



Employee Handbook

for the

City of New Haven



From the Department of Human Resources; 2010 Version

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WORKING for the CITY **of NEW HAVEN**

Your first day of employment with the City of New Haven should begin with an appointment with the Department of Human Resources. At this appointment you will complete important documents such as W-4 forms for tax withholding purposes, an I-9 form for Employment Eligibility Verification, a Supplemental Data form for payroll purposes, and an Emergency Contact form. You will be given this Handbook and a packet containing City Policies. You will also receive a sign-off form attesting that you received and read the City policies packet. This form will be placed in your personnel file maintained by the Department of Human Resources. The City Policies pertain to employee responsibilities and behavior in the workplace. It is your responsibility to read and abide by all City issued policies.

Once a quarter there will be a New Hire Orientation session. Human Resources will work with representatives from Medical Benefits, Worker's Compensation and the Pension Division to provide new employees with important information concerning employee benefits. These benefits and services are covered in more detail later in this Handbook.

PROBATIONARY PERIOD

As a new employee, you will spend your first several months of employment with the City in a probationary status. Newly hired employees remain on probation for a period of 90-working days, during which time the employee is not considered to be a regular, full-time employee. Once you have successfully completed the 90-working days, your appointing authority communicates this to the Department of Human Resources. Your status then changes to one of regular, full-time employment.

All employees, regardless of the status or duration of their employment, are required to meet and maintain City standards for job performance and behavior.

If your position is a bargaining unit (union) position, you may be required to either become a member of that particular union upon successful completion of your probationary period, or pay a monthly service fee established by the union as a condition of continued employment.

The various City bargaining units and employees they cover are outlined in more detail later on in this Handbook.

COLLECTIVE BARGAINING

BARGAINING UNIT REPRESENTATION

Labor Unions and management periodically negotiate collective bargaining agreements (union contracts), which govern salary, benefits, hours of work, and the terms and conditions of employment. Most city job classifications have been assigned to particular bargaining units, and employees have voted to have unions represent them in the negotiation process. There is a copy of each union contract on the Human Resources webpage at: <http://www.cityofnewhaven.com/HumanResources/index.asp> Click on Union Contracts and then click on your specific union contract.

UNION CONTRACTS

Bargaining unit contracts, established through the formal negotiation process, outline the terms and conditions of your employment. Familiarize yourself with your contract. Benefits and provisions vary. Contract language has been crafted to avoid disputes and eliminate misunderstandings. Contract provisions, however, may be open to interpretation and subject to the grievance and arbitration process. Direct your questions about your union contract to your union representative first, then the Department of Labor Relations.

GRIEVANCE PROCEDURE

Your problems or complaints should be resolved quickly and fairly. First, discuss the issue with your supervisor, who may help you find a solution. If your supervisor or another employee in the chain of command cannot resolve your problem or complaint, or if you feel that you have been treated unjustly, contact your union representative. If an issue cannot be resolved informally, you may follow the grievance procedure outlined in your union contract. The procedure helps resolve disputes concerning interpretation and application of a contract.

The first steps of the grievance process are informal to encourage quick resolution. If an issue cannot be resolved informally, more formal meetings will be conducted until the grievance reaches the highest level of the process. Most grievance procedures permit arbitration when an issue cannot be resolved at the highest agency level. An arbitrator, an impartial party chosen by union and management, will hear both sides of an issue and render a binding decision.

A union requests arbitration. Arbitration is permitted only if negotiated as a step in the grievance procedure. You or a group of employees may present a grievance to management for resolution without your union's participation. However, its resolution must be consistent with your union contract, and your union must be given the opportunity to attend all meetings.

COMPENSATION, EMPLOYEE BENEFITS & SERVICES

PAYDAY

Payday for most employees is on Friday of each week. New employees hired into general fund positions are generally paid on the next pay date during the current week worked.

However, depending on the day of the week the employee starts, it may be necessary to wait until the following pay date to receive pay. In this instance, the employee will be paid for all hours worked in the previous and current week on the next available pay date.

New employees hired into special fund positions are paid on the next pay date one whole week following the first day of employment. Most administrative and clerical staff working in the Board of Education, holding general fund Civil Service positions, are paid on a bi-weekly schedule. As a reminder, this Handbook does not cover Administrators, Teachers, Substitute Teachers, Paraprofessionals and Cafeteria staff working in the Board of Education.

If a holiday falls on a Friday, you will be paid on the last working day before the holiday. You may contact the Payroll Division for specific answers to any questions concerning pay periods. In any event, the specific pay period will be noted on your paycheck.

REGULAR PAY

Employees covered under any of the City's bargaining units should refer to their respective union contract for Wages and Salary schedules.

Individuals employed as Crossing Guards should refer to the Working Agreement Between the City Of New Haven and the Crossing Guard Association.

Executive Management and Confidential employees' salaries are based on the most recent pay plan adopted by the Board of Aldermen.

OVERTIME PAY / COMPENSATORY TIME

Non-exempt employees are paid overtime rates for hours worked beyond regularly scheduled work hours.

Criteria defining what is considered overtime varies across the City's different bargaining units. Therefore, it is important that you consult your specific union contract for details as to how overtime will affect you. You may also call the Payroll Division.

Compensatory time for non-exempt employees also varies across the different bargaining units. You will need to consult your specific union contract.

Executive Management and Confidential employees are covered by the provisions outlined in the Executive Management and Confidential Employees Personnel Policy and Procedures Manual. These employees should contact the Payroll Division with questions regarding eligibility for overtime pay or compensatory time.

PAYROLL DEDUCTIONS

Earnings and deductions are shown on your paycheck stub. The City is required to withhold the following deductions from your wages:

- Federal Income Tax
- State of Connecticut Income Tax
- Medicare
- Federal Insurance Contributions Act (FICA)
- Union Dues (*if in a bargaining unit position*)
- City Employee's Retirement Fund (*if classified Civil Service employee - see section on City Pension Fund*)
- Child Support Orders (*if applicable*)
- Wage Garnishments (*if applicable*)
- Federal or State Tax Levies (*if applicable*)
- Defaulted Student Loan Liens (*if applicable*)

The following additional deductions can be made with your authorization:

- Health Insurance (*coverage and fees vary - consult your union contract*)
- Direct Deposit
- Savings Deposit
- Checking Deposit
- Tax Deferred Compensation
- CHET College Savings Program
- Charitable Donations
- Disability Insurance

All questions regarding your payroll deductions should be directed to the Payroll Division.

DIRECT DEPOSIT

Direct deposit is a convenient, no-charge banking service provided to all City of New Haven employees. If you choose to enroll in this service, your entire weekly net payroll earnings will be electronically forwarded directly to your specific savings or checking account at your designated banking institution on time for payday access. There is a mandatory ten (10) day pre-notification period from the date you submit your enrollment form to the date your direct deposit takes effect. Upon direct deposit activation, you will receive a weekly non-negotiable check facsimile confirming your direct deposit to the respective banking facility route and account numbers designated on your enrollment form. The non-negotiable check will also contain information regarding your weekly compensation, all mandatory and voluntary deductions withheld from wages, and the resulting weekly net wages.

To enroll for Direct Deposit service, you must visit the Payroll Division to obtain the proper authorization forms. Then complete and return those forms to Payroll for processing.

An employee may cancel participation, or change information regarding direct deposit banking institutions and account numbers at any time by completing a new direct deposit form.

CREDIT UNION

Employees of the City of New Haven are eligible to join the City's Credit Union. The Wepawaug Flagg Federal Credit Union offers its members various savings and checking accounts at competitive interest rates. (Such accounts include regular savings and checking, club accounts, money market accounts and Individual Retirement Accounts). The Credit Union also offers its members term certificates of deposit at competitive interest rates.

Credit Union members may also apply for various loans from the Credit Union. As an additional convenience, employees with Credit Union accounts may have checking and savings deposits, and loan payments automatically deducted from their weekly paychecks.

All deposits in the Credit Union are fully insured. The Wepawaug Flagg Credit Union is not a City agency. It is an independent federally chartered corporation, which operates under the laws and regulations of the National Credit Union Administration (N.C.U.A.)

DEFERRED COMPENSATION

City of New Haven Department of Education employees are eligible to voluntarily participate in and invest pre-tax dollars through payroll deductions into either the New Haven Department of Education 403(b) Tax Sheltered Annuity Plan or the City of New Haven 457(b) Tax-Deferred Compensation Plans. Although this Handbook does not cover Administrators, Teachers, Substitute Teachers, Paraprofessionals and Cafeteria staff working in the Board of Education, their participation eligibility is noted. Non educational employees are eligible to participate exclusively in the City of New Haven 457(b) Tax-Deferred Compensation Plan.

The City of New Haven **does not** match employee contributions to the 457 (b) tax-deferred plan. Plan assets are based solely on employee contributions. With tax-deferred plans, money continues to accumulate tax-free until the participant withdraws assets from the plan.

There are currently ten approved plan providers of 457(b) tax deferred compensation products. The employees may choose to use any one vendor or combination of vendors. The number of available companies is subject to change. Employees may enroll in a deferred compensation plan only during calendar year quarterly open enrollment periods. Enrollment deadlines for all deferred compensation transactions are March 31, June 30, September 30, and December 31 of each calendar year. Employees can terminate plan participation at any time.

Employee assets contributed into the plan cannot be withdrawn while the employee is in active service. The employee can make a full or partial withdrawal of plan assets only

upon a qualifying event such employment termination, retirement, or resignation. In the event the employee deceases while a plan participant his/her plan assets will be payable to his/her estate. Hardship loans may be available to qualified participants provided his/her unforeseen emergency complies with applicable Internal Revenue Service (IRS) rules and regulations.

Although the Payroll Division provides information about this service, the employee must contact and deal directly with the tax-deferred compensation plan administrator.

To obtain information about this service, including the telephone numbers and listing of all tax-deferred plan approved providers, contact the Payroll Division.

CONNECTICUT HIGHER EDUCATION TRUST-COLLEGE SAVINGS PROGRAM (CHET)

CHET is available to all City Employees. This special program, offered by the State of Connecticut, is designed to help families save for the college expenses of their children.

You can set up one or more accounts, through payroll deductions with as little as \$15 per account per pay period. The earnings on your account(s) accrue tax-free until the money is withdrawn.

For more information about the CHET College Savings Program, contact the Payroll Division directly.

EMPLOYEE BENEFITS

Employees appointed on a regular, full-time basis, working at least 20 hours per week, may participate in the City of New Haven's benefits programs in accordance with their respective union contract. Generally, employees who are appointed on a temporary, contractual, part-time or temporary pending testing basis are not eligible for City benefits. Eligible individuals employed as Crossing Guards may be eligible for certain leaves with pay, including holidays. Crossing Guards should consult the Working Agreement between the City of New Haven and the Crossing Guard Association.

HEALTH INSURANCE

The City of New Haven offers its workforce a variety of health insurance programs, including managed care programs and health maintenance organizations. Dental coverage and vision care are also offered. All regular, full-time employees, working at least 20 hours per week, may be eligible in accordance with their respective union contract.

BENEFIT ELIGIBILITY

Health coverage varies across the different bargaining units. Generally, eligible employees should sign up for health coverage within 30 - 60 days from the start date of employment. Refer to your bargaining unit contract to determine your eligibility.

Union members should review the appropriate provision(s) of their union contract for information on benefit options, enrollment and activation of health benefits. Executive Man-

agement and Confidential employees should refer to the applicable provisions outlined in Executive Management and Confidential Employees Personnel Policy and Procedures Manual.

The Medical Benefits Division holds open enrollment for health insurance coverage once per year, usually between May 1st and June 15th.

During open enrollment, active employees can change their current health plan. Some employees are eligible to purchase additional coverage based on the provisions of their specific union contract. You may also call the Medical Benefits directly for more details.

COBRA HEALTH BENEFITS

In accordance with the Consolidated Omnibus Budget Reconciliation Act (COBRA), the City of New Haven offers continuation of medical coverage to employees leaving City employment.

This coverage is at the employee's expense, and covers the employee's eligible dependents. COBRA coverage is available for up to 18 months after separation from City employment.; 36 months for coverage for children and divorce.

Continued coverage for a period of up to 3 years will be available for a deceased employee's survivors, divorced or separated spouse and their dependent children.

Continued coverage for a period of up to 3 years is also offered to dependent children who have reached the maximum age of coverage offered through any of the City's health benefit plans.

For further information on COBRA coverage, call Medical Benefits directly.

LIFE INSURANCE

Regular, full-time employees may be eligible for life insurance coverage. Dollar amounts of the policies offered vary greatly across the different bargaining units. If you are in a union, refer to your union contract for an explanation of life insurance benefits.

Executive Management and Confidential employees should refer to the applicable provisions outlined in the Executive Management and Confidential Employees Personnel Policy and Procedures Manual.

For further information on Life Insurance coverage, call Medical Benefits directly.

INCOME PROTECTION PLAN - DISABILITY COVERAGE

Short and long-term disability coverage is also provided to certain eligible employees. Benefits are designed to provide cash income to any employee who is totally disabled by a non-job-related illness or injury.

Coverage varies widely throughout the various bargaining units. If you are in a union, make sure to check your contract.

As of the printing of this Handbook, this benefit is not available to certain bargaining units or to Executive Management and Confidential employees. For further information on Disability Coverage, call Medical Benefits directly.

PENSION BENEFITS / PENSION FUND

The City Employees' Retirement Fund (CERF) provides service and disability pensions, as well as death benefits to eligible employees of the City. Regular, full-time general fund employees are eligible to participate in CERF. For more information contact Payroll and Pension directly.

PENSION ELIGIBILITY REQUIREMENTS & BENEFITS

Some employees or groups of employees are subject to different eligibility requirements and benefit provisions. Therefore, employees who are union members should refer to their specific union contracts for an explanation of their pension benefits. Executive Management and Confidential employees should refer to the provisions outlined in the Executive Management and Confidential Employees Personnel Policy and Procedures Manual to determine the specific pension and benefit provisions that apply.

Participation is mandatory for all classified Civil Service employees. Elected or appointed officials may choose to participate in CERF rather than Social Security within the first year of employment. Once enrolled in CERF, future participation is mandatory.

Employee contributions to CERF begin with the first paycheck issued by the City.

Employees who contribute to CERF do not contribute to Social Security, but do contribute to Medicare in accordance with Federal laws.

In order to become a formal and recorded member of CERF, an employee must complete an enrollment form, provided by Payroll and Pension.

PAID LEAVE TIME

HOLIDAYS

Eligible employees receive twelve (12) paid holidays. Eleven (11) are designated holidays and one (1) is a floater. Eligibility for this benefit varies across the different bargaining units. If you are in a union, refer to your union contract.

Individuals employed as Crossing Guards should refer to the Working Agreement Between the City of New Haven and the Crossing Guard Association. Executive Management and Confidential employees should refer to the applicable provisions outlined in the Executive Management and Confidential Employees Personnel Policy and Procedures Manual.

Generally, the designated holidays are:

- | | |
|---------------------------------|-----------------|
| ~ New Years Day | ~ Labor Day |
| ~ Martin Luther King's Birthday | ~ Columbus Day |
| ~ President's Day | ~ Veteran's Day |

~ Good Friday
~ Memorial Day
~ Independence Day
~ Plus one Floater to be used in accordance with your union contract

~ Thanksgiving Day
~ Christmas Day

One can view a listing of that calendar year's observance of holidays schedule at the Human Resources page on the City's website: <http://cityofnewhaven.com/HumanResources/WorkLifePrograms.asp> It is also available at the Department of Human Resources.

VACATION LEAVE

Regular full-time employees are entitled to vacation benefits after completion of a certain period of service. Employees are eligible for additional vacation leave after completion of additional years of service. Vacation leave should be requested in advance of desired dates to ensure efficient departmental operations and fairness in the distribution of work.

Eligibility for this benefit, and the amount of vacation time that may be initially granted varies widely among the City's unions.

Eligible employees covered under any of the City's bargaining units should refer to their respective union contracts to determine eligibility for vacation leave and the conditions under which this benefit is granted. Executive Management and Confidential employees should refer to the Executive Management and Confidential Employees Personnel Policy and Procedures Manual.

SICK LEAVE

Authorized sick leave is an employee benefit to be used only for absences caused by illness, and non-work related injury to the employee or an employee's immediate family member. Regular full-time employees, who have successfully completed their probationary period, are eligible for this benefit.

Eligible bargaining unit employees should consult their specific union contract for information on sick leave accrual and conditions under which this benefit is granted. Executive Management and Confidential employees should refer to the Executive Management and Confidential Employees Personnel Policy and Procedures Manual.

SICK LEAVE BANK & SICK LEAVE DONATIONS

Sick Leave Bank: Eligible employees of certain bargaining units may participate in the Sick Leave Bank.

Sick Leave Donations: Sick Leave may also be donated to fellow employees, who are members of the same union, upon authorization of the Union President and the Director of Labor Relations on a case by case basis.

These benefits vary among the City's unions, and may not be available to all union members. Eligible bargaining unit employees should consult their specific union contract for specific information.

WORKERS COMPENSATION BENEFITS

The City of New Haven strives to maintain a safe and healthy environment for all of its employees. The City is mandated through the State of Connecticut to provide workers compensation coverage to its employees in the event of a work-related injury or illness.

All City of New Haven employees, regardless of their status, are covered in accordance with State laws. It is imperative that you immediately report all work-related injuries to your designated contact person. Each City department or division has a designated contact person to whom you should report all work-related injuries. Your supervisor, department head and/or appointing authority should inform you of the contact person for your department or division. If they don't, make sure to ask. Or, you can always call Workers Compensation directly.

LEAVES OF ABSENCE

BEREAVEMENT LEAVE

The City provides for paid absences in the event of the death of an immediate family member (as defined in your union contract) or other relative who is an actual member of the employee's household. Coverage varies among the City's unions. Unionized employees should refer to their union contracts for specific information on eligibility and the conditions under which this benefit is granted.

Individuals employed as Crossing Guards should refer to the Working Agreement Between the City of New Haven and the Crossing Guard Association. Executive Management and Confidential employees should refer to the Executive Management and Confidential Employees Personnel Policy and Procedures Manual.

FAMILY & MEDICAL LEAVES (FMLA)

The City complies with The Federal Family and Medical Leave Act of 1993 (FMLA) by providing up to twelve (12) weeks of leave in a 12-month period with the guarantee of the same or an equivalent job upon return to work.

FMLA may be taken to care for a newborn or newly adopted child, for your own personal illness, or to care for an immediate family member who is seriously ill. To be eligible, you must be employed for at least 12 months, and have provided 1,250 hours of service during the 12 months before the leave is requested.

No more than 12 weeks of FMLA may be taken within a 12-month period.

If you do not meet the eligibility requirements for FMLA, you may be eligible for Civil Service leave if you are a general fund Civil Service employee. For more information on FMLA, call Human Resources at 946-6512.

CIVIL SERVICE LEAVE

If an employee, who for medical reasons is unable to perform his/her duties, or who desires to engage in a course of study such as will increase his/her usefulness to the City, may be granted special leave of absence without pay for a period not to exceed one year, depending upon the needs of the City and upon the recommendation of the appointing authority and the approval of the Civil Service Board.

General fund Civil Service employees, who have successfully completed their probationary period, are eligible for this benefit.

Such leave shall not be extended nor shall it be granted for an employee to assume another position in the classified or unclassified Service of the City of New Haven or to assume a position in any other jurisdiction, public or private.

Medical reasons cited under provisions for FMLA are eligible reasons under Civil Service Leave. In many cases, Civil Service Leave can be used to augment medical leave for eligible employees.

Civil Service Leave is leave without pay and without medical benefits unless the employee elects to continue such benefits through COBRA.

An employee requesting Civil Service Leave shall submit his/her request in writing to the appointing authority and the Civil Service Board. Upon approval in writing by the appointing authority and the Civil Service Board, such leave shall be granted for the period specified. For more information regarding Civil Service Leave, contact the Department of Human Resources directly at 946-8567.

SHORT TERM DISABILITY LEAVE

Short term disability shall apply to any extended absence for sickness or non-job related injury of more than seven (7) consecutive calendar days. For specific details and qualifications for making use of short term disability see your union contract: <http://cityofnewhaven.com/HumanResources/unioncontracts.asp> For further explanation and forms contact the Controller's Office at 946-7157 or Human Resources.

PERSONAL LEAVE

Eligible employees are entitled to a certain number of paid personal leave days. Utilization of this benefit varies among the City's unions. Unionized employees should refer to their union contracts for specific information on eligibility and the conditions under which this benefit is granted.

Executive Management and Confidential employees should refer to the Executive Management and Confidential Employees Personnel Policy and Procedures Manual.

An employee intending to utilize personal leave should provide as much advance notice to his/her supervisor as possible to ensure efficient departmental operations and fairness in the distribution of work.

MILITARY LEAVE

In addition to federal and state laws, some collective bargaining unit agreements have provisional language which ad-

resses military leave and payroll offset arrangements for the traditional normal short-term Reserve or National Guard annual military maneuvers and field exercises. The City of New Haven has also adopted a supplemental **Military Leave Policy** that is applicable to all municipal unions, in compliance with the requirements of the federal **Uniformed Services Employment and Reemployment Rights Act of 1994 (USERRA)** and **Connecticut Senate Bill 2050 (November 20, 2001)**. Since the City of New Haven Military Leave Policy is a detailed document which addresses many facets of employment, reemployment rights, medical benefits, pension service credit, seniority, employee accruals, etc, a copy is available at Payroll and Pension. Additionally, the Payroll & Pension Administrator can be contacted directly at 946-8288 for assistance and clarification on any policy questions.

JURY DUTY

Any City employee, who is required to serve on a jury, shall be granted a leave of absence without loss of pay. Upon presentation of satisfactory evidence relating to jury service and payment thereof, the City will pay the employee a sum of money, which when added to the amount received for jury service, will result in payment of full salary for any given work week.

Bargaining unit employees should refer to their respective union contracts for more specific information on Jury Duty Leave. Executive Management and Confidential employees should refer to the Executive Management and Confidential Employees Personnel Policy and Procedures Manual.

Notification of Jury Duty Leave must be made in writing to the appointing authority.

PERFECT ATTENDANCE

Eligible employees covered under various City bargaining units or groups are entitled to lump sum payments as a reward for perfect attendance. In some cases, additional Personal Leave days are awarded in lieu of lump sum payments. This benefit is designed as an incentive to encourage appropriate use of sick leave.

Eligibility for this benefit, the amount of the lump sum payment, and/or additional Personal Leave days vary widely among the City's unions. Bargaining unit employees should consult their specific union contract.

Individuals employed as Crossing Guards should refer to the Working Agreement Between the City of New Haven and the Crossing Guard Association.

Executive Management and Confidential employees should refer to the Executive Management and Confidential Employees Personnel Policy and Procedures Manual.

LONGEVITY

Continuous service with the City of New Haven is rewarded through longevity payments. Annual lump sum payments increase with length of service. Regular full-time employees, as well as certain part-time employees, are eligible for this benefit.

Eligible bargaining unit employees should refer to their respective union contracts to determine eligibility for this ben-

efit and conditions under which this benefit is granted. Individuals employed as Crossing Guards should refer to the Working Agreement Between the City of New Haven and the Crossing Guard Association.

Executive Management and Confidential employees should refer to the Executive Management and Confidential Employees Personnel Policy and Procedures Manual.

EDUCATIONAL ASSISTANCE

The City of New Haven offers employees the opportunity to improve their skills and advance their education by providing financial assistance, in the form of educational reimbursement to eligible employees. Certain bargaining unit members, as well as Executive Management and Confidential employees, are eligible for this benefit. Applicants for Educational Assistance must have completed at least one (1) year of continuous service at the time of application.

Generally, course work must be job related, or be a requirement of a college or university degree program, which is related to the individual's professional development. Educational Assistance funds are limited and only available on a first come, first served basis. Applications for reimbursement and more information about this program can be obtained at the Department of Human Resources.

Eligible bargaining unit employees should refer to their respective union contracts to determine eligibility for this benefit and conditions under which this benefit is granted.

Executive Management and Confidential employees should refer to the Executive Management and Confidential Employees Personnel Policy and Procedures Manual.

EDUCATIONAL INCENTIVE - POLICE & FIRE

The City of New Haven offers annual Educational Incentive payments to uniformed members of the departments of Police and Fire Services. Payments are based on the level of education achieved. Eligibility is conditioned upon the provisions of each respective bargaining agreement. Members are advised to refer to their union contracts.

EMPLOYMENT OPPORTUNITIES WITH THE CITY

Vacancies in all departments of the City are posted on the Department of Human Resources job posting board. Vacancy announcements are also e-mailed to all employees on the City's e-mail system. Additionally, vacancy announcements are posted on the City's web site and advertised in the New Haven Register. Employment applications for all City positions are collected and processed by the Department of Human Resources unless otherwise specified. Normally, vacant positions fall into two broad categories: Non-Tested and Tested positions.

NON-TESTED POSITIONS

Generally, non-tested positions include all special fund positions, as well as part-time, temporary seasonal and temporary

limited positions. Further, there are several general fund positions that are exempt from testing. The vacancy announcement, as well as any applicable advertisement, will always indicate whether the position is tested or non-tested. The vacancy announcement will also indicate if the vacancy is a promotional opportunity.

For positions that are non-tested:

Interested applicants complete and submit an employment application in accordance with instructions contained in the vacancy announcement.

The Department of Human Resources logs the submission of all applications, and transmits these applications to the department containing the vacancy. That department containing the vacancy then contacts applicants, who meet the requirements of the position, for an interview.

TESTED POSITIONS

Tested positions include general fund positions in the City service not now or hereafter specifically excluded by the applicable section of the City Charter. Generally, these positions include open competitive and promotional vacancies. There are several general fund positions that are exempt from testing. The vacancy announcement, as well as any applicable advertisement, will always indicate whether the position is tested or non-tested. The vacancy announcement will also indicate if the vacancy is a promotional opportunity.

Only certain current City employees, or members of certain bargaining units, are eligible to apply for promotional examinations. The announcement will always indicate who is eligible to apply.

For positions that are tested:

Interested applicants complete and submit an employment application in accordance with instructions contained in the vacancy announcement.

The Department of Human Resources logs the submission of all applications.

The Civil Service Division of the Department of Human Resources screens all applications against the minimum requirements of the position. With some entry level positions, all applicants are invited to participate in the Civil Service examination.

Applicants who do not meet the minimum requirements of the position are notified by mail. Applicants, who receive such notice, can discuss the disqualification with the Civil Service Division in the manner described in this Handbook under the section titled "Repeal of a Disqualification."

Applicants, who meet the minimum requirements of the position, are invited to participate in the Civil Service examination. Notification is by mail and includes the examination date, time and location. The exam notice will also include a general description of the test and information on preference points, if applicable. Once the test is administered and scored, candidates who achieve a final passing score of 70% or higher are placed on an eligibility list in rank order, from highest to lowest score.

The eligibility list is certified at the next available Civil Service Board meeting. Once certified, the list becomes the official employment list for vacancies in that position.

After the Civil Service meeting, examination results are mailed to all candidates who participated in the exam. Test results are never given over the telephone.

If you receive results indicating that you passed, the notice will also contain your rank, final score and an explanation of the Rule of Three (3) referral process.

If you receive results indicating that you did not achieve a passing score, the notice will also supply instructions on how to arrange for an exam review. You will find more information on this process in the section titled "Exam Review", later on in this Handbook.

The Department of Human Resources prepares and transmits a referral to the requesting department. The referral includes the names and addresses of all individuals in ranks 1, 2 and 3 on the eligibility list.

Referred candidates may be contacted for an interview by the requesting department by Certified Mail - Return Receipt Requested.

Referred candidates, who do not respond within ten (10) calendar days to a notice for an interview, will be removed from the Eligible List.

Referred candidates, who decline two offers of employment, are removed from the Eligible List.

The interview notice to referred candidates will be mailed to the address as it appears on the eligibility list. Therefore, it is imperative that you inform Civil Service in writing if your address changes.

Please note that in some instances, a hiring decision is reached before all individuals that have been referred have had an opportunity for an interview.

Candidates, not interviewed or referred, will remain on the eligibility list. When there are other vacancies for the position, remaining candidates will be referred for consideration according to the rank order of the list.

EXAMINATION TYPES

WRITTEN. The city may use multiple-choice, essay question, or a combination of the two methods in this type of examination.

ORAL. A panel of experts test candidates using the same set of job related questions that might be asked on an interview. Each member of the panel independently grades responses. The city uses this type of test to measure oral communication, interpersonal, supervisory, managerial, and decision-making skills.

TRAINING and EXPERIENCE. In this examination type, a candidate must complete a supplemental application describing in detail all work experience, education, or training rele-

vant to the specified job classification. Applicants are scored in a structured uniform manner.

PERFORMANCE. The City conducts this type of exam when a job involves a skilled trade or requires manual, artistic or design skills.

REPEAL OF A DISQUALIFICATION

A disqualification letter will always inform the applicant of the reason(s) for ineligibility to sit for an exam. The letter may also inform the applicant of a deadline by which to respond. Generally, the number one reason for disqualification is lack of sufficient information on the employment application. A simple telephone call to the Department of Human Resources, and submission of an addendum to the employment application will often result in a repeal of the disqualification, provided the applicant meets all the requirements of the position. However, an applicant, who has exhausted this remedy and is still determined ineligible, may request a determination from the Civil Service Board.

To request a determination, you must submit a request letter to the Civil Service Board, which includes the title of the position you have applied for and evidence that you meet the minimum requirements.

Submit the request letter to the Civil Service Division of the Department of Human Resources no later than the deadline date indicated in the disqualification letter. Mark your submissions: Attention - Civil Service Secretary. You may mail or hand-deliver the determination request. You should plan to attend the meeting to answer any questions the Board may have concerning your request. If you have any questions concerning Repeal of a Disqualification, call the Department of Human Resources Civil Service directly at 946-8567.

PREFERENCE POINTS FOR CIVIL SERVICE EXAMINATIONS

The City of New Haven awards preference points to eligible applicants, who achieve the minimum passing score. Preference points are not applicable in promotional examinations. The process for obtaining points is as follows.

RESIDENCY PREFERENCE POINTS

New Haven residents may have five (5) points added to their passing score in examinations that are for non-promotional positions. In order to claim residency preference points, you must complete the Residency Preference Points Form mailed with the examination notice. The accompanying exam notice will also supply instructions on how to apply for these points. Be sure to follow all instructions on the form.

You must bring the completed form and copies of proof of residency to the test site. These documents are necessary to establish eligibility for Residency Preference Points.

VETERAN'S PREFERENCE POINTS

If you are a war-time veteran, you may have five (5) points added to your passing score in examinations that are for non-promotional positions.

In order to claim veteran's preference points, you must bring

a **copy** of your DD-214 to the test site. This document is necessary as proof of your war-time veteran status. If you are a disabled war-time veteran, you may have ten (10) points added to your passing score by bringing proof of your disability rating to the test site. Proof of your status is absolutely necessary in order to claim Veteran's or Disabled Veteran's Preference Points.

New Haven residents, who are war-time veterans may apply for both, Residency and Veteran points.

No claims for preference points of any kind will be honored without documented proof of eligibility. You must follow the prescribed procedures and provide applicable proof as stated in all pertinent instructions supplied with the exam notice.

Take note that the highest score for any civil service exam is 100%. Therefore, the examination score plus any preference points cannot exceed 100%. If you have any questions regarding Residency, Veteran's or Disabled Veteran's Preference Points, call Human Resources.

EXAM REVIEW

Applicants, who do not achieve a passing score, can request an exam review. The result letter will contain the final score as well as supply all the information that is needed to arrange for a review. During the review, applicants can obtain general information on areas of test performance that need improvement.

Please note that for some examinations a review may not be available or the review process may be limited in the amount of information disseminated to the applicant. For example, for written tests, the examination booklet is not part of the review. The result letter will always supply information on the limitations of the exam review. If you have questions regarding the Exam Review process, call the Department of Human Resources Civil Service directly at 946-8567.

PROMOTIONS

Vacancies in higher-level tested positions shall be filled by promotion upon the basis of competitive examination, except those positions specifically excluded by the City Charter.

In the event that no persons meet the necessary qualifications, or if it is deemed in the best interest of the City, such positions may be filled by an open competitive examination open to any qualified person, whether employed by the City or not.

Vacancy announcements, and any applicable advertisement, will always indicate if the vacancy is a promotional position. The announcement will also indicate who is eligible to apply.

TRANSFERS

Only classified general fund Civil Service employees can submit a Request to Transfer. The procedure to submit a request is explained on the City's Human Resources webpage: <http://cityofnewhaven.com/HumanResources/WorkLifePrograms.asp> click on the Request to Transfer Procedure link.

To obtain a Transfer Request Form from the Department of Human Resources go on the City's Human Resources webpage: <http://cityofnewhaven.com/HumanResources/WorkLifePrograms.asp> click on the Request to Transfer Form link.

Make sure to fill out the form correctly and completely. If your form is incomplete, or filled out incorrectly, it will be returned to you without Board approval.

Pay special attention to the "Transfer Position Desired" section of the form. **You can only transfer to the same or similar position, in the same class and range in a department that utilizes your current or similar title. You may not transfer to a position in a higher pay range, step or classification.**

Employees who are interested in a specific department can specify that department in the "Department of Interest" section of the form. Otherwise, it is usually best to indicate that you are interested in any department that has a vacancy for a position that is exact or similar to your title. This option will afford you with the broadest transfer possibilities.

The deadline for Transfer Request submissions is no later than **TWO (2) FRIDAYS BEFORE THE DATE OF THE NEXT CIVIL SERVICE MEETING.** Please mark your submissions: Attention - Civil Service Secretary.

You may mail or hand-deliver the request to the Civil Service Division of the Department of Human Resources. You may attend the meeting if you wish, but it is not necessary. The day after the meeting takes place, written notification will be mailed to you concerning the action taken on your request.

MAYORAL TRANSFER

The Mayor has the power to assign any employee of one department to the temporary performance of similar duties in another department, in accordance with all applicable provisions of the City Charter.

ETHICS IN CITY GOVERNMENT

Article XXXVII of the City Charter establishes a code of ethics for all City officers, employees and officials whether elected or appointed, paid or unpaid.

The purpose of this code is to establish suitable ethical standards of conduct for all such officers, employees and officials by prohibiting acts or actions incompatible with the best interests of the City of New Haven, and by directing disclosure of private financial or other interests in matters affecting the City by such officers, employees and officials.

No officer, employee or official of the City of New Haven, whether elected or appointed, paid or unpaid, shall engage in any activities which result in a conflict of interest between the duties and responsibilities of his/her public office and his/her private affairs, or which are incompatible with the proper discharge of his/her official duties.

REQUIRED DISCLOSURES

City officials and employees, whether part-time or full-time, must sign a Disclosure Form each year. This form discloses the employee's interest in matters affecting the City of New Haven. The Department of Human Resources is responsible for city-wide distribution and collection of Disclosure Forms on an annual basis, and for maintaining an annual file of Disclosure Forms for all City officials and employees.

You will be sent a Disclosure Form each year to complete and return to Human Resources, even if there have been no changes to reflect on this form. If there are changes during the year do not wait until next year's form to update those changes. Contact Human Resources to request a blank form. Or follow the link provided on the Human Resources webpage : City's Human Resources webpage: <http://cityofnewhaven.com/HumanResources/WorkLifePrograms.asp> and click on the Disclosure Form link.

DISCIPLINE AND WORK RULES

It is the responsibility of all City of New Haven employees to observe the policies, rules and regulations of the City. Violations of these standards, as well as non-performance of duties, will lead to disciplinary action up to and including termination.

CODES OF CONDUCT

All City of New Haven employees are required to read the issued policies pertaining to employee responsibilities and behavior in the work place. New employees receive these policies during the orientation process. Existing employees should have received a copy of these policies from their respective department heads.

ISSUED CITY POLICIES

All employees should be aware of the following City issued policies:

- ADA Disability Policy Statement and Administrative Procedures
- ADA Disability Accommodation Request Policy and Procedures
- Computer Hardware and Software Policy
- Drug-Free Workplace Policy
- Electronic Mail and Internet Policy
- Equal Employment Opportunity Policy Statement
- Gifts to Employees Policy
- Hiring of Relative Policy
- Personal Communications Devices Usage Policy
- Political Activities of City Employees Policy
- Procedures for Issuance of Citywide Policy Statements
- Reimbursement Policy for Defendants and Witnesses
- Sexual Harassment Policy Statement and Administrative Procedures
- Smoking Policy
- Vehicle Use Policy—For a City-Owned Vehicle
- Weapons Policy
- Web Site Policy
- Working From Home Policy
- Workplace Violence Policy

City policies will be updated and other policies may be issued periodically. All City of New Haven employees are responsible for becoming familiar with and abiding by the standards prescribed by all City issued policies. If you do not have a policies packet, you may obtain one from the Department of Human Resources. City issued policies are also located on the City's Human Resources webpage: <http://www.cityofnewhaven.com/HumanResources/Policies.asp>

DISCIPLINARY PROCESS

Disciplinary action can occur at any time during the employment process in response to inappropriate behavior, absenteeism, violation of work rules or poor job performance.

Normally, discipline will be administered in accordance with the principles of progressive discipline. Progressive discipline provides for increasingly serious disciplinary measures. However, the severity of any disciplinary action is dependent upon the nature of the offense.

In some situations, employee behavior is so serious that immediate termination is warranted. If the City's investigation of the situation reveals that the employee committed what it determines to be a serious offense, then termination without progressive discipline may be required.

Progressive discipline may include oral warnings, written warnings, suspension without pay and termination.

WORKPLACE STANDARDS

Aside from the workplace standards set by City issued policies, there are additional standards that should be maintained

by all employees in each City department. These standards include areas covered by the following sections.

BULLETIN BOARDS & NON-SOLICITATION

To maintain a proper business environment and to protect you against unwanted disturbance or interference with work, the selling of merchandise, solicitation or distribution of literature is not allowed.

Bulletin boards are used to communicate City of New Haven, state and federal government information, and for union use. Approval from the Office of the Mayor is required prior to posting any material.

TELEPHONE USE

The City of New Haven realizes that employees occasionally need to make personal local telephone calls. Please remember, however, that the primary purpose of the telephone facilities is for City business. Personal calls should be restricted to urgent or emergency calls and kept brief and infrequent. Long distance or incoming collect personal calls are not permitted.

CONDUCT & APPEARANCE

While the City does not wish to limit your expressions of taste and individuality, we must all be aware that what we wear to work is a reflection of our own professionalism. The personal appearance, quality of service and positive attitude of all of our employees are essential to creating and maintaining a professional workplace. Always remember to wear your City-issued photo ID badge while at work.

CUSTOMER SERVICE

The City of New Haven is devoted to maintaining its quality customer service. Please keep in mind that every interaction you have with the public or another employee reflects on the City of New Haven.

HEALTH AND SAFETY

The City of New Haven is committed to providing a safe working environment to prevent accidents or illnesses that cause personal harm or property damage. Management is responsible for explaining the rules and procedures for safe operations, and employees are expected to assume "individual responsibility" which includes adherence to these standards.

If there is a job related illness or injury, it should be reported immediately to your supervisor. This will insure that proper medical assistance is given, steps are taken to eliminate any hazards, and the appropriate reports are filed.

EMPLOYEES WITH DISABILITIES

The Americans With Disabilities Act of 1990, as amended, prohibits discrimination on the basis of disability, and protects qualified applicants and employees with disabilities from discrimination in hiring, promotion, discharge, pay, job training, fringe benefits, and other terms and conditions of employment. The law also requires that covered entities provide qualified applicants and employees with disabilities, as defined by the Act, with appropriate reasonable accommodation, if such accommodation does not impose an undue hardship. If you believe that you have been discriminated against based upon a disability, you should immediately contact the City's Department of Disability Services, your supervisor, or the Human Resources Department. If you believe you have a qualifying disability and require some reasonable accommodation, contact the Department of Persons with Disabilities directly.

EMPLOYEE ASSISTANCE PROGRAM (EAP)

The City's Employee Assistance Program (EAP) is always there when you need it. It is a confidential resource available to employees and their family members.

Many things affect the way you do your job. Parenting, family concerns, stress, relationships, depression, alcohol and drug problems all influence the way you work. That's why EAPs are beneficial. They can help you and the members of your immediate family cope with problems that can affect your work – and your life.

EAP counselors listen to your problems and understand what you're going through. If you need help, you or a member of your family can call the EAP directly and make an appointment to talk to a counselor. Please feel free to use the following information to contact EAP and find the appropriate program.

In some cases, supervisors may make referrals to the EAP. In those instances, employees may contact the Department of Human Resources and/or the Office of Labor Relations for more information.

Behavioral Health Consultants, LLC. **1-800-864-2742** **(203) 407-1029**

EAP for all employees of the City of New Haven: all departments within the City Hall Building (165 Church Street), all departments within the Hall of Records Building (200 Orange Street), Board of Education, Health Department, New Haven Public Library, Department of Parks, Recreation and Trees, Department of Public Works, Department of Police Service, and the Department of Fire Services.

Provider is subject to annual change; if you have any questions, feel free to contact Human Resources.

FIRE EMERGENCY ALARMS

Each department has an evacuation captain to ensure that all employees are alerted in the event of a fire alarm or similar emergency, and can exit the facility safely. Evacuation pro-

cedures are rehearsed during periodic drills. Each employee should be made aware of, and become familiar with all emergency exits. In this way, employees will not be completely unprepared in an event requiring an emergency evacuation.

In the event of an emergency, leave the building by means of the stairways - **NOT THE ELEVATORS**. When leaving your work areas, you should take your personal wallets and purses with you for security reasons. Proceed out of the facility and continue walking until you reach a safe distance. **ELEVATORS SHOULD NEVER BE USED DURING A FIRE!**

IN CASE of INJURY

The City of New Haven makes every reasonable effort to provide you with a safe place to work. If an accident occurs on the job, notify your supervisor and the designated contact person to whom you should report all work-related injuries. Your supervisor, department head and/or appointing authority should inform you of the contact person for your department or division. If they don't, make sure to ask. You may also call Workers Compensation directly.

If immediate medical assistance is required and you cannot reach your supervisor, call 911. Unsafe conditions, or employee conduct which jeopardize your safety or the safety of others, should be immediately reported to your supervisor or other management personnel. Such reports will be investigated and appropriate action will be taken, including disciplinary action, where warranted.

VIOLENCE in the WORKPLACE

The City of New Haven has a **Zero Tolerance** for workplace violence. Any threat or act of violence, including intimidation by and to City employees, property or premises will be considered a serious offense. Such threats or acts will be dealt with swiftly, resulting in discipline up to and including termination. Also, any retaliation based on a complaint of violence will be treated as an additional offense.

The goal of the City is to prevent violence altogether and to intervene when threats or acts of violence occur. Employees are required to report any threats or acts of violence toward themselves, others or City property. To file a report call the Director of Human Resources directly at 946-6767.

Upon receipt of such report, the City will take all necessary and appropriate action to protect the object of such threat or act of violence.

WEATHER CLOSINGS

In the event of severe inclement weather conditions creating hazardous travel during work hours, the Mayor will decide if and when departments will close early and permit employees to leave. If severe weather conditions occur overnight or on weekends, employees should listen to local New Haven television and/or radio stations for instructions as to whether or not they should report to work. We recommend listening to WELI Radio-AM or watching local news Channel 8. How-

ever, employees deemed as "essential" personnel must report to work in accordance with instructions received by their department head or immediate supervisor.

While all employees are essential to daily City operations, certain key essential personnel are required to report to work during declared emergencies, i.e.: weather closings. Department heads maintain an up to date list of employees who must report. If you are not sure you are supposed to report to work in an emergency, ask your department head or immediate supervisor.

The City of New Haven expects all employees to make every reasonable effort to report to work each day.

**NEW HAVEN GOVERNMENT CENTER
TENANT MANUAL**

The New Haven Government Center is a facility provided by the City of New Haven for the use and occupancy of its many departments, bureaus and divisions. The facility is comprised of City Hall at 165 Church Street, the Hall of Records at 200 Orange Street, and a connecting plaza and breezeway.

The Tenant Manual outlines the rules and regulations for this facility, including: Building Access, Deliveries, Office Moves, Elevators, Common Area Restrictions, and Emergency Evacuation procedures.

For a copy of the Tenant Manual, call the Government Facilities Asset Manager directly at 946-6780.

**PARKING & ALTERNATIVE
TRANSPORTATION**

With few exceptions, parking is not provided to City of New Haven employees. The following are useful numbers to pay parking lots and garages in the general downtown vicinity.

LAZ Parking 265 Church Street	624-7494
LAZ Parking 65 Grove Street.....	776-8937
LAZ Parking 54 Meadow Street	776-7930
LAZ Parking 290 State Street	777-9023
New Haven Parking Authority	946-8936
TDD	946-5901

Public transportation can be an alternative to finding and/or paying for parking. You may contact CT. Transit at (203) 624-0151 or visit their website at: <http://www.cttransit.com/> for route and schedule information.

EMPLOYEE RESOURCES - Listing of Helpful Contact Information

This table contains the office numbers and locations annotated in this handbook as well as additional information that City employees may find useful. City employees may also find the city's website helpful: www.cityofnewhaven.com

RESOURCE	TELEPHONE	Office Location
Board of Aldermen, Legislative Services	946-6483	165 Church St., 2 nd Floor
Board of Education	946-8888	54 Meadow St.
Chief Administrative Office	946-7900	165 Church St., 3R
City Town Clerk	946-8346	200 Orange St., 2 nd Floor
Commission on Equal Opportunities	946-8160	200 Orange St., 4 th Floor
Community Services Administration (CSA)	946-7907	165 Church St., 2 nd Floor
Department of Human Resources: Main Number	946-8252	200 Orange St., 1 st Floor
Civil Service	946-8567	
Family Medical Leave	946-6512	
Educational Reimbursement	946-8252	
Workplace Violence Complaints	946-6767	
Disability Services	946-7833	165 Church St.
EAP - Employee Assistance: BEHAVIORAL HEALTH CONSULTANTS, LLC Designated EAP for all employees of the City of New Haven.	800-864-2742 203-407-1029	3018 Dixwell Ave., Hamden
Fire Administration (Headquarters)	946-6222	952 Grand Ave.
Government Facilities Asset Manager	946-6780	200 Orange St., 5 th Floor
Hall of Records		165 Church St., 1 st Floor
Health Department	946-6999	54 Meadow St.
Information Technology	946-6529	200 Orange St., 3 rd Floor
Labor Relations	946-7151	165 Church St., 3 rd Floor
Library (Main Branch)	946-8141	133 Elm St.
Mayor's Office	946-8200	165 Church St., 2 nd Floor
Medical Benefits	946-6911	200 Orange St., 1 st Floor
Parks , Recreation & Trees	946-8027	720 Edgewood Ave.
Payroll & Pension	946-8290	200 Orange St., 4 th Floor
Police Non-Emergency	946-6316	One Union Ave.
Public Works	946-7700	34 Middletown Ave.
Wepawaug Credit Union:	946-8700	200 Orange St., 2 nd Floor
Worker's Compensation	946-8357	200 Orange St., 3 rd Floor