Mission Statement

To provide safety, security, and effective services for residents, in a viable and sustainable community that preserves and improves our town’s heritage for present and future generations.

Vision Statement

The Town of Orange Park will strive to promote an engaged and sustainable small town community in which our residents can live, work, and raise a family by providing environmentally safe services, varied sources of recreation, a well-balanced economic atmosphere, efficient public facilities, and reasonable taxes through effective and responsive leadership.

Core Values

Integrity, accountability, transparency, ethics, and economic stewardship
Welcome

WELCOME to the Town of Orange Park!

We are delighted to welcome you to our team at the Town of Orange Park. You are joining a group of dedicated and talented individuals who are committed to delivering quality services to the Town of Orange Park.

You were carefully selected for your job because of your skills, abilities, experience and training. You are an integral component to the success of our Town. I hope you’ll find your experience here very rewarding. You are joining us at an exciting time, and we look forward to your contributions over the years to come.

We welcome you to our team with great expectations for success and good fortune.

With kind personal regards,

Jim Hanson
Town Manager
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About Your Handbook

This Employee Handbook comprises the history, mission and policies and practices adopted by Town of Orange Park. Please read and become familiar with the contents of this Handbook. The policies outlined herein may be changed from time to time. The Town of Orange Park makes decisions involving employment and the conduct of its business as needed and in a manner that is beneficial to the employees, the citizens, and the Town of Orange Park.

This Employee Handbook contains general summaries of benefit plans. The description of the benefits is given for the purposes of illustration. In each case, the specific provisions are set forth in separate benefit plan documents, which govern employee or dependent eligibility for benefits. The specific provisions are available for review in the Finance Department. From time to time, the Town Council of Orange Park may modify benefit plans and policies to meet employee need and/or the Town’s changing environment.

These policies do not apply to the members of the Town of Orange Park Town Council, and to members of Town of Orange Park boards and committees who are not Town employees, and depending on an employee’s particular Employee Status (e.g., Regular versus Temporary) some of the policies in this Manual may not be applicable. For example, a temporary employee would be subject to the ethics and workplace standards sections of the Manual; however, the annual or sick leave sections would not apply. Where specific provisions of a collective bargaining agreement apply to certain employees, the provisions of the collective bargaining agreement shall control.

As a new employee with Town of Orange Park you will be asked to complete several forms for payroll and benefits. You will be provided more detailed information about Town of Orange Park’s benefits, policies and practices. Your first days will also include time spent with your supervisor reviewing your responsibilities and individual contribution to the Town.

This handbook contains a great deal of information on many topics related to your employment with the Town. However, the Town also has several policies and procedures of critical topics that provide more detail. The policies and procedures are noted where appropriate.
The Town of Orange Park

History and Description of the Town of Orange Park

The Town of Orange Park was founded in 1877 by the Florida Winter Home and Improvement Company, with owners and trustees predominantly from Boston, Massachusetts. As a direct result of hard times following the Civil War, the old “McIntosh” plantation at Laurel Grove was in shambles and changed hands several times. After purchasing over 8,000 thousand acres of property in the area, the Florida Winter Home and Improvement Company created a new town and called it Orange Park. The property was subdivided into building lots and small farm tracts, and the present street system was laid out which included Kingsley Avenue, River Road and Plainfield Avenue.

To enhance the sale of the property that was marketed up north, many lots were planted in orange trees, a cash crop even in those days. Two years later, following a local referendum, the Town was incorporated by a special act of the Florida Legislature in 1879. A large hotel was built at the foot of Kingsley Avenue, along with a 1200-foot wooden pier which extended into the river and could accommodate steamboats, which attracted the northern tourist trade.

The Town has roots back to the 1780’s and 90’s during the second Spanish period in Florida history. At that time, Orange Park was known as “Laurel Grove,” a name that was given by Sarah and William Pengree who had received a land grant from the Spanish Governor. Following William’s death, the farm and plantation at Laurel Grove fell into disrepair until it was sold to a young energetic planter of Scottish ancestry by the name of Zephaniah Kingsley. Beginning in 1803, Kingsley established his plantation at Laurel Grove and developed it into a model farming operation that flourished over the next ten years.

Zephaniah Kingsley and other wealthy planters along the St. Johns River joined the short lived revolt against Spanish authority in the summer of 1813. Several weeks later, Laurel Grove was burned to the ground by Spanish authorities and their Indian allies. By 1817 Kingsley had relocated his plantation operations to Fort George Island and had sold Laurel Grove to John H. McIntosh, another local land baron and plantation owner.

Since those early days, Orange Park has grown dramatically and has developed as the northeastern gateway to Clay County. Commerce and business has flourished, not only in the Town, but in the greater Orange Park area as well. The Town and its government have continued to make a wide variety of improvements in an effort to better protect and serve its citizens and residents. The Town Hall (1995) and Public Safety Building (2003) are tributes to the Town of Orange Park and are outstanding examples of the character of residents and the foresight of those who call Orange Park home.
Orange Park is the largest of the four incorporated municipalities in Clay County. Located along the St. Johns River, the Town is just south of the Jacksonville/Duval County line and fifteen miles north of Green Cove Springs, the county seat for Clay County.

The community is mainly residential in character but boasts many fine businesses. Great care has been taken by Town leaders to provide a climate for controlled, desirable growth.

The Town Council meetings are generally held the first and third Tuesdays of each month at 7:00 p.m. at the Town Hall.

The Town is served by one high school, one middle school, four elementary schools and a number of private institutions. Institutions of higher learning include Florida State College at Jacksonville, the University of North Florida and Jacksonville University, which are all located in Jacksonville, and St. Johns River State College, which is located in Clay County.

Orange Park Medical Center serves the health needs of the community with a modern facility with over 250 beds. Additionally, the Naval Hospital at the Naval Air Station, Jacksonville, serves the large number of navy families who have chosen the Orange Park area as their home.

The Structure of Town Government

The Town is chartered as a council-manager form of government. We have an elected five (5) member Town Council which appoints a Town Manager who is responsible for the day-to-day administration of Town operations. The Council’s role is primarily legislative; it passes laws in the form of ordinances and provides the appointed Town Manager with policy direction and supervision.

The council elects one of its members to serve as the Town Mayor. The Mayor presides at the Council meetings and is considered the head of Town government for all ceremonial purposes. The Council also elects from its membership a Vice Mayor who serves in the Mayor’s absence.

The Town Manager’s responsibilities are set forth in the Town Charter, the document which gives the Town its legal authority to govern. Generally stated, the Town Manager is the chief administrative officer of the Town and has the power to appoint and remove most officers and employees of the Town. The Manager also prepares and submits the Town budget to the Council for adoption and prepares various financial and administrative reports for the Council’s consideration in governing the Town.

The Town Charter also provides for the position of Town Clerk. The Clerk is appointed by the Manager, approved by the Council, and keeps the minutes of Council meetings among other responsibilities.
The Town Attorney is appointed by the Council and acts as legal advisor and attorney for the Council, Town Manager and all Town departments, offices and agencies.

The Charter provides that all Town departments are to be administered by a department head appointed by and subject to the supervision of the Town Manager and approval by Town Council upon appointment. The departments of Town government are identified in the Town Code.
Your Responsibilities

General Responsibilities of Town Employees

The primary purpose of our municipal government is to provide for the health, safety and welfare of its citizens. As an Orange Park employee, your job involves serving the public and helping the Town government achieve its objectives. The Town’s primary objectives are:

1. To provide responsible and responsive government leadership and services to all its citizens, and

2. To utilize Town tax dollars in the most efficient and effective way possible.

Remember, the general public judges the Town operations, not only through the official actions of its Town Council, but also through the personal contacts that each of us has with the community with our jobs, correspondence, telephone communications and person-to-person meetings. Each employee is expected to assume responsibility for maintaining a professional image for our Town. Customer service, responsiveness, proactive attention to job duties and competency are the highest priorities of our staff and are expected at all times.

Code of Conduct

The successful operation and reputation of the Town is built upon the principles of fair dealing and ethical conduct of our employees. Our reputation for integrity and excellence requires careful observance of the spirit and letter of all applicable laws and regulations, as well as a scrupulous regard for the highest standards of conduct and personal integrity.

The Town adheres to the highest ethical standards and conduct. Actions that fail to meet our standards include:

- Failing to comply with or disregarding Town policies and procedures.
- Unnecessarily or knowingly delaying or neglecting any Town matter entrusted to you, or handling any Town matter you know or should know you are not qualified or authorized to handle.
- Directly or indirectly making any statement related to Town business that is knowingly false or misleading in any material respect.
- Falsifying employment or other Town records.
- Executing any contract or other agreement on behalf of the Town except as appropriate to your duties.
- Violating the Town’s nondiscrimination or harassment policy.
• Reporting to work under the influence of alcohol or drugs, including prescription drugs that may affect your performance.
• Fighting, disorderly conduct, or using obscene, abusive, or threatening language.
• Bringing any form of weapon into the workplace, except as authorized in the performance of your job functions.
• Failure to give notification to or receive authorization from your Supervisor before leaving the workstation, work site, or the job.
• Limiting one's output or directly or indirectly encouraging another employee to reduce or impair his/her work performance.
• Carelessness, neglect, or refusal to carry out assignments or instructions from those in authority.
• Accepting payment or gifts for favoritism or services.
• Conviction of a felony, the nature of which would be considered to render an individual unreliable or undesirable as an employee.
• Failure to follow safety rules and regulations.
• Non-disclosure of interest in, or connection with, any business which could be conceived as improper, a conflict of interest or gives the appearance of impropriety.
• Pilferage, stealing, removal or destruction of Town property, or the property of fellow employees or others.
• Failure to report accidents immediately including personal injury on the job.
• Lack of courtesy or impoliteness to constituents or other employees.
• Illegal gambling in any form while on Town premises.
• Compliance is required with all Federal Laws, State Statutes, and Town Policy as promulgated through this employment manual. The compliance requirement is extended to cover proper implementing procedures, memoranda, bulletins and handbooks as they pertain to the operation of the Town. A willful violation, of any provision of the items referenced above constitutes insubordination. The Town Manager is responsible for developing disciplinary procedures to include increasing penalty (verbal warning, written warning, suspension, termination, etc.) in furtherance of this role. Such procedures shall include provisions for due process as required.

Engaging in any of the above actions may lead to disciplinary action up to and including immediate termination.

What We Expect of You

The Town of Orange Park expects a conscientious and diligent work effort, as well as high ethical standards from all employees. Employees are expected to perform their work duties to the best of their ability, using good judgment, with integrity, in good faith, in a prudent manner, and in the best interests of the Town. Our goal is to excel in meeting the needs of our citizens.
Responsibility for Reporting Violations

Please promptly report to your supervisor or the Town Manager any instances you reasonably believe to be violations of the Town's Code of Conduct. Upon receipt of such a report, the Town will seriously look into the issue and, if warranted, will conduct an expedient investigation to determine appropriate disposition. Such reports shall result in unbiased treatment of all parties concerned.

Note: If the conduct you observe may be discrimination, harassment or retaliation, such conduct must be reported in the manner described in the procedures related to the Town's Prohibition of Discrimination, Harassment and Retaliation Policy. POL-GG-2012-13

Conflict of Interest

As an employee, you have an obligation to conduct yourself within guidelines that prohibit actual or potential conflicts of interest. An actual or potential conflict of interest occurs when you are in a position to influence a decision that may result in personal gain for yourself or for members of your immediate family as a result of the Town’s business dealings. For the purposes of this policy, a member of your immediate family is any person who is related by blood or marriage, or whose relationship with you is similar to that of persons who are related by blood or marriage.

The following rules must be observed:

- You shall not accept money, gifts, meals, unusual hospitality or loans (except from recognized lenders) from any vendor or suppliers or potential vendor or potential supplier doing business with the Town.
- You or members of your immediate family shall not give money, gifts of other than nominal value, or unusual hospitality to any constituent, vendor, supplier or other individual where the intent is to influence the recipient to favor the Town of Orange Park.
- You or members of your immediate family shall not take action that involves the use of information obtained through your association with the Town of Orange Park and which is not generally available to the public.
- You must not participate in or influence the making or approval of any Town of Orange Park business decision if you have, or may reasonably appear to have, a material interest in the matter involved.
- You will not accept work with any constituent, vendor, supplier or other individual/organization without prior approval of management. Outside employment or positions with other businesses may be accepted with prior approval by your supervisor and the Town Manager.

Please see Directive DIR-GG-2011-2 related to the acceptance of gifts.
Job Classifications

Job Description & Classification

Employment at will: All employment relationships with the Town of Orange Park are purely voluntary. Both you and the Town of Orange Park have the right to terminate your employment relationship at any time, with or without cause, and with or without notice.

The Town of Orange Park makes every effort to create and maintain accurate job descriptions for all positions. Each description gives a general overview of the job's function and provides a list of essential duties and responsibilities, qualifications, and physical and mental requirements.

Job descriptions are used to aid in orienting you to your position, identifying the requirements of each position, establishing hiring criteria, setting standards for performance evaluations, establishing levels of pay and establishing a basis for making reasonable accommodations for individuals with disabilities.

Job descriptions are reviewed and revised as needed in order to ensure they are an accurate reflection of your responsibilities. You are expected to help ensure that your job description is accurate and current, reflecting the work being done.

Job descriptions do not necessarily cover every task or duty that might be assigned. Additional responsibilities may be assigned as necessary. Contact your supervisor if you have any questions or concerns about your job description.

Employment Classifications

The Town of Orange Park complies with the wage and hour provisions of the Fair Labor Standards Act (FLSA) in classifying employees as exempt or non-exempt from the provisions of the Act. Your supervisor will advise you whether your job is exempt or non-exempt.

Exempt

Exempt employees are those employees whose job duties, responsibilities and pay exempt them from the overtime pay provisions of the Fair Labor Standards Act. These positions are exempt from the requirements for overtime pay.

If your position is designated as exempt, you are not required to complete detailed time records; however, you are required to report any absences to your supervisor. As a full-time salaried (exempt) employee, you are paid a set salary amount each pay period. You
are expected to work forty (40) hours per week plus any additional hours that are necessary to achieve the Town’s goals and expectations of the position.

Non-exempt

Non-exempt employees are those employees whose positions are not considered exempt from the overtime provisions of the Fair Labor Standards Act. Non-exempt employees must maintain daily timesheets of hours worked and must be paid overtime in accordance with the Fair Labor Standards Act. All hours worked must be recorded.

If your job is designated as non-exempt, you will be paid for your actual time worked as stated on an approved timesheet. Hours worked include all times that you are required to be conducting Town of Orange Park business. Normal commuting time to and from work is not considered hours worked. However, time spent traveling from one work location to another work location is considered hours worked.

You are required to sign in/out on a timesheet. Your timesheet must include your arrival time, departure time and meal breaks of 30 minutes or more. If there is an error in your timesheet sign in/out entries, advise your supervisor immediately. Only your supervisor is authorized to correct an entry on your timesheet.

For payroll and benefit purposes, the following classifications and definitions are applied:

Full-time

Employees who are not in a temporary or probationary status and are scheduled to work 40 hours in a workweek are considered full-time. Employees are eligible for the Town of Orange Park’s benefits programs subject to the terms and conditions of those programs.

Part-time

Employees who are not in a temporary or probationary status and are scheduled to work an average less than 40 hours in a workweek are considered part-time. Part-time employees are typically not eligible for the Town of Orange Park’s benefits programs.

Temporary Assignment

When an employee is temporarily assigned to a more responsible position, at the Town’s discretion he/she may receive a temporary increase in pay equal to fifty percent of the difference between the employee’s current rate of pay and the entry level rate of pay for the temporary position. To qualify for the increase, the employee must complete three (3) consecutive work days in the higher classification.
Work Environment

Attendance & Punctuality

It is critical for you to be punctual and to maintain a good attendance record. The Town of Orange Park’s commitment to service depends on having adequate staff available at all times. Your attendance affects the effectiveness of your performance and of your co-workers, and is considered in performance evaluations. A poor record of attendance may result in disciplinary action, including termination.

Your supervisor will establish your scheduled starting time. It is expected that Town employees will be ready to work at their scheduled starting times. Tardiness will be reflected in performance reviews.

If you must be late or are unable to come to work, please notify your supervisor as soon as possible prior to your regularly scheduled start time. Except in extreme situations, it is not acceptable for you to have another person notify your supervisor or for you to leave a message with another employee.

Employees who are absent for three (3) days without notifying their supervisor, will be assumed to have voluntarily abandoned their position and will be terminated.

Appearance Standards & Dress Code

Your appearance and attire are important ingredients in developing and maintaining a professional, safe, and business-like environment. You are expected to maintain the highest standards of personal cleanliness and present a neat, appropriate appearance at all times.

As an employee, you may be provided with a uniform that is appropriate for the position you perform. If you are not provided a uniform, you are expected to dress appropriately for the job you perform. You are expected to refrain from wearing any clothing that would reflect poorly on the Town’s image with our customers or the public at large. If you have any questions regarding the propriety of any clothing, talk with your supervisor.

GENERALLY UNACCEPTABLE:

- Revealing, short or tight fitting clothing
- Beachwear (including tank tops, bathing suits and flip-flops)
- Sundresses
- Sweatpants or other gym wear
- Cut-offs
Work Environment

- Shorts (unless part of your uniform)
- Tee-shirts with graphics containing profanity, inappropriate or offensive expressions, drug paraphernalia, etc.

The Town of Orange Park reserves the right to send any person home to change clothes in order to ensure compliance with this policy. If you are sent home to change, you will not be paid for the time away from work unless you are an exempt employee. Continued violations of the appearance standards and dress code policy may result in disciplinary action.

Parking

Free parking areas are available for all employees. Town of Orange Park is not responsible for loss, damage or theft of employee vehicles or any personal contents within the vehicle.

Housekeeping & Professionalism

Clean and orderly surroundings impact the perception of the Town, as well as our effectiveness in the job. For this reason, the Town takes steps to provide a pleasant, clean and safe work environment. Please make sure your work area(s) is maintained in a neat and organized manner.

Personal items and photographs may be displayed at the workstation as long as they do not interfere with your ability to complete your job duties. Display of offensive or inappropriate material is not allowed. The Town is not responsible for any personal property or items that may be lost or stolen.

Office Closing Policy

At times, inclement weather or emergency conditions may necessitate a delayed opening or early closing. A decision to change normal operating hours will be made by the Town Manager or his/her designee.

Employees will receive pay for the time lost during the delay or closing provided that he/she reports to work for the day. An employee who is unable to report to work when the office is open as the result of severe weather or other natural disaster, may charge his/her missed, regular work time to accrued time off benefits, or the time off will be without pay.

In the event the Town does not open one or more facility, employees who are scheduled to work at that location/s will not report for work but will be paid for normal working hours.

When a non-exempt employee is required to work during an emergency that is declared by the Town Manager, and normal Town business is suspended during the declared
emergency, the employee shall be paid at the rate of two (2) times his or her regular rate of pay for all hours worked until the Town Manager declares that the emergency is over.

**Drug Free Workplace Policy**

The Town of Orange Park promotes a safe and healthful work environment free from drugs and drug use in compliance with the Drug-Free Workplace Act of 1988. Town policy prohibits the use, possession, transport, promotion, or sale of illegal drugs or drug paraphernalia on or off the job. If you violate this policy, you will be subject to termination whether or not the violation occurs on Town premises.

If you are involved in a workplace accident or when there is reasonable suspicion that you are under the influence of drugs (including prescription medications that may affect your performance) or alcohol on the job, you will be required to submit to a drug test. You are expected to perform all work-related tasks in a drug and alcohol free condition.

Please see the Town’s Substance Abuse Policy at the end of this handbook.

**Confidentiality**

Any and all investigations, screening, diagnosis, and/or treatment, including any and all related documents will be kept confidential to the extent required or permitted by law, and will not be included in your personnel file.

**Smoke Free Workplace Policy**

The Town of Orange Park observes a no smoking policy in all offices, facilities and vehicles. Use of smokeless tobacco products is prohibited as well. Smoking is allowed in designated areas only during normal lunch hour and breaks.


**Anti-Discrimination & Sexual Misconduct & Harassment Policy**

The Town of Orange Park is an equal opportunity employer (POL-HR-2012-5) committed to providing equal employment opportunity to all persons without regard to race, color, religion, national origin, gender, marital status, age, veteran or military reserve status, disability, an employee’s or employee's family member’s genetic information, or any other status that is protected by law.

Employees must not participate in or condone any form of discrimination, including harassment, with regard to recruiting, advertising, hiring, placement, promotion, transfer, compensation, benefits, disciplinary action, termination, and all other privileges, terms and conditions of employment. Any employee, who engages in any act of discrimination,
sexual misconduct, or harassment, will be subject to disciplinary action, which may include immediate termination. Any employee who believes he or she has been subjected to unlawful discrimination should report the alleged act immediately in accordance with the Town’s Prohibition of Discrimination, Harassment and Retaliation Policy, referenced below.

Third-Party Discrimination or Sexual Harassment

You should also report instances of discriminatory or sexually harassing behavior of constituents, suppliers, vendors or any other person with whom you must deal or have dealt with as part of your employment with the Town of Orange Park.

The complete details of the Town’s rules and obligations regarding the prevention of unlawful discrimination, harassment and retaliation in the workplace are set forth in the Town’s Prohibition of Discrimination, Harassment and Retaliation Policy (POL-GG-2012-13) and Sexual Misconduct Policy (POL-GG-2012-11). You are required to read those documents, and request clarification if you do not understand any part of them, as part of your employment with the Town.

Workplace Violence Policy

Violence by anyone towards another employee, supervisor, customer, or any other individual on Town premises will not be tolerated. This includes harassment while in any building, facilities, work location, vehicle, or while conducting Town business. Display of violent, aggressive, disruptive, intimidating or threatening behavior (verbal or physical) that may result in physical or emotional injury is strictly prohibited and may be grounds for immediate termination.

You are not expected to tolerate such behavior by the public. Non-employees engaging in violent acts on the Town’s premises should be immediately reported to the proper authorities and fully prosecuted. Any acts of intimidation or harassment in person, by phone, or electronically by an individual of the public should be transferred to your supervisor or to the Town Manager.

Please familiarize yourself with the Town’s Workplace Violence Procedure PRO-GG-2012-12.

Safety at Work Policy

You are expected to adhere to all safety guidelines as prescribed by law and to perform all work-related tasks in a safe manner. Safety is your personal responsibility. You are required to IMMEDIATELY report any unsafe practices or conditions to your supervisor.
You are expected to perform your job by following established safety methods and practices. Please observe the following precautions:

- Use, adjust and repair machines and equipment only if trained and qualified.
- Understand the job fully and follow instructions. If you are uncertain about safety procedures, ask your supervisor.
- Know the locations, contents and use of first aid and firefighting equipment.
- Familiarize yourself with the proper building exit procedures for fire or bomb threat.

**Reporting Accidents/Injuries**

The Town of Orange Park is committed to providing and maintaining a safe working environment. Accidents and injuries can occur even when safety standards are met. Should you be injured on the job, IMMEDIATELY report the injury or accident to your supervisor no matter how small the injury/accident may seem. Your supervisor will assist you with obtaining medical treatment if needed. If the injury is serious, call 911 first. Failure to report the accident or injury in a timely matter may disqualify you from workers’ compensation benefits.

**Emergencies & First Aid**

Immediately notify your supervisor when an emergency occurs. Emergencies include all accidents, medical situations, bomb threats, other threats of violence, and the smell of smoke. If your supervisor is unavailable, contact the nearest member of management.

When events warrant an evacuation of the building, follow the instructions of your supervisor or any other member of management. Leave the building in a quick and orderly manner in accordance with fire drill and/or other evacuation procedures. Assemble at the pre-determined location to await further instructions or information. The Town Manager or his/her designee will provide communication to the media as appropriate.

**Life Threatening or Contagious Illness**

Employees with life-threatening illnesses, such as cancer, heart disease, and AIDS, often wish to continue their normal pursuits, including work, to the extent allowed by their condition. The Town of Orange Park supports these endeavors as long as the individual is able to meet acceptable performance standards. As in the case of other disabilities, the Town will make reasonable accommodations in accordance with all legal requirements, to allow qualified employees with life-threatening illnesses to perform the essential functions of their jobs.

It is very important for employees with contagious illnesses, such as cold, flu, strep throat, or other easily transmitted illnesses to consider the health and well-being of their co-workers prior to coming in or returning to work. According to guidelines published by the
Center for Disease Control (CDC), you should be fever-free for at least 24-hours prior to returning to work in order to minimize the possibility of contagion. Further, if your supervisor determines that you have returned to work too soon or feels that you have symptoms that could be contagious (cough, fever, sneezing), he/she may ask you to go home. If you are asked to go home, you may use any accrued time off benefits, otherwise the time off is without pay.

Supervisors and other employees have a responsibility to respect and maintain the confidentiality of employee medical information or medical conditions. Anyone inappropriately disclosing such information is subject to disciplinary action, including termination of employment.

**HIPAA Privacy and Security Mandates**

The Health Insurance Portability and Accountability Act (HIPAA) of 1997 contains specific provisions to protect the privacy of individual protected health information. It is intended to ensure that protected health information (PHI) is not improperly disclosed.

The Town of Orange Park will ensure that any medical records, medical information, or other individually identifiable health related information (including information on medical leaves of absence) will be treated in the strictest confidence, with access restricted to authorized personnel only. This includes any information, whether communicated orally, electronically, or in paper form.

**Open Door Policy**

The Town values the input of employees and welcomes ideas, concerns, and thoughts related to all Town business. The Town has an “open door policy” and encourages employees to bring forward to their supervisor, department head, or Town Manager any concerns; knowledge of fraud, waste, or abuse of Town resources; suggestions for improvements; and cost savings or revenue enhancing ideas. For complaints of harassment, discrimination or sexual misconduct employees must use the procedures set forth in the Town’s Prohibition of Discrimination, Harassment and Retaliation Procedures or Sexual Misconduct Procedures.

**Visitors in the Workplace**

To provide for your safety and security and to limit interruptions to the work process, only authorized visitors are allowed in the employee work areas. You are responsible for the conduct and safety of your visitors and visitation time should be limited. If you observe an unauthorized individual on the premises, immediately notify your supervisor.

Employees’ children may only be permitted at an employee’s work station on rare occasions for limited time frames, and with the advance permission of your supervisor. Your children must be in your presence and under your supervision for the entire time on
the premises. You are fully responsible for your child. If your child's presence disrupts the work of others, you may be required to leave with your child.

**Dangerous/Emergency Situations**

If you encounter an armed or dangerous person, do not attempt to challenge the individual. You should remain calm, move slowly, and speak without interrupting the individual. Create a relaxed atmosphere. If a supervisor can be safely notified of the need for assistance without endangering your safety or the safety of others, such notice should be given. Otherwise, cooperate and follow the instructions given as much as possible.

If you receive, overhear, or witness any threatening communications from another employee or outside third party, report it to your supervisor at once. Do not engage in either physical or verbal confrontation with a potentially violent individual. If you encounter an individual who is threatening immediate harm to an employee or visitor, dial 911 immediately.

**Collections & Solicitations**

The Town prohibits solicitations on its premises, whether made by employees or by individuals or groups not associated with the Town except as provided below.

**Employee Events**

For certain special situations, e.g. birthdays, illness, showers, etc. collections may be undertaken to purchase an appropriate gift. All collections must have the approval of the department head or Town Manager and should be confined to the immediate work area. No donations are obligated and you should not be encouraged or pressured to participate in the collection.

**Fundraisers**

We recognize that you may have interests in charitable or community events and organizations. You may not solicit a response to an activity during working time. You may, however, place information related to fundraising opportunities, such as March of Dimes, Girl Scout Cookies, etc., in common break areas for interested staff members and with your supervisor’s approval. Employees should not be encouraged, pressured, or made to feel obligated in any way to contribute to such a fund-raiser.

**Outside Solicitors**

Individuals who are not Town employees may not directly distribute literature to employees or conduct any type of direct solicitation on Town premises. Locations in public walkways or in employee break rooms may be available for individuals to place fliers or goods with permission of the Town Manager. If an individual is discovered soliciting, you
should report this to your supervisor immediately. Your supervisor should ask the solicitor to leave the premises and/or contact the police if the solicitor refuses to leave.

**Recording Devices in the Workplace**

Employees should not record or photograph people or activities unless permitted by law and with the express consent of management.

**Inspections & Investigations**

All assets (such as office furniture and computers) and all work areas may be inspected at any time. If items are found that are prohibited by law or by Town policy, you may be subject to disciplinary action, including termination.

We are committed to ensuring that any inspection or investigation is conducted in a fair, impartial, thorough and thoughtful manner and in compliance with all applicable laws.

**Media & Press Releases**

All media requests for information or “official” statements must be forwarded to your department head. No information will be released to newspapers, web-based or broadcast media except by the Town Manager or his/her designee.

**Name & Trademark**

The Town of Orange Park’s name, logo, letterhead, or any other official visual or verbal representations may not be used for any purpose other than in the normal course of official Town business. You may not use the name “Town of Orange Park” in the Internet address of a personal web page.
Your Total Compensation & Benefits Package

Overview

The Town of Orange Park offers a generous compensation package designed to ensure that you are paid fairly in relation to your contribution to Town objectives. This package consists of your base salary, various health, life and disability insurance coverages for you and/or your dependents, a pension plan, and sick and vacation leave. For union employees: please consult your applicable collective bargaining agreement for specific provisions regarding your compensation and benefits.

Base Salary

Each employee is paid a base salary that is determined based on local market data, union negotiations, and/or internal equity. Every position is assigned a salary grade with a commensurate salary range. The requirements and activities as outlined in your job descriptions determine the salary grade. Every salary grade has an associated salary range that represents the pay opportunity for you in that grade. This ensures that a fair and equitable salary is being paid for the skills required of a specific position. The Town Manager has authority to give lump sum compensation pay to those topped out in their pay grade. The Manager also has authority to adjust pay grades to reflect changes in responsibilities for any position occupied by only one employee, and give notification to the Council.

Pay Increases

Increases to your base salary are in the discretion of the Town, but may occur approximately on an annual basis. The annual review does not indicate that you will automatically receive a pay increase. Pay increases are typically determined by a) your current salary compared to your salary range, b) your job performance as evaluated by your supervisor, c) availability of funding and other legitimate business-related factors. Pay increases for members of one of the labor unions are detailed in the respective Collective Bargaining Agreements.

Workers’ Compensation Supplemental Pay

As a supplement to wages normally provided through workers’ compensation insurance coverage, if you are injured on the job and temporarily disabled as a result of that on-the-job injury, you will receive supplemental compensation. This supplemental compensation pays you the difference between your normal rate of pay and the amount of workers’ compensation disability pay required by statute.

Supplemental pay may be granted for a period up to twenty-six (26) weeks. Supplemental pay ends at the twenty-six (26) week period or at the time when it has been medically determined that the employee is fit to return to work, whichever is sooner. The Town has
the discretion to request a medical examination every ten (10) calendar days to help determine your continued eligibility for supplemental pay.

In general, employees who are injured as a result of a refusal to use a safety appliance or observe a safety rule will not be eligible for this supplemental pay. However, the employee may be eligible for legally mandated minimum workers’ compensation benefits.

If you are placed on light duty while receiving workers’ compensation benefits, you will remain on light duty until you are released by your physician or until the end of your employment, whichever is first.

For union employees: Please check collective bargaining agreements for specifics and variations to this benefit.

**Group Health Insurance Plans**

The Town of Orange Park offers a wide range of benefits to their eligible employees. An Enrollment Booklet is provided at orientation to help to decide which plan is best for you and your family.

**Insurance Eligibility**

Full-time employees are eligible for coverage on the first day of the month following the completion of thirty (30) days of employment. Part-time and temporary employees are not eligible to participate in the Town’s health insurance plans. Details about eligibility are included in the summary plan description.

**New Hires**

You will receive an enrollment package detailing your insurance options during your New Employee Orientation. You are eligible to enroll in the insurance programs after completing thirty (30) days employment. Your insurance coverage will become effective as detailed above. Applications for insurance should be completed and submitted prior to the end of your first thirty (30) days of employment. Failure to properly complete and submit your enrollment application(s) may jeopardize your coverage eligibility or delay your enrollment period.

**Current Employees**

Current employees may enroll for or change coverage during the annual open enrollment period or within the first thirty (30) days following a qualified family status change. Insurance plans and costs are negotiated annually with vendors and may result in changes to the benefit plans and/or costs. You will be notified of any changes and provided the opportunity to make adjustments to your insurance coverage as needed during the open enrollment period. This typically occurs during the month of June.
Qualified Family Status Changes
If you experience a qualified family status change, you may make changes to your insurance coverage within the first thirty (30) days of the event and coverage will be retroactive to the date of the event.

A qualified family status change includes:
- Marriage or divorce
- The birth or legal adoption of a child.
- The death of your spouse or child.
- A change in your or your spouse’s employment status such as a move from full-time to part-time work.
- A change in your spouse’s employment (i.e., starting or leaving a job).
- Any other significant change to you or your spouse’s health coverage as a result of changes in your spouse’s employment.

It is your responsibility to notify and submit the proper paperwork to the Finance Department within thirty (30) days of a qualifying event.

Please refer to each benefit’s plan document for precise definitions and eligibility of dependents with regard to age, student status, adult children with disabilities, coverage termination, etc. Dependent eligibility does vary by insurance plan type/carrier. The benefit plan document/contract is the final authority with regard to enrollment and eligibility.

Section 125 Plan Status
The Town of Orange Park provides a pre-tax benefit plan known as a Section 125 plan or “cafeteria” plan. A Section 125 plan is a benefit plan that allows you to make contributions toward premiums for medical insurance and dental insurance on a "before tax", rather than an "after tax" basis. Your premium contributions are deducted from your gross pay before income tax and Social Security is calculated. In accordance with applicable tax requirements, you cannot make any changes to your medical insurance and dental insurance coverage until the next open enrollment period, unless your family status changes or you become eligible for a special enrollment period due to a loss of coverage. Family status changes include marriage, divorce, death of a spouse or child, birth or adoption of a child or termination of employment of your spouse. A change in election due to a change in family status is effective the next pay period.

Medical Insurance
For detailed information on plan benefits and eligibility, refer to the summary plan description provided during your New Employee Orientation or contact the Finance Department for annual updates to our plan.
Continuation of Coverage (COBRA)

Federal regulations give you and your qualified dependents the opportunity to continue health insurance coverage when a “qualifying event” results in the loss of health insurance coverage. If you or your dependent elects continued coverage, you will pay the full cost of coverage at the Town’s current group rates plus an administration fee. You will be provided detailed information on your rights to continue your health insurance coverage as part of your new hire benefits enrollment information. Also, subsequent to your leaving our employment, the insurance carrier will provide notification of your rights under COBRA.

Pension Plan

The Town of Orange Park has established a defined benefit pension plan to provide eligible employees with retirement and related benefits. Benefits of this plan are financed by the contributions that are paid into the pension fund, by investment earnings generated by the investments of the pension fund, and in some cases by state contributions.

Eligibility
You are eligible to be a member of the plan if you are an employee of the Town of Orange Park and you have completed one year of service.

Credited Service
Your credited service is used to compute the amount of your pension benefit when you retire. It is also used to determine whether you are eligible for certain benefits and to determine whether you are vested. Your “credited service” equals your total number of years and fractional parts of years of actual service with the Town of Orange Park. Your vacation and other paid leaves of absence are included in your “credited service.”

Break in Service
If you terminate your employment with the Town of Orange Park and then later return to work, you will retain your “credited service” earned prior to your date of rehire.

Military Service
If you take a leave of absence from the Town of Orange Park in order to enter the military, your period of leave will be included in your “credited service”, should you return to work shortly after your discharge. Your active duty in the military prior to your date of hire by the Town is not included in your “credited service.”

Please refer to the Pension Plan relative to your employment position. Police officers are covered by the Police Pension Fund; Firefighters are covered by the Firefighters Pension Plan; General Employees are covered by the General Employee’s Pension Fund. Each program is different.
Time-Off Benefits

The Town of Orange Park provides all employees with a generous time-off benefits package. These time off benefits: a) encourage you to enjoy vacation time off, b) provide financial security in the case of illness, or c) allow you to take care of other personal commitments like attending a funeral, voting in an election, or completing your jury service.

The following summarizes the different types of time-off benefits enjoyed by employees not covered by a collective bargaining agreement. If you are covered by such an agreement, please refer to the agreement for all time off benefits as they vary slightly.

Bereavement Leave

When a death occurs in the immediate family of full time employees, not covered by a collective bargaining agreement, and after completion of the probation period, working an eight (8) hour shift, that employee shall be granted up to three (3) days off (24 hours total). When a death occurs in the immediate family of an employee working a twelve (12) hour shift, that employee shall be granted up to two (2) days off (24 hours total). If additional time off is needed for purposes of this article, employees may, regardless of shift type, utilize vacation leave pursuant to the Town’s standard vacation leave policy. The immediate family as cited above shall be defined as: father, mother, step-parents, spouse, children, brother, sister, father-in-law, mother-in-law, sister-in-law, brother-in-law, grandparents of employee or spouse, and grandchildren.

Employees may also be granted up to four (4) hours funeral leave to attend or serve as an active pallbearer at the funeral of a co-worker, provided that the time granted does not seriously interfere with the operation of the Town.

Bereavement leave will not be charged against accrued vacation, except as outlined above, sick leave, or other time off benefits. If you have any questions about this leave, please contact your supervisor.

Police, Fire, and Local 630 union agreements have bereavement leaves that are documented in the collective bargaining agreements.

Holidays

Full time employees not covered by a collective bargaining agreement are eligible for the following eleven (11) holidays. Temporary employees or contract employees are not eligible for holiday pay.
The following is a list of observed holidays:

- New Year’s Day
- Martin Luther King, Jr. Day
- President’s Day
- Memorial Day
- Independence Day
- Labor Day
- Veterans Day
- Thanksgiving (2 days, Thursday and Friday)
- Christmas (2 days, Christmas Eve and Day)

If an authorized holiday falls on Saturday, it will typically be observed on the preceding Friday. If the authorized holiday falls on Sunday, it will typically be observed on the following Monday. If you are uncertain as to whether a day is considered a holiday, contact your supervisor.

At times, it may be necessary for you to work on a holiday. If you are a non-exempt employee and you have to work on a Town holiday, you will be paid for the holiday plus any hours you worked on the holiday at your regular hourly rate.

You will receive holiday pay unless one of the following occurs:

a) You have an unexcused or unpaid absence on the last regular work day preceding the holiday or the next regular work day following the holiday;

b) You are on a leave of absence or layoff on the holiday; or

c) You fail to report for work without justifiable reason when scheduled to work the holiday.

The Town of Orange Park is committed to providing a work environment free of religious discrimination or harassment. If your religion prohibits working on a certain scheduled workday, please advise your supervisor, who will make a reasonable effort to accommodate that time off. It is your responsibility to notify your supervisor as soon as possible of the need for this accommodation.

**Jury/Civic Duty Leave**

If you are summoned for jury duty or as a witness, you will be paid at your regular rate of pay. Notify your supervisor as soon as you receive your jury summons or witness subpoena and submit a copy of the summons or subpoena to him/her. Each day you report for jury duty or as a witness, have the court bailiff provide documentation showing the time jury began and ended and submit the slip to your supervisor.
Your Total Compensation

If you are excused from jury duty during your regular working hours, you are expected to return to work immediately when jury duty concludes.

Fire employees and Local 630 union employees have jury duty benefits within their collective bargaining agreements.

Sick Leave

Police, Fire and Local 630 collective bargaining agreements have policies related to sick leave that vary slightly. The following information pertains to general employees not covered by a collective bargaining agreement.

We recognize that you may occasionally need to miss work due to personal illness or injury, or the illness or injury of an immediate family member. As a full-time employee who works a forty-hour workweek, you earn sick leave benefits at a rate of one (1) day per calendar month of employment. One (1) day is the equivalent of eight (8) hours if used in increments. You must work at least twenty (20) days in the month to earn the one (1) sick leave day. Sick leave shall be charged in increments not less than one hour.

Temporary, part-time and seasonal employees do not earn paid sick leave.

You may use your sick leave for either a personal or immediate family illness. For the purposes of this policy, immediate family is defined as your spouse, parents, child(ren), sibling(s); or your spouse’s parents, child(ren), or sibling(s); or the grandparents or grandchildren, step-parents or step-children of either you or your spouse. Parent is defined as the biological parent of an employee or an individual who stood in place of a parent to an employee when the employee was a son or daughter. 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 18 years of age or older and incapable of self-care because of mental or physical disability.

Doctor’s Notes & Fitness for Duty Statements

If you are absent due to personal illness or injury for four (4) or more consecutive days, the Town may require you to provide a written doctor’s statement in order to be eligible for sick pay benefits. However, the Town reserves the right to ask for a written doctor’s statement at any time to certify your ability to return to work. Also, in some circumstances you may be required to provide a fitness for duty certification to ensure that you are able to safely perform the essential functions of your position upon return from your absence. Also, if you are a union employee, please consult your appropriate bargaining agreement to determine whether there are any rules regarding absences from work.
If you fail to adhere to the stated requirements and provisions in the sick leave policy, you may forfeit your eligibility to receive paid sick leave. Any employee who is dismissed forfeits all claims for payment to unused sick leave.

_Sick Leave Carry-over_

Any employee who accumulates ninety days (720 hours) of unused sick leave shall be entitled to be paid an amount equal to his regular compensation for a period of time equal to all of the sick leave accumulated by such employee in any one year in excess of ninety days (720 hours). Said payment shall be made on the first payday of December of each year.

_Retirement and Resignation Cash-Out_

You may be eligible to receive a cash-out of your sick leave benefits if you retire or resign from your position with the Town of Orange Park. In order to be eligible for this cash-out payment, you must give at least two (2) weeks written notice of your retirement or resignation.

An employee with (8) years or more of continuous uninterrupted service with the Town all of the employee’s unused accumulated sick leave shall be paid provided that said terminal benefits shall not exceed ninety (90) calendar days. An employee with fewer than eight (8) years of continuous uninterrupted service shall be entitled to one-third of his/her unused accumulated sick leave, provided that said payments shall not exceed thirty (30) calendar days.

_Family & Medical Leave_

If you request leave based on a serious or chronic medical condition, you may be entitled to Family & Medical Leave. Please refer to the Town’s FMLA policies and procedures, POL-HR-2012-9 and PRO-HR-2012-9.

_Vacation_

Police, Fire and Local 630 collective bargaining agreements have policies related to vacation leave that vary slightly. The following information pertains to general employees not covered by a collective bargaining agreement.

Personal time away from the job can revitalize you, making you more productive as an employee. You are encouraged to take advantage of your vacation leave. As a full-time employee, you are eligible for vacation benefits that begin to accrue as soon as you begin work for the Town. Temporary or seasonal employees are not eligible to earn a vacation benefit. Your length of service determines the number of vacation days you accrue for that year.
The schedule of benefits is listed in the following schedule:

<table>
<thead>
<tr>
<th>Length of Service</th>
<th>Days per Year</th>
<th>Weekly Accrual</th>
</tr>
</thead>
<tbody>
<tr>
<td>0-12 months service to</td>
<td>6 days</td>
<td>.788 hours</td>
</tr>
<tr>
<td>More than 12 months - 5 years service</td>
<td>11 days</td>
<td>1.692 hours</td>
</tr>
<tr>
<td>More than 5 years to 10 years service</td>
<td>13 days</td>
<td>2.0 hours</td>
</tr>
<tr>
<td>More than 10 years to 15 years service</td>
<td>16 days</td>
<td>2.462 hours</td>
</tr>
<tr>
<td>More than 15 years to 20 years service</td>
<td>21 days</td>
<td>3.231 hours</td>
</tr>
<tr>
<td>More than 20 years service</td>
<td>26 days</td>
<td>4.0 hours</td>
</tr>
</tbody>
</table>

Once you have achieved a higher length of service category, you will begin to accrue vacation benefits at the higher rate at the beginning of the next pay period following your anniversary date.

**Scheduling Vacation**

It is very important to schedule vacation days well in advance so your supervisor has ample time to properly staff for your absence. Vacation leave may be taken in increments of one (1) hour with advance approval from your supervisor. When possible, requests for vacation should be submitted in writing to your supervisor at least fourteen (14) days in advance. Every attempt will be made to grant your vacation at the time requested, however, the Town reserves the right to decline a request when a work coverage or scheduling conflict occurs. No vacation leave taken shall exceed twenty-six (26) working days per calendar year, except when requested for extraordinary circumstances. Extraordinary circumstances include absences due to sickness, on the job injury or disability, in excess of that authorized for such purposes.

**Scheduling Around a Holiday**

If a legal holiday falls within your scheduled vacation period, you will receive pay for the holiday and will not be charged vacation leave for the holiday.

**Retirement, Resignation, and Cash-Out**

Upon termination, resulting from retirement under the Town’s applicable retirement policy or voluntary resignation, the employee shall have the option to be paid a lump sum payment for any unused accrued vacation leave. Approval of the lump sum payment of unused vacation leave is vested in the Town Manager. In order to be eligible for this benefit, you must give at least two (2) weeks written notice of your retirement or resignation. Failure to provide proper notice will result in forfeiting this lump-sum payment. Any employee who is dismissed forfeits all claims for payment to unused vacation leave.
Furthermore, if the Town determines that the employee would have been terminated but for the employee’s resignation, the employee forfeits any claim to payment for unused vacation leave. Vacation may not be used in lieu of proper notice.

Any employee who has been employed by the town for five (5) consecutive years or more may, at the discretion of the Town Manager, cash out vacation leave, provided that after the cash out the employee must have remaining in his/her accumulated vacation leave account at least eighty (80) hours of accumulated vacation. The employee will receive ninety-five percent (95%) of the value of the accrued vacation benefit “cashed out” and shall forfeit five percent (5%) of the value of the accrued vacation benefit.

Voting Time Off

The Town of Orange Park supports and encourages you to participate in the election voting process. If you are registered to vote and on election day, your hours of work do not allow sufficient time for you to vote, you will be allowed the necessary time off with pay for this purpose. You must receive the prior approval of your department head. Where the polls are open two (2) hours before or two (2) hours after the regular scheduled work period, that will be considered sufficient time for you to arrange to vote.

Police, Fire and Local 630 collective bargaining agreements have policies related to voting time-off that vary slightly.

Administrative Leave

Administrative leave may be granted to exempt employees at the discretion of the Town Manager. Any administrative leave must be documented in the employee’s file.

Leaves of Absence

The Town of Orange Park provides you with time away from work for certain situations in the spirit of helping you balance professional and personal responsibilities. You may take a leave of absence for the following reasons:

- Family & Medical Leave (FMLA)
- Medical Leave (not FMLA qualified)
- Military Service Leave
- Personal (paid/unpaid)

Family & Medical Leave Policy

The Town of Orange Park provides you with time away from work for serious personal health conditions, for the birth or adoption of a child, to care for your spouse, child or
parent or other specific circumstances in accordance with the Family and Medical Leave Act of 1993 and applicable regulations, as amended.

Please refer to the Town’s FMLA policies and procedures POL-HR-2012-9 and PRO-HR-2012-9.

Medical Leave of Absence (not FMLA qualified)

If you have not met the eligibility requirements under the FMLA, you may still be eligible for a medical leave of absence depending on the medical need, as identified by your health care provider. You are subject to the same terms and conditions to provide adequate documentation of the necessity of the leave and documentation of your ability to return from leave.

Job Restoration following Medical Leave (not FMLA qualified)

Aside from situations covered by the FMLA, the Town of Orange Park will make every effort to restore you to the original job, or to a similar job with similar pay, benefits and other terms and conditions of employment. If the Town is unable to hold your position or place you in a similar job, you may be terminated at the expiration of the leave of absence. The Town will notify you prior to filling the position if at the Town’s discretion, the position must be filled.

Military Leave of Absence Policy

The Town of Orange Park will provide an employee with a leave of absence for military service in accordance with applicable state and federal law and applicable regulations.

Please see the Town’s Military Family Leave Procedures, PRO-HR-2012-10.

Personal Leave of Absence

The Town of Orange Park may provide you with time away from work to deal with circumstances of a personal nature that do not fall under the FMLA, medical leave or military leave policies. Your eligibility and approval/denial for a personal leave of absence will be determined after the employee has submitted the Leave of Absence Request form.

Job Restoration following Personal Leave

The Town of Orange Park will make every effort to restore you to your original job or to a similar job with similar pay, benefits and other terms and conditions of employment. If the Town is unable to hold your position or is unable to place you in a similar job, you may be terminated at the expiration of the personal leave of absence.
Payroll

Standard Work Hours & Requirements for Payroll

The standard workweek at the Town of Orange Park is 40 hours and consists of seven consecutive 24-hour periods. The workweek begins at 12:00am EST on Wednesday and ends at 11:59pm EST on Tuesday, unless otherwise posted.

You are paid on every other Friday. If for any reason a payday falls on a holiday, you will be paid the preceding day. Each pay cycle will include earnings for all work performed through the end of that pay period. Please ensure that all information required for proper payroll processing is accurate and up-to-date.

If your paycheck is lost, it will be replaced as quickly as possible.

Temporary Employees & Interns

Temporary employees may be hired as interim replacements to temporarily supplement the workforce or to assist in the completion of a specific project. Employment is for a limited duration, e.g. peak workload, summer employment, etc. Temporary employees receive legally mandated benefits, such as social security and worker’s compensation, but are not eligible for the Town’s benefit programs. This does not apply to individuals who are employed as a temporary through a staffing service vendor.

Overtime

There may be times when you will need to work overtime. If you are an hourly non-exempt employee, you will be paid overtime at a rate of one and one-half times your regular hourly rate of pay for time worked in excess of 40 hours during the standard workweek unless otherwise designated by union contract.

Overtime is scheduled and must be pre-approved by your Supervisor. If possible, your supervisor may work with you to allow offsetting time off during the same workweek where you worked extra hours, depending on the provisions of your union contract.

Time Records

The Town of Orange Park is required by the Fair Labor Standards Act to maintain a daily record of all hours worked by non-exempt employees. Falsification of time records, including signing in/out for another employee, will be considered grounds for immediate termination.

You are responsible for the timely entry of hours into the time tracking system. Any revisions to time entry need to be approved and authorized by your
supervisor. If you have any questions on the proper sign-in procedures, please contact your supervisor or the Finance Department.

Pay Deductions & Set-Offs

Federal law mandates that the Town make certain deductions from your pay. Also, the Town offers programs and benefits beyond those required by law. If you are eligible for these programs, you may voluntarily authorize deductions (in writing) from your pay to cover the costs of participation in these programs. If you have questions regarding these deductions, contact the Finance Department.

Federal Income Tax

Federal income tax is withheld from your pay, in accordance with specified regulations. You must complete an Employee Withholding Allowance Certificate (W-4) when you first are employed and also when your address, marital status or exemptions change. You will be provided a wage and tax statement (W-2) no later than January 31st of each year.

Social Security Tax

The Town of Orange Park must also deduct social security taxes on your earnings up to a specified limit, which is called the “Social Security wage base”. The Town of Orange Park pays social security taxes as required by law. These amounts are determined by legislative act and are subject to changes by Congress.

Pay Set-Offs

Pay set-offs are deductions taken by the Town typically to help pay off a debt or obligation. These deductions are typically court ordered, such as deductions for mandated child support or other types of wage “garnishments.”

Direct Deposit

You may elect direct deposit of your paycheck in any authorized bank, savings and loan, or credit union. Authorizations for direct deposit are available from the Finance Department.

You will continue to receive notification every payday detailing the amount of your gross and net income, taxable wages, etc. These deposit notifications should be kept for personal tax records just as you would a paycheck stub.

Pay Corrections
It is very important to us that you receive the correct amount of pay in each paycheck and that you are paid promptly on the scheduled payday. In the unlikely event there is an error in your pay, you should bring the discrepancy to the immediate attention of the Finance Department. If you find an error with your paycheck or direct deposit, or if you believe your pay has been reduced in an improper manner, please report this to the Finance Department as soon as possible. No employee will suffer any adverse employment consequences as a result of reporting the error or pay reduction.

If it is confirmed that an error or improper deduction has been made, the employee will be promptly reimbursed for the amount improperly deducted. If it is confirmed that an error resulting in overpayment to the employee has been made, the Town will work with the employee to determine a repayment plan that is mutually agreeable to both parties.

All year to date totals for W-2 earnings will be adjusted to reflect the correct earnings information on the next applicable pay period or periods. If you have any questions about this policy or any other matter relating to your compensation, please contact the Finance Department.
Job Basics

Probation Period For Employees Not Covered By Collective Bargaining Agreements

The Town makes every effort to match your skills, education, and experience with the requirements of the job. However, only performance on the job itself is evidence that the proper placement has been made. Therefore, the first six (6) months of employment are considered an orientation or probation period during which we have an opportunity to get to know each other. This probation period applies to both newly hired and rehired employees. At the end of the probation period you will receive a performance review.

During the probation period, you may be observed and evaluated more closely and more frequently as you are learning about a new job and a new organization. If your supervisor determines that the designated probation period does not allow sufficient time to thoroughly evaluate your performance, the period may be extended.

This probation period also provides you with the opportunity to evaluate us. We encourage you to share your thoughts with your supervisor during this period and at the time of your review.

Breaks & Meal Periods

Your supervisor will advise you as to when, and for how long meal periods and rest breaks may be taken. You should take advantage of your meal breaks. Non-exempt employees are prohibited from performing any work during the meal period. You are not paid for meal breaks. Rest breaks of less than 20 minutes are counted as time worked and will be paid.

Employee Expense Reimbursement

Authorized employees will be reimbursed for necessary and reasonable expenses incurred in the conduct of Town business. Meal allowances are established by resolution.

You must complete an expense report for all business/reimbursable expenses within thirty (30) days. You should refer to the accounting policies for the procedures for properly submitting expense reimbursement requests and documentation.

Personnel Files & Records

Personnel Files contain forms and documents signed by you when you were hired and throughout the course of your employment. They also contain records of your job performance and other documents pertaining to your employment. Your personnel file
and its contents are the property of the Town of Orange Park and are maintained in accordance with federal and state laws.

If you wish to review your file, you should contact the Finance Department. Your file may not be removed from Town premises.

It is important that personnel files be accurate and up-to-date. It is particularly important that information on name changes, address, telephone number, and emergency contact and payroll deductions is correct. Personal changes can affect your group insurance, tax withholding and other areas and should be reported promptly to the Finance Department.
Career Growth

Career Recruiment and Advancement

You are encouraged to communicate your career objectives and specific job interests to your supervisor. We encourage you to apply for internal job openings for which you are qualified. Open positions are filled on the basis of qualifications, references and/or past performance, abilities of the applicant, and other work-related considerations.

Job openings are posted via email and on the website for a period of at least five (5) business days, unless otherwise designated by union contract. If you meet the qualifications required in the posted position and apply in a timely manner, you may be considered for the position. Unless pre-approved by the Town Manager, or considered separately by a collective bargaining unit for the position, you must complete your six (6) month probation period to be eligible to apply for an internal opportunity.

In order to apply for a posted position, you must notify your current supervisor. You must complete a job application and proceed through the normal interview process to be set up by the hiring supervisor.

Please see recruitment procedures PRO-HR-2012-14 and PRO-HR-2012-15 for more information.

Coaching & Performance

Performance coaching is an ongoing method of providing feedback on the job, even where performance is considered good. This process encourages you to excel in your job.

Appropriate behavior and performance of your job responsibilities is a critical element of being able to provide top service to our residents. When behavior or performance does not contribute to or is counter-productive to our service commitment, we believe in a positive supportive approach designed to help improve your performance.

If job performance does not meet with established expectations, you and your supervisor will have the opportunity to discuss the behavior or performance in question. Your supervisor will discuss:

- How your performance is not meeting job standards.
- What you can do to correct the problem.
- The consequences of not correcting the problem.
- A time frame for improvement.
Also, depending on the seriousness of the behavior or performance, disciplinary action may be taken. This action may be formal or informal and is typically progressive, escalating from one step to another. Actions may include verbal or written warnings, probation, suspension or termination. However, depending on the nature and severity of the problem or issue, the process may move more quickly.

**Training & Development Opportunities**

The Town of Orange Park supports ongoing training to develop higher-level skills and effectiveness on the job. Continuing education and development is of benefit to both you and the Town. In addition to on-the-job training, seminars and training may be offered externally during your employment. These programs are designed to help you improve your job performance and current level of expertise as well as prepare you for advancement.

Approval for attendance will be handled on a case-by-case basis based on the following criteria:

- Course objectives.
- Individual development needs.
- Cost of class or seminar (and any travel, if required).
- Budgetary constraints.
- Applicability to current position or within your potential career path.

**Schools, Conferences & Seminars**

The Town of Orange Park encourages all employees to identify opportunities to supplement their professional skills. If such skill development is not available through internal sources or courses at local universities, the Town will consider providing access to schools, professional conferences and/or external seminars and classes.

If your attendance requires travel out of town, the Town of Orange Park will reimburse travel expenses in accordance with the Town’s Travel Expense Reimbursement resolution.

**College Coursework & Degree Programs**

As a full-time employee, you are eligible to participate in the Tuition Reimbursement program.

Each course must be individually approved prior to course registration. Please refer to Tuition Reimbursement for General Employees Policy (POL-GG-2011-1) and Procedures (PRO-GG-2011-1) for details of the program. Tuition reimbursement for the collective
bargaining union employees is handled through the respective Collective Bargaining Agreements.

**Performance Evaluations**

Your performance will be formally evaluated on a regular basis, usually at least once a year with coaching assessments conducted as appropriate. During the first year of employment, more frequent performance reviews may be conducted. The first one should be completed after the six (6) month probation period for employees not covered under a union contract.

Performance evaluations are designed to measure your performance in the skill areas required to successfully perform your job duties and responsibilities. The objective is to provide both formal and informal feedback about your performance relative to expectations.

Your performance will be measured on criteria outlined by your supervisor and may include requirements such as:

- Job knowledge and skill.
- Quality of work and quantity produced.
- Team relationships.
- Judgment and decision-making.
- Interaction with residents and your co-workers.
- Customer service attitude.
- Attendance and punctuality.

A written performance review will be prepared, and you will have the opportunity to read it and write any comments. Your signature on the review indicates that you and your supervisor have discussed your review. Refusal to sign the review does not invalidate the review.

**Corrective Action**

There are cases when the Town may need to issue various forms of corrective action to employees in order to ensure compliance with the Town’s policies and procedures (POL-HR-2012-19 and PRO-HR-2012-19).
Employment Policies

The Town of Orange Park is committed to providing a work environment that fosters teamwork, positive interaction, customer service, learning and development. Our practice is to recognize you as an individual while ensuring fair and consistent treatment for all. We must all work together to achieve the goals of the Town.

In order to maintain a culture where these goals can be achieved, we strongly encourage and support an open two-way communication process for all employees where problems can be discussed and resolved with mutual respect. We believe that such an environment remains the best method of resolving any issues that may arise while maintaining healthy and productive working relationships.

Americans with Disabilities (ADA) Policy

The Town of Orange Park recognizes its duty to provide equal employment opportunities to all qualified persons, including individuals with disabilities, in accordance with the Americans with Disabilities Act of 1993, as amended. We are committed to making reasonable accommodations available to individuals with disabilities who seek employment and will, upon request, afford qualified employees with disabilities a reasonable accommodation to perform the essential functions of their job, except in circumstances where it creates an undue hardship to the Town or creates a safety risk to others.

Questions about or requests for reasonable accommodations should be directed to your supervisor or the Town Manager. Once the reasonable accommodation is defined and implemented, employees with disabilities will be expected to perform the essential functions of their job to the same or similar job standards as established for non-disabled employees.

Please see and familiarize yourself with the Town’s Equal Employment Opportunity Policy POL-HR-2012-5.

Background Checks

Town of Orange Park expects you to conduct your personal affairs in a responsible manner. As a condition of employment, a criminal records background check will be reviewed on all new hires. At the option of the Town Manager, background checks may be conducted as permitted by law. Crimes involving dishonest acts or acts of physical violence, including domestic abuse, and moral turpitude will be grounds for immediate termination.
Employee Relationships Policy

The Town of Orange Park respects your right to conduct your personal life as you wish. There is no prohibition against co-worker consensual, romantic relationships as long as the individuals involved do not have a supervisor and subordinate relationship.

Both employees involved in the relationship are expected to exhibit professional behavior in the workplace at all times. The existence of a personal relationship should not in any way interfere with your ability to perform your job.

More than one member of an immediate family may be employed by the Town but should be assigned to different departments or work units.

Employment Eligibility Policy

The Town of Orange Park will not discriminate against any individual because of citizenship status, as long as he/she can meet the documentation requirements of the Department of Homeland Security. In compliance with the Immigration Reform and Control Act (IRCA), he/she will be required to document identity and employment authorization, including U.S. citizenship. Any documentation renewal processes and any administrative costs associated with those processes are the responsibility of the employee or candidate for employment.

Outside Employment

You may seek outside employment. However, you must obtain permission from your supervisor and the Town Manager before engaging in any other employment or personal business commitments, due to potential conflict of interest situations. You must disclose all outside employment to your supervisor and the Town Manager.

You should not engage in outside employment that interferes with the time and attention that must be devoted to your job duties or which adversely affects the quality of the work you perform.

Lactation In The Workplace

Please familiarize yourself with the Town’s Lactation in the Workplace Procedure PRO-HR-2012-8.
Leaving The Town

If an employee resigns his or her position with the Town of Orange Park, he/she should submit a written resignation letter to the supervisor with two (2) weeks advance notice. Any Town property, keys, manuals or other Town documents or supplies must be returned by the last day worked.

Exit Interviews

We are sincerely interested in learning the reasons an employee leaves and appreciate honest opinions of our policies and practices. If circumstances permit, the Town may schedule an exit interview and/or request feedback by mail.

Notification of Address Change

In order to ensure W-2, benefits statements or other related documents are received in a timely manner please advise the Finance Department for at least one (1) year if there is a change in address subsequent to leaving Town employment.

Eligibility for Rehire

Employees who voluntarily terminate employment may be considered for rehire with the Town of Orange Park. Rehire is based on whether a position is available and whether the employee meets the selection criteria established for the position.

Employment Inquiries

Any outside inquiries regarding the employment status of any current or former employee of the Town must be referred to the Town Clerk.
Property & Systems

Electronic Communications & Internet Access

Information systems and equipment including electronic mail, computer data, hardware and software, telephones, fax machines and any other means of communication or information storage are considered assets of the Town of Orange Park and are protected from unauthorized access, disclosure, destruction, modification or loss. These systems and equipment may be used only for appropriate Town business purposes. Furthermore, because all written, filed or logged communication is public information, the contents of your electronic and telephonic communications may be subject to disclosure.

Password Security

The security and protection of your system passwords is your responsibility. Your passwords should not be shared with any individual nor should passwords be displayed anywhere. You will be assumed to be the author of material or content authored under your password.

Copyrighted Information

Use of the Town’s communication systems to copy, modify, or transmit documents, software, information or other materials protected by copyright, trademark or patent is prohibited.

Use of the Internet

Access to the Internet through the Town’s network is a privilege and carries responsibilities reflecting responsible and ethical use.

All employees are required to be familiar with the terms of the Town’s Computer Network and Internet use Directive, DIR-GG-2012-17.

Mobile Phones & Smart Phones

The Town is committed to providing tools and equipment that enhance or improve the employee’s ability to perform their job function effectively. Cellular phones provide employees with the ability to perform the function of their duties in a more efficient manner. Therefore management requires certain employees, position, functions or shifts to be equipped with these devices.

Employees may be approved for a stipend for mobile/smart phone use in order to do business for The Town. Department Heads will make recommendations to the Town
Manager as to which job class or functions should have a phone. Use of the phones for personal calls should be held to a minimum.

Mobile phones.smart phones provided by Town of Orange Park remain the property of the Town and are to be returned when leaving the Town or if job duties change and no longer require the use of the mobile phone.

**Use of Personal Cellular Phones**

Use of personal mobile or smart phones during working hours is inappropriate. Employees may keep a mobile phone at their workstation for emergency or incidental purposes, provided that the ringing mechanism is set to vibrate and is not disruptive to the work environment.

Receiving or returning calls must not interfere with the performance of job duties. Excessive personal phone calls or excessive use of a personal mobile phone during work hours may result in disciplinary action, including termination.

**Text Messaging**

Employees should exercise care when text messaging other employees or customers as some generally acceptable practices in the personal arena of text messaging may not be appropriate in a business environment. Text messaging must be consistent with the Code of Conduct and other policies of the Town, and, may be subject to Florida's Public Record laws. You should refrain from responding to personal text messages during regular work time. Text messaging while driving a Town vehicle is strictly prohibited.

Please familiarize yourself with the Town's Cellular Phone Procedures (PRO-GG-2012-18).

**Office Supplies & Equipment**

Telephones, fax machines, personal computers, copiers, and other office equipment are Town property and are supplied for business purposes only. Personal use of telephones is permitted only for emergency or incidental purposes. E-mail, voice mail, and other messaging systems are subject to review and inspection and may be subject to Florida's Public Record laws.

You are responsible for all Town property assigned to you, including materials or written information issued to you or in your possession. Upon leaving the Town's employment, you must return all such property and equipment to your supervisor. If not returned, the value of these items may be deducted from your final pay.
Telephones & Voicemail

The Town of Orange Park maintains an electronic voicemail system. This system is provided by and considered the property of the Town. It is provided to assist you in conducting your job responsibilities. This system is not intended for regular personal use.

Response Time

Voicemail should be checked regularly. You should respond to messages as promptly as possible, and no later than by the end of the next business day. If you are unable to provide a complete response, advise the caller of a time to expect a response.

Social Media

Emerging platforms for social interaction are fundamentally changing the way we work, offering new ways to engage with customers, colleagues, and the world at large.

Social medium venues include but are not limited to participating in or starting blog conversations, ‘linking to’ or ‘friend-ing’ social pages such as Facebook, Linked-In, Twitter, or joining other online social groups. You are personally responsible for the content of your communications. If you participate, you are expected to adhere to the spirit and intent of the Town’s Code of Conduct. You also must limit participation to your free time, i.e. when you are not on duty, or when you are at lunch or on your break, and using your own equipment.
Handbook Acknowledgement

I hereby acknowledge that I have received my copy of the Town of Orange Park Employee Handbook. I understand that it is my responsibility to become familiar with the Town’s policies and to follow them. If a policy is unclear to me, I understand that it is my responsibility to seek clarification from my supervisor. I also understand that collective bargaining agreements (CBA) have variations to procedures and policies that I must read if I am covered by a CBA.

__________________________  ______________________
(Signature)                      (Date)

__________________________
(Please print name)