PATERNITY LEAVE

Regular full-time employees shall be eligible for up to 3 weeks of paid maternity leave or 2 weeks of paid paternity leave. Approved leave under this section:

1. Shall be available for the birth of a child as well as the adoption of a child;
2. Must be communicated in writing to the Department Head and the City Administrator in advance, such that appropriate plans can be made in advance of the employee's absence;
3. May begin prior to the birth of a child should a doctor require that the employee refrain from working. The employee wishing to take early leave should provide documentation to that effect prior to the commencement of leave time, unless extenuating circumstances make prior notice impracticable;
4. Shall be limited to the time periods stated above during the course of a two-year period which shall begin at the commencement of leave.
 - For example, if the 3 week maternity leave begins on July 1 of the current year, the employee will not be eligible for leave under this section until July 1 two years later.

SECTION 7 EMPLOYER/EMPLOYEE COMMUNICATIONS

7.1 EMPLOYEE RELATIONS

The City believes that the work conditions, wages, and benefits it offers to employees are competitive. If employees have concerns about work conditions or compensation, they are strongly encouraged to voice these concerns openly and directly to their supervisor. Experience has shown that when employees deal openly and directly with supervisors, the work environment can be excellent, communications can be clear, and attitudes can be positive. We believe that the City amply demonstrates its commitment to employees by responding effectively to employee concerns.

7.2 PUBLIC RELATIONS

Providing high quality customer service to the public in a timely, accurate, efficient and courteous manner is our primary objective. Each employee represents the City when in contact with citizens and non-citizens alike, and employees must constantly strive to be good-will ambassadors for the City. Each employee is responsible for maintaining the good reputation of the City at all times. Employees must also promote the good will and favorable attitude of the public toward City administration. Any employee who fails to demonstrate the proper level of courtesy and professionalism will be subject to disciplinary action, up to and including termination of employment.

7.3 BULLETIN BOARDS (STRIKE THIS SECTION)

City bulletin boards are restricted to use by the City for the posting of official City matters, e.g., announcements, internal memos, job openings, and changes in City policies. All employees are responsible for City information posted on the bulletin boards located in their work and break areas. New policies and changes to existing policies, as well as other official City information, will be posted on these bulletin boards from time to time. Employees must obtain specific managerial approval before posting any notice or other information on any City bulletin board.

7.4 COMPUTER, INTERNET, E-MAIL, VOICE MAIL, FAX POLICY

The City provides computer networks, Internet access, Instant Messaging, email, telephones, pagers, digital cameras, voice mail, fax, and other communication systems for use by City employees in the performance of their job duties. These communication systems and devices are referred to collectively in this policy as “electronic communications systems” or “systems.” These electronic communications systems are designed to support and enhance the communication, research and information capabilities of City employees and to encourage work-related communication and sharing of information resources within the City. This policy governs user behavior pertaining to access and usage of the City’s electronic communications systems. This policy applies to all City employees, contractors, volunteers and other affiliates who use the City’s electronic communications systems. The City’s electronic communications systems access must be used in a professional, responsible, efficient, ethical and legal manner.

Internet, Instant Message and Email Access. All regular full-time and part-time employees will be assigned a city email address and provide internet and email access. Users acknowledge understanding of this policy and its guidelines as a condition of receiving an Internet, Instant Message and/or email access account. Failure to adhere to this policy and its guidelines will likely result in suspending or revoking the offender's privilege of access and/or other disciplinary action under City policies, up to and including termination of employment.

7.6 MAIL

Employees may not use City postage, stationery, stamps, supplies, etc. for personal business. Personal mail may be placed in the City's outgoing mail, but City postage may not be used for such mail. Employees must not direct personal mail to be delivered to them at the City.

7.7 NOISE/RADIOS/MP3's

All employees must be considerate of their fellow employees with respect to their conversations, telephone usage, etc. Please make every effort to keep voices low and to refrain from group conversations in areas where other employees are working. Employees with private offices should conduct business in their offices, to the extent possible, rather than in common areas where others are working. Employees may only play radios, CDS, MP3s, etc. at their work station if not objectionable to any co-workers and with the approval of their supervisor. Any music or other similar noise must be kept at a low volume.

7.8 SOLICITATION

Persons who are not employees of the City may not solicit funds or distribute literature in the workplace at any time for any purpose. Employees may not solicit, distribute, or post literature concerning events and associations unrelated to the City's business during work time or in work areas. For purposes of this policy, work time does not include lunch breaks or any other period during which employees are not on duty.

City Sponsored Events. Employees may solicit funds or distribute literature for City approved events related to Willow Park Parkfest, Willow Park Parks Fund, Willow Park Court Community Outreach Fund, Willow Park Fire Department Volunteer and Donation Fund, Willow Park Police Department Reserve and Donation Fund, and Willow Park employee appreciation events. All literature, including donation and sponsorship letters for these events must be approved by the City Administrator.

City Approved Events. Literature for community events such as Chamber of Commerce, area schools, area tourism events, and community base organizations must be approved by Department Directors. Literature may include fliers and booklets left in city offices to web links and calendar notices on the city website. All literature to be distributed must be approved by the City Administrator.

City Events

Designated employees only will solicit funds or distribute literature for City of Willow Park events such as festivals, luncheons, etc. All events will run through the office of the Communications and Marketing Director and any employee wishing to hold an event must seek approval from Communications and Marketing. All literature and marketing materials must be approved by the Communications and Marketing Director before distribution.

City Approved Events

ONLY events in which the city is directly involved will be promoted on the city's communication channels such as the website, social media, and newsletter. Participation in events for outside organizations must be approved by either the City Administrator or the Communications and Marketing Director. Literature from outside organizations may be approved for use in the city hall lobby under the discretion of the Communications and Marketing director if it originates from a community organization such as the Chamber of Commerce or a school district.

7.9 TELEPHONES

mode while at work. Employees should be aware that their personal usage of a city issued cell phone or the use of a personal cell phone while at work shall not in any way violate another's privacy or be in violation of the City's EEO, Sexual and Other Unlawful Harassment Policy or any other City policy; or be used in any other way that is found to be inappropriate by the City. Employees should not make or receive excessive personal calls, text messages or other forms of wireless communications on their cell phones during work time or during non-work time in areas where other employees or citizens may be disturbed. Employees should also ensure that friends and family members are aware of the City's policy restricting the receipt of cell phone calls, except for emergencies. The use of cell phones at work, including those with a camera, must not interfere with an employee's job duties or performance. Employees who violate this policy will likely be disciplined.

Cameras. Employees who have cameras or camera cell phones may not use the camera or audio or video function in any way that constitutes an invasion of another's privacy; to photograph or duplicate confidential records or other information; in violation of the City's EEO, Sexual and Other Unlawful Harassment Policy or any other City policy; or in any other way that is found to be inappropriate by the City. Photographs or video of city properties, buildings, equipment, furnishings, employees, citizens, etc., taken within the course of job duties will not be sent or posted to personal web pages, blogs, social websites or any other graphical publication without the prior written authorization of the City Administrator. This policy applies to City provided cameras and cell phones, as well as personal cameras and cell phones used by employees in connection with work. Employees who violate this policy will likely be disciplined.

Driving with Cell Phone. Employees are responsible for putting safety first whenever driving. While driving on City business, employees should not make and/or receive cell phone calls or text messages while driving unless using a hands free device. While driving a city owned/ leased vehicle or on behalf of the City, employees are prohibited from using other cell phone features including text messaging, browsing the Internet, reading or sending emails, downloading MP3 files, and playing games. While driving a city owned/leased vehicle or on behalf of the City, employees are also prohibited from utilizing hand held computers, video games, televisions receivers, video monitors, and items of a similar nature that will likely pose a distraction while driving. This policy shall exclude public safety personnel in so far as any equipment outlined above is used within the course of completing their job duties. Safety must always be the employee's first priority while driving and his/her attention should always be on the road.

7.11 VOICE MAIL

The City has invested in a Voice Mail System for efficiency and to better serve our citizens. Those employees with a voice mailbox may learn how to use this system by reading the voice mail instructions or asking the phone system administrator. Employees should have no expectation of privacy in connection with any message left on the City's voice mail system.

7.12 NEWS RELEASES

No employee may give a news or press release on behalf of the City without the prior authorization of the City Administrator or his/her designee.

Communication and transparency are basic components to upholding the City of Willow Park's mission/vision. Transparency promotes accountability and provides information for citizens and stakeholders about the City of Willow Park activities, events and happenings. The City of Willow Park strives to ensure the public's trust and establish a system of transparency, public participation and collaboration. Timely, reliable and accurate communication is an integral part of achieving transparency.

It is essential to communicate information and news both internally and externally in a timely, reliable and accurate manner. In order to achieve communication consistency city staff must work together and keep each other informed of what is happening at all times. Information disseminated to the media and public must originate from the Communications and Marketing Department or designated departmental spokespersons.

Designation of City of Willow Park Spokesperson:

1. The Communications and Marketing Director is designated as the City of Willow Park's principal news and information media contact and spokesperson.
2. In the absence of the Communications and Marketing Director, the secondary spokesperson shall be the City Manager or their designee.
3. The Communications and Marketing Department will convey the City's official position on issues of significance or situations that are particularly controversial or sensitive in nature.
4. The Communications and Marketing Department will use its discretion on allowing individuals to speak directly to the news media to ensure a consistent message is presented when responding to the news media and public.
5. Communications' designated media spokesperson(s) shall adhere to the content guidelines identified in the General section of this policy.

Employees Contacted Directly by News and Information Media:

1. If a City employee is contacted by any form of the news or information media, employee is to refer all news media to the Communications and Marketing Department. Instead of employee stating that they are not allowed to talk to the media, employee should state, "It is the City policy that media inquiries be referred to the Communications and Marketing Department."
2. Employees may not speak in either an official or unofficial capacity on matters involving the City of Willow Park without specific approval from the Communications and Marketing Department.
3. Interviews of employees, either directly or indirectly, must be approved by the Communications and Marketing Department.
4. The City Manager and Communications and Marketing Director are the official spokespersons for all other city related issues. The City Manager may designate management staff to speak on his/her behalf.

Guidelines for Seeking News and Information Media Coverage:

1. The Communications and Marketing Department is the only office authorized to distribute news and information media releases.
2. When submitting news releases or information to the Communications and Marketing Department, please pay attention to news deadlines. Ideally all information should be submitted one week prior to release. Once distributed to news outlets, information is not guaranteed to be published.
3. Employees are not allowed to contact the news media or reporters directly without first consulting the Communications and Marketing Department.

The Police and Fire Departments are exempt to the designated spokesperson and media communications guidelines section of this policy as they have authorized Public Information Officers (PIO) who can speak to the media and provide news releases.

7.13 PERFORMANCE APPRAISALS

Timing. Supervisors and employees are strongly encouraged to discuss job performance and goals on an informal, day-to-day basis. Formal performance appraisals are normally conducted once annually, around the employee's anniversary date. (An employee's anniversary date may be

Administrator, whether at the first or second level of appeal, is final and may not be further appealed. If a second level of appeal is available, the employee must file the appeal with the Human Resources Manager or City Administrator's office within five business days of the employee's receipt of the Department Director's first level appeal decision. The second level of appeal must be made in writing and signed by the employee. The City Administrator's office will attempt to schedule the appeal hearing within five business days of receiving notice of the employee's appeal. The employee may choose to have the second level appeal heard informally in a meeting, or alternatively, may elect to have a formal appeal hearing (see below). If the employee elects an informal appeal, the City Administrator will follow the protocol of first level appeals.

Formal Appeal Hearing. A formal appeal hearing is a proceeding convened by the City Administrator for the purpose of considering documentary evidence as well as testimony from the employee and other involved parties (*e.g.*, the Department Director, supervisor(s), other employees, and/or other relevant witnesses) relative to the employee's appeal. Both the City and the employee will be permitted to call witnesses and present documentary evidence. The formal rules of evidence do not apply to appeal hearings. The employee and the City may be represented by an attorney or other advisor during the proceeding. The appealing employee must submit a written statement of relevant issues along with a list of witnesses and any supporting documentation five business days prior to the scheduled hearing. Formal hearings will normally be scheduled to convene and end within one day.

Formal appeal hearings are not available for first level appeals to Department Directors. Formal appeal hearings are only available when the appeal is to the City Administrator (whether a first or second level appeal). Appeal hearings will normally be conducted on City time without loss of pay to the appealing employee.

Witnesses. Requests for other employees to participate in a formal appeal hearing must be made in writing to the City Administrator's office at least five business days prior to the scheduled hearing. The City Administrator's office will coordinate attendance by witnesses who are employees of the City. Employee witnesses who participate in an appeal hearing will not lose any pay if their participation takes place during their regular work schedule. Except under unusual circumstances, employees who are not scheduled to work at the time of the hearing will not be required to participate in the hearing.

Written Decision. The Department Director or City Administrator, as the case may be, will attempt to provide the appealing employee with a written decision within five business days of the conclusion of the appeal meeting or hearing.

7.15 CITY'S WEB SITE LINKS POLICY

Employees involved in updating and maintaining the City's official web site must comply with the City's Technology and Web Site Policy. Literature including web links and calendar notices to outside organizations must be approved by the City Administrator prior to posting.

Employees involved in updating and maintaining the city's official website must adhere to the city's communications policies. Literature including web links and calendar notices to outside organizations must be approved by the Communications and Marketing Director prior to posting.

- Insubordination or other disrespectful conduct
- Violation of local, state or federal law
- Lying or willful omission of fact
- Failure or refusal to follow lawful orders
- Sleeping on the job
- Dishonesty, including misrepresentation during hiring process
- Violating the City's Social Media Policy
- Not reporting arrests, charges, convictions and other criminal matters

Mandatory Reporting of Felonies and Misdemeanors. All employees must notify their supervisor and/or their Department Director (Department Directors must notify the City Administrator) if they are arrested, and charged, with any felony. Employees must notify their supervisor and/or their Department Director within one business day after the arrest.

All employees must notify their supervisor and/or Department Director if they are indicted, convicted, receives deferred adjudication, or pleads nolo contendere to any misdemeanor or felony. Employees must notify their supervisor and/or Department Director within one business day after the indictment or conviction and before they report for their next scheduled shift.

All emergency services employees (Police Department and Fire Department) must notify their supervisor and the Department Director if they are arrested, charged, indicted, convicted, receive deferred adjudication, or plead nolo contendere to any misdemeanor or felony. Emergency Service personnel must contact their supervisor and/or Department Director within twenty-four hours of the event and before they report for their next scheduled shift.

Employees who do not drive as part of their job duties with the City are not required to report minor traffic violations.

Administrative Leave. During an investigation into alleged offenses or violations of City policies, the City may, at its sole discretion, place the employee on administrative leave. The leave may be with or without pay and may be charged to vacation leave, sick leave or compensatory leave if authorized by the City Administrator.

8.2 PERSONAL APPEARANCE

Dress, grooming, and personal cleanliness are vital to the City's image as well as the morale of its employees. All employees are expected to present a clean and neat appearance and to dress in an inoffensive and appropriate manner while on City premises and while off premises on City business. Reporting to work in a clean and neat manner shows that an employee cares about their appearance and their job.

Employees who work at City Hall, as well as other City employees who have citizen and other third party contact, must abide by the following:

- No visible tattoos. Employees who have tattoos must keep them covered with a shirt, pants, skirt, socks, hosiery, jewelry or other clothing. **(STRIKE)**
- No nose rings/studs, eyebrow rings, tongue studs or similar type facial jewelry.
- No gauge or large hoop earrings. No overly-large or otherwise unprofessional in appearance.

User Guidelines

- Blogging, or posting information of a personal nature on the Internet, is not allowed during work hours.
- Any blogging or posting information on the Internet, whether done during or after work hours, must comply with the City's ethical guidelines.
- Never disclose any confidential information concerning another employee of the City in a blog or other posting to the Internet, regardless if done during or after work hours. Posting of confidential information may violate state law and subject the user to criminal penalty.
- Employees must abide by all federal and state laws with regard to information sent through the Internet.
- Do not identify yourself as a City employee.
- No viewing or posting to social media sites during work time, unless related to City business and properly authorized.
- Do not use a City email address when registering for social sites.
- Do not post any false or misleading information about the City.
- Respect coworkers and the City. Do not put anything on your blog or post any information and/or pictures that may defame, insult, demean or damage the reputation of the City or any of its employees.
- Do not post any pornographic pictures of any type that could identify you as an employee of the City, or any particular City Department.
- Do not post pictures of yourself or others containing images of City uniforms or insignia, City equipment or City work sites, unless posting on the City official website.
- Under federal law, bloggers must disclose any material connection with any product or service described in a posting. Since City employees are not to identify themselves on social media as City employees, this means they are prohibited from blogging about City products or services.
- The City prohibits the unauthorized release or disclosure of any employee information through the Internet or through other means that may be considered private and/or confidential by law.
- The City prohibits the unauthorized posting of information on the Internet that could adversely impact the City and/or an employee of the City.
- Employees are encouraged to set their personal social media setting to private and limit the general public's ability to view their social media profile and content.

General:

1. Public communication refers to any communication, whether written or spoken, between an employee of the City of Willow Park and a resident or non-resident member of the public when such communication is made in the employee's capacity as an official of the City of Willow Park;
2. Examples of public communication may include, but are not limited to:
 - a. Phone calls;
 - b. E-mails;
 - c. In-person conversations;
 - d. Postings and articles on the City's website;
 - e. Postings on social media websites; and
 - f. Interviews with members of the news media.
3. City employees should ensure that all public communication is performed in a professional manner which reflects positively on the City of Willow Park, its employees, operations, and citizens;

4. When engaging in public communication on behalf of the City of Willow Park an employee shall refrain from the following forms of content:

- a. Comments in support of or in opposition to political campaigns or ballot measures;
- b. Profane language or content;
- c. Content that promotes or fosters discrimination on the basis of race, creed, color, age, religion, gender, marital status, national origin, physical or mental disability;
- d. Sexual content or links to sexual content;
- e. Solicitations of commerce;
- f. Conduct or encouragement of illegal activity;
- g. Information that may tend to compromise the safety or security of the public or public systems; or
- h. Content that violates a legal ownership interest of any other party

5. Where applicable, the employee is responsible for the retention of public communication as may be required by State or Federal law.

In addition to these general procedures, the following guidelines should be considered by all City employees engaging in the following methods of public communication:

Electronic Media: The City of Willow Park maintains a variety of electronic media tools for the purpose of distributing vital information to the public.

1. All content posted in electronic media format must adhere to the standards outlined in the General section of this policy;

2. Any content not meeting these standards may be removed;

3. Any content removed from an electronic media source shall be retained, including the time, date, and identity of the individual who posted such content, for the purposes of records retention.

City Website: The City of Willow Park maintains an internet website for the purpose of distributing vital information to the public, including but not limited to City ordinances, records of public meetings, public events, contact information, financial information, and more. The City's official website shall be the primary source of information distributed via electronic media. In all communication via the City's website, employees shall abide by the following code of conduct:

1. Information posted on the City website should be timely and accurate. Changes to any posted content should be updated as soon as practicable;

2. Each department head or their designee shall be responsible to communicate with the Communications and Marketing Department about any necessary changes to the web site. Certain departments will be allowed access to update their own pages and information;

3. Oversight for the City's website shall be conducted through the Communications and Marketing Department;

4. All postings to the City's website shall conform to the content requirements set forth in the General section of this policy.

City social media accounts: The City of Willow Park, as well as City departments, may maintain social media accounts as a secondary means of distributing information to the public. In all communication via social media, employees shall abide by the following code of conduct:

1. All social media pages shall conform to the requirements for branding and identification to ensure consistency with all official City accounts as outlined within the Style Guide Policy;

2. All postings to City of Willow Park social media tools shall conform to the content requirements set forth in the General section of this policy;

3. The best, most appropriate uses of social media tools may include:

a. As a channel for quickly disseminating time-sensitive information as quickly as possible (for example, emergency information);

- b. As marketing or promotional channels which increase the City's ability to broadcast its message to the widest possible audience.
4. Wherever possible, content posted to City of Willow Park social media tools will also be available on the City's official website;
5. Wherever possible, content posted to City of Willow Park social media tools should contain links directing users back to the City's official website for more information, including documents, forms, or online services necessary to conduct business with the City of Willow Park;
6. All content posted to a social media tool shall be topically related to the particular social medium article being commented upon;
7. Each department is responsible for determining which employees shall have access to post information to City of Willow Park social media tools;
8. The Communications and Marketing Department shall maintain a list of all approved accounts as well as administrator login and password information;
10. Departmental social media administrators are responsible for informing the Communications and Marketing Department in the event that a login or password is changed as soon as practicable;
11. All departmental social media administrators must designate the Communications and Marketing Director as an administrator for each social media page, along with one full-time staff member from the department in which the account was created.

Guidelines for personal use of social media

Confidential, proprietary and non-released City information should not be included in employees' private social media activity. Private and personal information, pictures, and video about or depicting City employees, contractors, customers and constituents gathered through the employee's professional activities must never appear online.

8.17 MEDIA CONTACT/NEWS RELEASES (STRIKE THIS SECTION)

No employee may give a news or press release on behalf of the City without the prior authorization from the City Administrator. Media inquiries should be directed to the City Administrator or designated Public Information Officer.