



EMPLOYEE HANDBOOK



Mission Statement

We desire the highest quality of life for all our citizens. We do that by:

- *Providing cost-effective municipal services, including public safety, infrastructure, and public amenities*
- *Working together with the community to create a healthier environment and a growing economy.*

Values

Transparency

- We exist to serve the people, and the people should have visibility into what we're doing and why

Service Orientation

- We are in the service of the people. As a result, we strive to do the following:
 - Provide excellent service experience
 - Listen to citizens
 - Find ways for citizens to contribute to solutions

Accountability

- We use the people's money, and we should be able to demonstrate where it went and what we got for it

Inclusivity

- We need to be mindful of all of our citizens' unique circumstances
- We strive to distribute resources equitably for the benefit of all our citizens

Focus on our Core Mission

- Our focus is to provide the elements of the core mission

Collaborate for Broader Impact

- We work together with intergovernmental and private partners on things that benefit the community but are not the core mission of City Government

Sustainability Mindset

- We need to think for the long term and ensure that we take actions that can be sustained and supported over time



Welcome

Welcome to the City of Pensacola! We are delighted that you have chosen to join our organization and hope that you will enjoy a long and successful career with us. As you become familiar with our culture and mission, we hope you will take advantage of opportunities to enhance your career and further the City's goals.

You are joining an important group of well-respected, dedicated, and talented employees. Our employees are an asset to the community as well as to the organization. We are known for our commitment to excellence and high-quality services that are responsive to the community's diverse and ever-changing needs. With your active involvement, creativity, and support, the City will continue to achieve its goals. We sincerely hope you will take pride in being an important part of the City's success.

Please take time to review the policies contained in this handbook. If you have questions, feel free to ask your supervisor or contact the Human Resources department.



About Your Handbook

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

The Employee Handbook contains a great deal of information on many topics related to your employment with the City. However, the City also has several policies and procedures of critical topics that provide more detail. These may be found in the City's Human Resources Policy Manual (HRPM). The policies are noted where appropriate.

Some of these policies may not be applicable to employees who are part-time or staffing agency employees. For example, a staffing agency employee would be subject to the ethics and workplace standard sections of the handbook; however, the 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.

This 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 Human Resources. From time to time, the City may modify benefit plans and policies to meet employee need and/or the City's changing environment.

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



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Structure of City Government

The City of Pensacola utilizes a strong mayor-council form of government, which was adopted in 2011 after citizens voted in 2009 to approve a new City charter. An elected mayor serves as the chief executive of the city government, while a City Council serves as the governing body.

The City Council is the legislative body of the City of Pensacola government. The Council consists of seven members elected by their respective districts. The City Council President, elected by the Council each November, presides over all meetings of the City Council.

City of Pensacola Departments:

Pensacola International Airport	Human Resources
City Attorney	Innovation & Technology
City Clerk	Parking Management
Development Services:	Parks & Recreation
Community Redevelopment Agency	Pensacola Energy
Inspection Services	Police Department
Planning Services	Port of Pensacola
Financial Services	Public Works & Facilities
Fire Department	Sanitation Services & Fleet Management
Housing	



Equal Opportunity and Commitment to Diversity

Equal Opportunity

The City of Pensacola provides equal employment opportunities to all employees and applicants for employment without regard to race, color, creed, ancestry, national origin, citizenship, sex or gender (including pregnancy, childbirth, and pregnancy-related conditions), gender identity or expression (including transgender status), sexual orientation, marital status, religion, age, disability, genetic information, service in the military, or any other characteristic protected by applicable federal, state, or local laws and ordinances. Equal employment opportunity applies to all terms and conditions of employment, including hiring, placement, promotion, termination, layoff, recall, transfer, leave of absence, compensation, and training.

Commitment to Diversity

This City of Pensacola is committed to creating and maintaining a workplace in which all employees have an opportunity to participate and contribute to the success of the City and are valued for their skills, experience, and unique perspectives. This commitment is embodied in City policy and the way we do business at the City.



Employee Benefits

The City of Pensacola recognizes the value of benefits to employees and their families. The City supports employees by offering a comprehensive and competitive benefits program. For more information regarding benefit programs, please refer to the City's Benefit Guide, which is found on the City's intranet, or contact the Human Resources department. Benefits are not available to staffing agency employees.

Medical, Dental, and Vision Insurance

You are eligible for the health and welfare benefits offered by the City if you are an active, full-time employee regularly scheduled to work at least 30 hours per week.

You may choose to cover your eligible family members under some plans. Eligible family members include:

- Your legal spouse
- Your dependent "child" up to the end of the year in which they turn 30
 - "Child" means your natural born child or adopted child, and any other child as defined in the certificate of coverage
- Your disabled child of any age, with approval

Group Life Insurance

The City of Pensacola provides life insurance for full-time employees who work a minimum of 30 hours per week. There is no cost to you. The coverage amount is \$10,000. Employees have an option to elect additional voluntary life and AD&D insurance. Your cost will depend on the coverage amount you select.

Retirement Benefits

The City of Pensacola recognizes the importance of saving for retirement. Based on eligibility and position, employees may participate in the Florida Retirement System defined pension plan or Fire Pension Plan. Contact Human Resources for more information on these retirement options.

Employees also have an option to participate in a voluntary Deferred Compensation Plan. This plan offers long range planning toward your retirement. Benefits of this plan include:

- Tax Free Contributions
- No taxes until you withdraw your money
- The ability to change contribution amounts at any time and enroll at any time

The minimum employee contribution for this plan is \$10 or 5.5% per pay period.



EMPLOYMENT

Workweek and Hours of Work

Employees of the City generally work a forty (40) hour work period, as outlined in the *Fair Labor Standards Act (FLSA)*. Exceptions are identified in the FLSA, which include public safety positions (firefighters and law enforcement personnel) and part-time.

To the extent possible, work should be scheduled during normal business hours of 8 a.m. to 5 p.m., Monday through Friday. When this is impractical, the Mayor or designee may set alternate schedules.

HRPM Section 1-7 Hours of Work

Attendance

All employees are expected to arrive on time, ready to work, every day they are scheduled to work. If unable to arrive at work on time, or if an employee will be absent for an entire day, the employee must contact the supervisor as soon as possible. Voicemail, text, and e-mail messages are not acceptable except in certain emergency circumstances. If an employee arrives late to work or fails to appear without calling as required by this policy, or in accordance with the PTO policy, then they may face disciplinary action up to and including termination.

HRPM Section 1-7 Hours of Work

Meal and Rest Breaks

Depending on the type of work performed, employees are allowed an unpaid lunch period ranging from 30 minutes to one hour. City employees are allowed a 15-minute morning work break and a 15-minute afternoon work break. This time is not cumulative.

HRPM Section 1-18 Time Keeping

Time Records

Employees are responsible for recording and certifying the accuracy of time worked and leave taken. In each department or division, an employee is assigned with payroll responsibilities such as reviewing all timesheet entries for accuracy. To ensure accurate timekeeping, each employee should coordinate with the individual in his or her department or division who is assigned payroll responsibilities.

HRPM Section 1-18 Time Keeping



Dress and Grooming

All City employees, regardless of position held or work performed, are expected to perform their jobs attired in a manner suitable to the tasks being performed, presenting for work well-groomed and wearing neat, clean clothing that conforms to the particular policy of the employing department.

Each Friday is designated as casual day. Other days, such as certain holidays or days preceding holidays, or in-the-field site visits, may be designated as casual days, with prior authorization from the immediate supervisor.

Appropriate casual business apparel includes but is not limited to:

Slacks	Sweaters	Skorts
Jeans	Casual Dresses & Skirts	Casual Shirts & Blouses
Capris	City/Department Logo Clothing	Golf Shirts

The following items should **not** be worn:

Jeans with excessive wear or fading	Beach sandals/flip flops/slippers
Warm-up or jogging suits	Non-City Issued uniform shorts
Bib overalls	Spandex, exercise pants, or similar
Form-fitting pants or miniskirts	Spaghetti-strap dresses or tops
Offensive messages or images	Tank tops or low-cut tops
Halter tops	Bare shoulder tops, unless under a
blouse/jacket	
Sweatshirt or sweatpants	

HRPM Section 1-12 Apparel & Grooming

Uniforms & Safety Shoes

Any employee wearing clothing that displays the City of Pensacola or departmental logo shall have the responsibility to uphold the City's image and not disgrace the City or bring the City into public disrepute. Employees may not wear or attach any badges, patches, jewelry, pins or other adornment to their uniforms, belt buckles, and hats, unless approved as part of the standard uniform. Such non- issued items may be worn concealed underneath the uniform.

Uniforms

Employees who are furnished uniforms by the City shall be required to wear such uniforms. Employees are responsible for laundering and normal repair and are expected to report to work each day wearing a clean and neat uniform. The uniform can be worn to and from work including incidental stops but shall not be worn under any circumstances for personal use. Incidental stops are briefs stops that conveniently cannot be made later such as picking up a child from daycare. At no time should any intoxicants be purchased or consumed while in

uniform or any other actions performed which may discredit the City. Uniforms issued by the City with logo patches, may not be worn at times other than during performance of City duties.

Safety Shoes

It is the policy of the City of Pensacola to provide safety-toed shoes to employees who, because of their work operations, are exposed to foot injuries. Safety-toed shoes are provided for employee safety and well-being. It is essential that employees understand that wearing them while on duty is mandatory.

HRPM Section 1-19 Uniforms & Safety Shoes

Ethics & Standards of Conduct

The City conducts its business fairly, impartially, ethically, and in compliance with all laws and regulations. Employees are expected to behave in an ethical fashion. Employees shall – during both working and non-working hours – act in a manner which will inspire public trust.

Confidentiality

Many City records are considered public records and are available to the general public. However, entire documents or information contained within a document may be confidential under the law or sensitive information that is not general public knowledge. Employees may not disclose or use information not available to members of the general public, other individuals outside of their office or with persons outside the City, including relatives and friends.

Prohibited Acts

“Conflict of interest” is defined as “a situation in which regard for private interest tends to lead to disregard of a public duty or interest.” Various types of situations may arise that could raise conflicts of interest for an employee.

1. Solicitation or Acceptance of Gifts

No employee shall solicit or accept anything of value to the recipient, including a gift, loan, reward, promise of future employment, favor, or service, based upon any understanding that the action or judgment of the employee would be influenced by this means.

2. Unauthorized Compensation

No employee, employee’s spouse, or employee’s minor child shall accept any compensation, payment, or item of value when the employee knows or should know that it was given to influence the employee’s actions.

3. Disclosure or Use of Information

An employee may not use their official position or make use of any City facility, equipment, or materials to secure a special privilege, personal benefit, or exemption for

the employee or others. Employees are prohibited from disclosing or using information not available to members of the general public and obtained by reason of their employment for their personal benefit or the benefit of others.

4. **Misuse of Position**

No employee will misuse their position or any property, resource, or information within the employee's trust, or fail to perform the employee's duties to secure a special privilege, benefit, or exemption for the employee or others. No employee will give preferential treatment to any person in the course of performing their duties.

5. **Doing Business with the City**

An employee may not transact business with the City, nor may an employee who is responsible for purchases for the City transact business on behalf of the City with a business in which the employee, the employee's spouse, or the employee's child has a material interest.

6. **Conflicting Employment or Contractual Relationship**

An employee shall not hold any employment or contractual relationship or receive any compensation from a business entity or agency regulated by or doing business with the City. An employee shall not have an employment or contractual relationship that will create a continuing or frequently recurring conflict between the employee's private interests and the performance of the employee's duties.

Political Activity

Employees may participate in all aspects of political activities, as long as such participation does not interfere with their job performance and is conducted during off duty hours. Employees may not participate in any political activities while at work, including the display of campaign materials in the workplace. Employees may not wear campaign buttons or campaign while wearing any clothing with the City's logo or seal.

An employee may be a candidate for or hold public office only if the candidacy or position does not conflict or interfere with the employee's regular employment with the City. A City employee is prohibited from using City resources to aid or boost the political campaign of any elected public officer. This policy shall not be applied in such a manner as to violate the protected constitutional rights of the First Amendment or the impairment of any public officer or employee's civil rights to vote and to take part in political campaigns.

Personal Use of Equipment

The City provides its employees with the necessary equipment to carry out the job assigned to them. If assigned such equipment, it becomes the responsibility of the employee to exercise reasonable care to preserve the life of the equipment and to observe all safety precautions. Personal use of materials, supplies, or equipment is not permitted. Any damage, loss, or theft of equipment should be reported immediately upon discovery to the manager or designee.



Fraud Policy

The City is committed to preventing fraud and maintaining an environment in which internal controls can be established and followed. The City has adopted policies and procedures to aid in the detection, prevention, and reporting of fraudulent activities by employees, contractors, vendors, citizens, and other entities who have a business relationship with the City, and to promote awareness of the potential for fraud, waste, and abuse throughout the City.

An employee is subject to disciplinary action up to and including termination and prosecution as a result of participation in or commission of any fraudulent act and for intentional false reporting or concealment of fraud.

City of Pensacola Fraud Hotline: 1-866-428-1501

24 hours a day / 7 days a week

Or file a web-based report at:

secure.ethicspoint.com/domain/media/en/gui/68016/index.html

Please indicate "City of Pensacola" in the company/organization field.

HRPM Section 1-8 Ethics & Standards of Conduct

Secondary Employment

Employees generally are permitted to work a second job as long as it does not interfere with their job performance or create a conflict of interest with the City of Pensacola. All employees must obtain prior approval before undertaking any outside employment or other work activity. Secondary Employment approval forms may be found in NeoGov. Employees with a second job are expected to work their assigned schedules. A second job will not be considered an excuse for poor job performance, absenteeism, tardiness, leaving early, refusal to travel, or refusal to work overtime or different hours.

HRPM Section 1-15 Secondary Employment

Employment of Relatives

Relatives may be hired by the City if (1) the persons concerned will not work in a direct supervisory relationship, and (2) the employment will not pose difficulties for supervision, security, safety, or morale. For purposes of this policy, "immediate family" includes the employee's spouse, brother, sister, mother, father, stepmother, stepfather, children, stepchildren, father-in-law, mother-in-law, sister-in-law, brother-in-law, daughter-in-law, son-in-law, step/half-brother, step/half-sister, grandparents, grandchildren, cousin, aunt, uncle, niece, nephew and any other member of the employee's household.

Current employees who marry each other or become involved in a domestic partnership will be permitted to continue employment with the City provided they don't work in a direct supervisory relationship with each other or otherwise pose difficulties as mentioned above. If



employees who marry or live together do work in a direct supervisory relationship with each other, the City will attempt to reassign one of the employees to another position for which the employee is qualified if such a position is available. If no such position is available, the employees will be permitted to determine which one of them will resign from the City.

HRPM Section 1-06 Employment of Relatives

Computers, Internet, E-Mail, and Other Resources

These rules are in place to protect the employee and the City and promote the goals and objectives of the City, including safety, attractiveness, fiscal responsibility, efficiency, accountability, and transparency. Inappropriate use exposes the City of Pensacola to risks including virus attacks, compromise of network systems and services, and legal issues. Internet/Intranet-related systems include but are not limited to computer equipment, software, operating systems, storage media, network accounts, and social media. These systems are to be used for business purposes in serving the interests of the City, and of our citizens in the course of normal operations. Effective security is a team effort involving the participation and support of every City of Pensacola employee and affiliate who deals with information and/or information systems.

This policy applies to all users of City-owned or leased computer systems, equipment, and software. Users should be aware that any data residing on, or activities conducted on the City's systems is the property of the City of Pensacola and subject to monitoring and/or public disclosure based on the State of Florida Public Record Laws. The City reserves the right to audit all technological devices provided by the City or used on City networks to ensure compliance with this policy. Only approved software will be installed, used, or accessed using City-owned devices. Employees will refrain from posting using a City of Pensacola email address to newsgroups, social media, etc., unless doing so in the course of business duties or job responsibilities.

Users must keep passwords secure and do not share accounts. Anyone issued a password is responsible for the security of their passwords and accounts.

Users will not open e-mail attachments received from unknown senders, since they may contain viruses, malware, or Trojan horses. Never click on an attachment or a link in the body of an email. Instead, type the address into the browser. Under no circumstances is a user authorized to engage in any activity that is illegal under local, state, federal or international law while utilizing City-owned resources. A list of prohibited activities can be found in the Human Resources Policy Manual.

Under the laws of the State of Florida, emails and City generated Internet/Intranet transactions are considered Public Records unless there is a specific exemption listed under Florida Statute Section 119. Emails are to be considered public record if they were transmitted in conjunction with the transaction of official business.

HRPM Section 1-10 Computer Usage

City Vehicles & Equipment Use

The cost of operating and replacing vehicles and equipment is significant, given the size of the fleet. All City employees operating City-owned vehicles will be required to read and execute the City's Vehicle Use Agreement and adhere to the City's Vehicle Use Policy.

Vehicles and equipment are essential to accomplishing job duties and can be expensive and difficult to replace. Employees are responsible for notifying a supervisor if any equipment, machines, tools, or vehicles appear to be damaged, defective, in need of repair, or lost. Prompt reporting of damages, defects, and need for repairs could prevent deterioration of the equipment and prevent possible injury to employees or others. When using property, employees are expected to exercise care, perform required maintenance, and follow all operating instructions, safety standards, and guidelines.

Employees operating City-owned vehicles must maintain and carry at all times a valid driver's license for the class of vehicle being operated. At all times, an employee operating a City-owned vehicle shall drive safely and comply with all traffic laws.

A person may not operate a motor vehicle while texting, e-mailing, and instant messaging. The law does not apply to vehicles that are stationary or to a driver who is:

- Performing official duties, such as operating an emergency vehicle (i.e., law enforcement and fire service professionals).
- Reporting an emergency, a crime or other suspicious activity to law enforcement.
- Receiving messages that are:
 - related to the operation and/or navigation of the motor vehicle
 - safety-related information (emergency, traffic, and weather alerts)
 - data used primarily by the motor vehicle
 - radio broadcasts.
- Using the device in a hands-free manner for navigation purposes.
- Using the device in a way that does not require manual entry of characters or reading of text messages, except to activate, deactivate, or initiate a function or feature.

City-owned or leased vehicle shall not be operated while under the influence of alcohol or any other intoxicating or hallucinatory drugs or medication.

If involved in an accident while on business for the City of Pensacola, the employee should notify his or her supervisor. The employee or the department should contact the appropriate law enforcement agency and Risk Management. If unable to reach Risk Management, call the City's adjusting company, Johns Eastern Co., at 877-326-5326, ext. 1410. All other hours, call Police Dispatch, 850-435-1845, who will contact the City's adjusting company. Report the accident to Risk Management as soon as possible. Insurance information is located on the vehicle key tag.



To report an accident:

Risk Management

Phone # 850-435-1731

Monday – Friday, 8:00 am – 5:00 pm

HRPM Section 1-13 City Vehicles and Equipment Use

Social Media

Social media includes all means of communicating or posting information or content of any sort on the Internet, including your own or someone else's blog, journal or diary, personal web site, social networking web site, web bulletin board, or a chat room. Employees should not use the City email account or password in conjunction with any social media site. Employees shall not access or use personal social media while at work unless on a break or at lunch and shall not use City equipment at any time to access personal social media.

Employees shall not make statements or express views on social media about co-workers that would be in violation of the City's anti-harassment, anti-discrimination, or ethics policies. Employees shall not disclose information obtained in their employment at the City in violation of ethics or confidentiality policies. Employees are expected to act in a respectful manner that will inspire public trust.

Employees who identify themselves as an employee of the City through any social media account shall immediately remove such association upon separation of employment by changing the status to indicate the employment has ended or removing reference to the City altogether.

HRPM Section 1-16 Social Media

Relationships with Subordinate Employees & Candidates

The City should provide its customers and employees a professional, stable, and harmonious work environment to assure that employment-related decisions should be made based on valid, employment-related criteria. Department directors, managers and supervisors are encouraged to develop and maintain professional working relationships with each other and with other employees. Department directors, managers and supervisors have a responsibility to avoid relationships with subordinate employees that may result in actual or perceived favoritism, employee morale problems or liability to the City.

The City recognizes that close personal relationships can give rise to concerns about actual or perceived preferential treatment or favoritism. Such decisions can also be disruptive to the morale of other City employees.

To prevent these and other adverse consequences, it is the policy of the City to discourage department directors, managers and supervisors from having intimate or romantic relationships with employees in the same work unit or subordinate employees or with applicants for City employment when a relationship could occur. No department director, manager or supervisor working for the City is permitted to have an intimate or romantic relationship with an employee whom the department director, manager or supervisor directly or indirectly supervises.

HRPM Section 1-20 Relationships with Subordinate Employees & Applicants

Progressive Discipline

The City intends to communicate, whenever practical, deficiencies in job performance and provide direction to employees for taking corrective measures. When correction is necessary, counseling and reprimands are constructive methods of communicating to the employee and conveys the importance of meeting established performance standards and expectations.

Unless the offense or behavior is very serious and requires immediate and more severe discipline, progressive or positive procedures should be taken in an effort to change the employee's behavior

Step 1: Verbal/Written Warning: This is an informal discussion between the supervisor and the employee to discuss the offense to explain the importance of the rule, and to provide a verbal warning that no future occurrences will be tolerated.

Step 2: Written Reprimand: This form of discipline is more serious than a Letter of Warning, but it is less serious than a suspension. A written reprimand often serves as the type of discipline given for a repeated offense of minor violations or for the first offense of a moderately serious infraction

Step 3: Suspension With or Without Pay: This discipline is the most severe form of discipline, short of demotion, separation or termination, and normally involves time off with or without pay. A suspension may last from 1 to 30 days depending on the seriousness of the infraction.

Step 4: Termination: Termination is the most severe form of discipline. It is normally used when an employee has been disciplined repeatedly and commits yet another infraction. It may also be used when the employee has committed any infraction that falls outside progressive discipline, regardless of disciplinary history.

The progressive disciplinary procedures described above also may be applied to an employee who is experiencing a series of unrelated problems involving job performance or

behavior. In cases involving serious misconduct, or any time the supervisor determines it is necessary, such as a major breach of policy or violation of law, the procedures contained above may be disregarded. Management discretion is reserved in the interpretation and application of all policies, including the progressive discipline policy: the progressive discipline policy is no guarantee and shall not be construed to create a contractual obligation of the City towards employees. The main purpose of this policy is to address the performance standards and expectations of non-union and non-SES employees. SES employees are “at-will” throughout the term of their employment. For union members, the applicable collective bargaining agreement controls.

HRPM Section 5-3 Progressive Discipline

Prohibition on City Employee Participation in Non-City Event Committees for City-Permitted Events

To maintain the highest level of public trust and confidence in the City’s operations and to ensure impartiality, this policy establishes that City employees are prohibited from serving on event committees for non-City groups if such events require permitting or approval from the City. This policy applies to all City employees, irrespective of their employment status, including full-time, part-time, temporary, seasonal, and contract employees.

Policy Guidelines Regarding Event Committees:

1. **Prohibition:** No City employee shall serve on an event committee for any event hosted by a non-City group or organization if that event requires a permit or any kind of approval from the City of Pensacola, particularly if the employee is asked to contact or influence another City employee.
2. **Disclosure Requirement:** If a City employee is currently serving or is invited to serve on such an event committee, they must promptly notify their immediate Director and the Human Resources Director in writing. The Director and Human Resources Director will review the involvement to ensure it does not violate this policy.
3. **Exemptions:** Any request for exemption from this policy must be made in writing to the Human Resources Director, providing a detailed justification for the exemption. The decision to grant or deny the exemption will be made on a case-by-case basis, keeping in mind the best interests of the City and its commitment to avoiding conflicts of interest.



Compensation

Paychecks

Payday for all employees is biweekly on Friday. If payday falls on a federal holiday, employees will receive their paycheck on the preceding workday. Paychecks are directly deposited into your checking and/or savings accounts.

To view paychecks, employees must register an Employee Online Services account.

TO REGISTER FOR YOUR EMPLOYEE ONLINE SERVICES ACCOUNT:

- Go to the City of Pensacola website: www.cityofpensacola.com
- On the main page of the website, scroll down to the bottom of the page.
- You will see a column titled "Stay Connected".
- Go to "Employee Online Services" at the bottom of the column and click on this link.
- On this page, click on the "Employee Services" rectangle on the left.
- Click the **New Users** box.

Complete the information and select a username and password. When complete, click the "Next Step" button.

Continue following instructions until you have completed the registration. You must have your Employee # to complete your registration. This information can be obtained from your department's payroll representative or Human Resources. You must also complete an Online Services Acknowledgment form which can be found in NeoGov.

Please notify Tracy Walsh in Human Resources, when you have completed your registration. Your account will be activated when you have completed the process.

Overtime

All employees may be required to work overtime upon the request of the immediate supervisor, or the department director. It is the policy of the City to strictly comply with the Federal Fair Labor Standards Act (FLSA) with regard to overtime policy for non-exempt employees.

The base workweek or work cycle shall normally only include actual Hours Worked, State of Emergency Leave (SEL), Holiday hours, Personal Time Off (PTO), Personal Holiday, Auxiliary PTO, Funeral Leave and Jury Duty. Time off because of an on-the-job injury, Administrative Leave, and Leave Without Pay (LWOP) will normally not count toward the hours worked in the work cycle for overtime purposes. All overtime work must be approved in advance by a supervisor or manager.

HRPM Section 2-4 Overtime



Merit Based Performance Evaluation

Under the direction of the Mayor or designee, the Human Resources Director implements policies and procedures and administers the program for rating the work performance, rewarding employees for their work performance, and processing any merit increases annually for City of Pensacola employees.

The City Performance Management System (CPMS) is designed to provide procedures and guidelines for supervisors to evaluate the performance of City employees in the accomplishment of their assigned duties and responsibilities. In addition, this program will serve as a tool that supervisors can use to help build up the skill sets of the City's workforce. This program will illustrate the supervisor's expectations of the employee and provide feedback to the employee on a continuous basis. Through the uniform application of procedures and guidelines, supervisors will use an electronic Performance Management System as an effective management documentation tool to recognize accomplishments, guide performance, and improve productivity and morale. The Performance Management documentation tool will be used for all official employee performance evaluations of regular employees.

The final score, automatically computed by the performance management system, will be used to determine qualification for a merit pay increase and the level of any merit pay increase (see chart below).

Summary Rating	Point Range	Merit Increase Recommended
Exceeds Expectations I	3.50-5.00	Up to 2% Merit Increase
Meets Expectations (M)	2.50-3.49	Up to 1% Merit Increase
Does Not Meet (DNM)*	0.00-2.49	0% Merit Increase

HRPM Section 2-12 Merit Based Performance Evaluation Process



Time Off and Leaves of Absence

Personal Time Off (PTO)

Personal time-off (PTO) is established for the purpose of providing employees leave for a variety of reasons such as vacation, personal business, illness, medical or dental appointments, and family.

Except in unforeseen circumstances such as illness, employees **are required** to obtain prior approval of personal time-off leave. Employees failing to obtain the proper approval before taking leave may be subject to disciplinary action up to and including termination.

Generally, each employee will be credited with 18 hours of PTO per month. PTO accrual requires that the employee have actual hours worked for more than 50% of the calendar days in any month to be credited with 18 hours of PTO for the respective month. Certain positions required to work holidays are credited with additional PTO hours.

The maximum amount of PTO leave carried from one calendar year to the next shall be 500 hours. Employees who complete the end of a calendar year with more than 500 hours of PTO leave accrued shall have all hours in excess of 500 hours credited to a Sick Family Medical Leave (SFMLA) account, which shall be restricted for use as leave eligible and qualified under the Family Medical Leave Act. Examples include, but are not limited to, doctor appointments, sick days, etc.

Employees, not covered by the provisions of a collective bargaining agreement or senior executive services, who separate from City employment in good standing by retirement, resignation, or layoff, shall be paid the balance of their accrued PTO, but such pay out shall not exceed the maximum 500 hours.

HRPM Section 3-1 Personal Time Off (PTO)

Holidays

The City's observed holidays:

New Year's Day	Labor Day
Dr. Martin Luther King, Jr. Birthday	Veteran's Day
President's Day	Thanksgiving Day
Good Friday	Day after Thanksgiving Day
Memorial Day	Christmas Day
Juneteenth National Independence Day	Day after Christmas Day
Independence Day	

When a holiday falls on a day within the normal work week, operations will be suspended, and each qualified employee will have the day off with pay. To be eligible for holiday pay, the



employee must work (or be in a paid leave status) their last full scheduled day prior to the holiday and their first full scheduled day immediately following the holiday.

When the holiday falls on a Saturday, the City's official observance will be on Friday, with the above provisions in effect. When the holiday falls on Sunday, Monday will be the day of observance.

Union members should refer to the applicable collective bargaining agreement as differences may apply regarding holidays and leave.

Personal Holidays

In addition to the observed holidays, the City of Pensacola allows each employee to observe 2 working days per calendar year as personal holidays, unless otherwise specified in a collective bargaining agreement. New employees will have their personal holidays prorated as follows: employees who begin work during January, February, or March receive 2 personal holidays; those hired April through September receive 1 personal holiday; and those hired after October do not receive personal holidays for the calendar year. In January of the following year, they will receive 2 personal holidays. Personal holidays may be scheduled on days of the employee's choice, subject to the approval of the employee's respective supervisors and department director.

Personal holidays must be taken during the calendar year and cannot be carried over from one calendar year to the next nor be paid for if not taken.

Anniversary Day

Employees receive 1 additional day of paid leave at the completion of each 5-year interval of service (i.e. 5, 10, 15, 20, etc.). The anniversary day leave must be taken within 1 year of reaching the milestone anniversary or the day will be forfeited.

HRPM Section 3-2 Holidays

Donated Leave

A leave sharing program is available to full-time employees where employees may donate leave to other qualifying employees who qualify to receive such leave. Unless otherwise provided for by law or rule, shared personal time-off (PTO) leave of more than 30 consecutive days shall be considered a non-salaried supplement and will not be utilized in the calculation of pensions, deferred compensation(s), or any other benefit.

This program allows employees to donate unused Personal Time-Off (PTO), Auxiliary PTO, and SFMLA leave to co-workers who have a serious health condition or have family members with a serious health condition (as defined by the Family and Medical Leave Act (FMLA)) and who have exhausted their own leave. This program, which operates on a case-

by-case donation basis, encourages and allows employees with excess leave to donate leave to employees coping with personal tragedy or hardship. Employees should not solicit co-workers for the purpose of donating leave. Requests for donated leave will be disseminated by Human Resources.

The employee requesting donations of leave must have:

1. Worked for a minimum of six (6) months; and
2. Exhausted all earned leave; and
3. Have no documentation of leave abuse.

To be eligible for donated leave, an employee must submit to the City Clinic a completed medical certification form from a licensed medical provider.

1. Donated leave maximum is six (6) months.
2. Donated leave cannot be used retroactively; it must be submitted and approved prior to use.
3. Leave hours are awarded based on the “cash value” of the donated leave.
4. Donated leave is not considered time worked; therefore, employees do not accrue leave in their PTO account while on donated leave.
5. Leave of more than thirty (30) days will not be used in the calculation of pensions, deferred compensation(s), or other benefits.
6. Donated leave will run concurrently with FMLA leave.
7. While on donated leave, an employee is not eligible to work another job.
8. Donated leave cannot be used if an employee is receiving any other type of compensation, such as workers’ compensation, disability payments, etc.
9. Donated leave ends when an employee has been released to return to work by his/her medical provider and approved by the City Clinic, unless the need to remain off work has been documented and approved through the City Clinic.
10. The City continues to pay its portion toward the group insurance plans when an employee is out of work on approved donated leave.

HRPM Section 3-3 Donated Leave

Family and Medical Leave

The Family and Medical Leave Act (FMLA) allows eligible employees to take up to 12 work weeks of unpaid leave due to certain qualifying circumstances. Employees must provide verbal or written notice of their need for FMLA leave. The employee is required to provide enough information for the City Nurse to determine if the leave may be covered by the FMLA. However, if an employee fails to provide advance notice or is incapable of doing so, or if the City subsequently learns that an employee has suffered a serious health condition or has been absent due to a FMLA qualifying event, then the City may, at its discretion, designate the absence(s) as FMLA and provide notice to the employee of this FMLA designation.

To be eligible for FMLA leave, an employee must have been employed by the City for at least 12 months and must have worked a minimum of 1,250 hours during the 12 months before leave is requested.

An eligible employee is entitled to a total of 12 work weeks of FMLA leave during any 12-month period for one or more of the following reasons:

- Birth of a child of the employee in order to care for the child.
- Placement of a child with the employee for adoption or foster care.
- Care of the employee's spouse, child, or parent if the spouse, child, or parent has a serious health condition.
- A serious health condition that makes the employee unable to perform the functions of their position.
- For a qualifying exigency arising from the active military duty or call to active duty of the employee's spouse, parent, or child.

The employee must provide certification of a serious health condition for themselves or qualifying family member to the City Nurse.

Certification must include:

1. The date on which the serious health condition began,
2. The probable duration of the condition,
3. Appropriate medical facts regarding the condition,
4. A statement that the employee is needed to care for a spouse, parent or child, and an estimate of the time required, or that the employee is unable to perform their job functions, and in the case of intermittent leave, the dates and durations of treatments to be given. The employee may be required to provide subsequent "recertification" on a reasonable basis.

An employee must use personal time-off leave (PTO) and personal holidays concurrently with FMLA leave. Donated leave will also count towards FMLA leave.

The City may transfer an employee who is taking intermittent leave to an alternative or part-time position in accordance with the FMLA. An employee who completes a period of FMLA



leave will be returned to the same or an equivalent position. FMLA leave will not result in the loss of any previously acquired benefit. FMLA leave is to be taken concurrently with all other types of allowable leave.

HRPM Section 3-4 Family & Medical Leave

Military Leave

Military leave is administered in accordance with State and Federal law and is considered any leave necessary to fulfill military obligations with a branch of the Armed Forces of the United States.

Persons granted extended military leave forfeit all employee benefits while on active duty, but will be afforded reinstatement or reemployment privileges, as required under and in accordance with Florida Statutes 295.095 and the Uniformed Services Employment and Reemployment Rights Act of 1994 (USERRA).

Section (1) of Florida Statute 115.07 requires the City to grant leaves of absence to City employees who are commissioned reserve officers or reserve enlisted personnel in the United States military or naval service or members of the National Guard without loss of vacation leave, pay, time, or efficiency rating. This leave is required on all days during which the City employee is engaged in training ordered under the provisions of the United States military or naval training regulations regardless of whether they are assigned to active or inactive duty. *Florida Statute 115.07* gives a maximum period of 240 hours in any 1 annual calendar year period for this type of leave of absence. Administrative leaves of absence for periods in excess of 240 hours, employees may choose leave without pay for available PTO. Employees requesting leave under these provisions must submit a verified copy of their notification for duty to their department director at least 2 weeks in advance.

HRPM Section 3-8 Military Leave

Funeral Leave

In the event of a death in the employee's immediate family, which is defined as spouse, parents, step-parents, children, step-children, brothers, sisters, step-brothers, step-sisters, mother-in-law, father-in-law, grandparents, great-grandparents, grandchildren, brother-in-law, sister-in-law, aunt or uncle of the employee and of their spouse, the City will permit up to a maximum of 3 consecutive leave days with pay. Funeral leave must be taken within 2 weeks of the date of the death unless approved by the Department Director. A director/supervisor may require the employee provide documentation for a funeral leave request.

The City recognizes that this policy does not cover every situation and that the 3 days provided may not be sufficient. For this reason, employees may, with the approval of their department director, use PTO leave to supplement the funeral leave policy.

HRPM Section 3-7 Funeral Leave

Jury Duty/Court Appearance

The City encourages good citizenship and individual responsibility to government and justice. Employees who have been duly requested to serve on juries or who have been duly summoned for job-related issues will be granted such permission by their supervisors. Supplementary pay received by jurors or witnesses for such duties will become the property of the employee rendering such service, and they shall be granted court time leave with pay from their normal duties as an employee, providing they:

1. Report their summons to duty to their supervisor upon receipt and makes proper advance arrangement for time-off.
2. Report to their supervisor the number of days served and the number of hours per day during which their presence was required by the court.
3. Report back to their supervisor for active work on any such days when the employee has been excused by the court in time to work 50% or more of the workday.

Court time leave with pay may be provided up to a maximum of 2 weeks. Court duty expected to extend beyond this amount of time shall result in the employee being compensated in accordance with the methods as allowed by the court system and the City time for appearance in court for personal business will be the individual employee's responsibility. Normally, personal days or vacation days will be used for this purpose.

HRPM Section 3-9 Court & Jury Duty

Time Off for Voting

The City encourages employees to exercise their right to vote. Exercise of one's right to vote by means of early voting or completion of mail-in ballot is encouraged. If the employee work schedule and the location of the employee polling place will make it difficult for an employee to get to the polls before they close, the employee is entitled to take up to a maximum of 2 hours off work if PTO is available. Employees are expected to work with their supervisors to ensure that their absence does not negatively impact City operations.

HRPM Section 3-13 Voting

Parental Leave

The City will provide employees up to 4 weeks of paid parental leave after an employee uses 1 week (40 hours) of PTO following the birth of an employee's child or the placement of a child with an employee in connection with adoption or foster care. The purpose of paid parental leave is to enable the employee to care for and bond with a newborn or a newly adopted or newly placed child. This policy will run concurrently with Family and Medical Leave Act (FMLA) leave, as applicable. This policy will be in effect for births, adoptions or placements of foster children occurring on or after date of the qualifying event.

Eligible employees must:



- Have been employed with the City for at least 12 months.
- Have worked at least 1,250 hours during the 12 consecutive months immediately preceding the date the leave would begin.
- Be a full- or part-time, regular or SES employee (probationary, temporary employees, and interns are not eligible for this benefit).

In addition, employees must meet one of the following qualifying criteria:

- Have given birth to a child.
- Be a spouse or committed partner of a woman who has given birth to a child.
- Have adopted a child or been placed with a foster child (in either case, the child must be age 17 or younger). The adoption of a new spouse's child is excluded from this policy.

Paid parental leave taken under this policy will run concurrently with leave under the Family Medical Leave Act (FMLA). The employee will provide his or her supervisor and the Human Resources department with notice of the request for leave at least 30 days prior to the proposed date of the leave (or if the leave was not foreseeable, as soon as possible). The employee must complete the necessary Human Resources forms and provide all documentation as required by the Human Resources department to substantiate the request.

Approved paid parental leave may be taken at any time during the twelve (12) week period immediately following the birth, adoption or placement of a child with the employee. Paid parental leave may not be used or extended beyond this twelve (12) week time frame. To begin in a time other than immediately following the birth, adoption or placement would require approval of the Department Director and the Human Resources Director.

HRPM Section 3-18 Paid Parental Leave

State of Emergency Leave

The Mayor may authorize the use of State of Emergency Leave (SEL) in response to A) hazardous weather conditions such as a tropical storm or hurricane warning or B) danger presented from a contagious disease under the conditions described in this policy even after the expiration of the State of Emergency based on these conditions if the safety of City employees warrants the use of SEL. This type of leave is paid leave that supersedes the use of Personal Time Off (PTO) as would otherwise be allowed by the current City Human Resources Policy Manual (HRPM). If State of Emergency Leave is authorized, it provides benefits over and above benefits set forth in any bargaining agreement. During the time an employee is authorized to use SEL, after 30 days, no additional benefits that might otherwise accrue will be available under the current City HRPM or any collective bargaining agreement.

Should hazardous weather conditions warrant the use of SEL, employees who are not otherwise required to be on duty may shelter in place or evacuate as directed by emergency personnel without loss of PTO or pay until the State of Emergency ends or for 14 days, whichever occurs first. Employees who are exempt from receiving overtime may be expected



by their directors to work remotely during the time of the State of Emergency. If SEL is authorized, each exempt employee should confirm what the expectations (reporting locations, tele-work, etc.) are from his or her director during the time the SEL is being utilized.

Should a State of Emergency be declared because of risks posed by a contagious disease, it is found to be in the public interest to encourage employees to avoid circumstances that would contribute to the spread of disease by offering SEL. This benefit is available only upon approval by the Mayor or Mayor's designee. Employees may expect SEL to be approved under various circumstances:

1. an asymptomatic employee (i.e., healthy, not displaying symptoms of the given disease) is subject to quarantine or isolation under the direction of public health authorities due to a significant risk of exposure to a quarantinable communicable disease (such as caring for another), including but not limited to COVID-19, is likely to receive SEL upon request.
2. an employee is infected or who likely has been infected, with a quarantinable communicable disease can expect to receive SEL upon notification to the City Nurse or his/her designee of the condition.
3. an employee with an underlying condition or other risk factor which, in the discretion of the City Nurse or based on a notification from the physician of the employee, may request SEL to avoid exposure to a contagion.

In cases where more than 14 days SEL is required, requests must be processed through the Human Resources Director and approved by the City Administrator. SEL is granted at the discretion of the City Administrator and may be denied when an asymptomatic employee has the ability to telework. Exempt employees may be expected by their directors to work remotely during the State of Emergency unless the employee is symptomatic or caring for someone who is symptomatic. If SEL is granted, expectations regarding working remotely should be clarified by the employee and his or her supervisor before SEL is taken. PTO must still be used when a non-qualifying illness or injury prevents an employee from performing work. If the employee exhausts their available PTO, other paid leave or paid time off may also be available to an employee, as described in the City HRPM.

HRPM Section 3-17 State of Emergency Leave



Health & Safety

Employee Assistance Program

Employees and their dependents needing assistance with personal issues (i.e. family/marital, financial, interpersonal relationships, anger, alcohol/drugs, stress, etc.) may contact the City's Employee Assistance Program (EAP) provider. The City Clinic or Human Resources can provide the employee or their dependents with phone numbers of the approved provider. All information regarding counseling is kept strictly confidential.

The EAP Provider, Lifestyle Management, may be reached by calling 1-800-788-2077. The EAP provider's contact information may also be found on the Human Resources intranet website.

HRPM Section 4-4 Employee Assistance Program (EAP)

Drug-Free and Alcohol-Free Workplace

The City of Pensacola strives to provide a safe environment for both employees and the public. In this regard, the City considers the abuse of drugs and alcohol on the job to be unsafe and counter-productive. It shall be a condition of employment for all employees to refrain from working with the presence of illegal drugs or alcohol in his/her system and to submit to the testing requirements set forth in this policy.

To ensure compliance with this policy, substance abuse testing may be conducted in the following situations:

Pre-employment: as required by the City for all prospective employees who receive conditional offer of employment;

For cause: upon reasonable suspicion that the employee is under the influence of alcohol or drugs that could affect or have adversely affected the employee's job performance;

Random: as authorized or required by federal or state law.

Compliance with this policy is a condition of employment. Employees who test positive or who refuse to submit to substance abuse testing will be subject to discipline, up to and including termination, for the first offense.

HRPM Section 4-7 Drug-Free Workplace

Smoke-Free Workplace

The City is committed to providing a safe and healthy workplace and to promoting the health and well-being of its employees. Consistent with this commitment, the City recognizes the adverse health effects and hazards of tobacco products and has elected to implement a policy to reduce the exposure to tobacco products, therefore contributing to a healthier work



environment and healthier employees. Tobacco products, including cigars, cigarettes, chewing tobacco, and the use of “e-cigarettes” and other electronic nicotine delivery systems, are prohibited in all City vehicles and in all City buildings, including lobbies, restrooms, hallways, stairwells, employee eating areas, conference rooms, open-air balconies, and adjacent to all entrances and exits to buildings.

Tobacco Products are permitted in designated smoking areas only, as posted outside all City buildings.

Any employee who is found to have violated any provision of this policy may be subject to disciplinary action. Employees desiring to lodge complaints concerning this policy should contact the Human Resources Director.

HRPM Section 4-6 Tobacco/Nicotine Products

Workplace Violence Prevention

Interactions among employees, managers, supervisors, and public are to be positive, respectful, and appropriate to the work environment. It is the City of Pensacola’s policy to protect its work sites from violence or the threat of violence. The City of Pensacola will not tolerate behavior that is perceived to be threatening or intimidating by or toward employees. Violence or the threat of violence by or against City employees is unacceptable and contrary to City values and policies. Prevention or the defusing of actual or implied violence is the shared obligation of all employees, supervisors, managers, and law enforcement agencies. Examples of prohibited behavior include but are not limited to the following: verbal or physical threats, intimidation or coercion, horseplay, fighting or acts of violence or assault.

Any employee who has been threatened, is a victim of a violent act, witnesses any threats or violent acts, or learns of any threats or violent acts is to immediately report such activity to his or her supervisor, department director, and Human Resources Director.

HRPM Section 4-5 Workplace Violence

Workers’ Compensation

Employees are eligible for workers’ compensation benefits for job-related injuries in accordance with the provisions of the Florida Workers’ Compensation Law. If you are injured on the job, you must immediately report the incident to your manager or manager’s designee. If an injury occurs, you are to report to the City Clinic within 24 hours or, if on a weekend, the next workday when the Clinic is open. In cases of severe injury or extreme emergencies, the injured employee should be taken to the nearest hospital emergency room and the supervisor should notify the City Clinic.

In compliance with the Americans with Disabilities Act, the Family Medical Leave Act, and other applicable federal and state laws, each employee injured in a job-related accident will be assured of their job when released to return to duty. If the employee is unable to return to their normal job, every reasonable effort will be made to ensure that the employee will be



placed in another position within the City structure commensurate with their physical limitations. All time off work due to a job-related injury/illness must be approved by the authorized treating physician/City Nurse.

HRPM Section 4-1 Workers' Compensation

COVID-19 Workplace Safety

The health and safety of our employees, their families and the citizens of Pensacola is our top priority. As a condition of employment, the policies below based on the guidance provided by the Centers for Disease Control and Prevention (CDC) and the Florida Department of Health during the COVID-19 pandemic.

Failure to comply with the policies outlined here may result in disciplinary action, up to and including termination.

Personal Hygiene and Safety Protocols

The City is following protocols provided by the CDC, as well as any state or local health requirements. We may also implement additional safety requirements, at our discretion, at any time. Our current safety requirements are as follows:

- Wash your hands as soon as you enter the workplace. Washing hands with soap and water is the best way to get rid of germs. Use an alcohol-based hand sanitizer that contains at least 60% alcohol when soap and water are not readily available.
- Where practical, wash your hands after touching any high-touch surface with bare hands, such as door handles, water cooler buttons, security or payment keypads, or communal workstations.
- Wear a face covering that covers your nose and mouth anywhere in the workplace except your personal office/workplace or unless you have received specific instruction otherwise.
- Stay at least 6 feet away from all other people, at all times. If a 6-foot distance cannot be maintained, a mask must be worn, even if you are otherwise exempted from that requirement.
- If you cough or sneeze while not wearing a face covering, do so into your elbow or a tissue. Immediately throw away the tissue (if used), promptly wash your hands, and put on a face covering to avoid further exposing those around you.
- In-person business meetings should be held only when necessary. They should be held in a large room, open space or outdoors if possible. All in-person business meetings and functions outside of City facilities should be approved in advance by your Leader.

You may be subject to health screening when entering the workplace. Screening, if implemented, is a condition of entering the workplace.



If you feel any signs of illness, **you must immediately notify the City Clinic at 850-435-1726 for instructions and you must stay home.** Common symptoms of COVID-19 include fever or chills, cough, shortness of breath or difficulty breathing, fatigue, muscle or body aches, headache, the new loss of taste or smell, sore throat, congestion or runny nose, nausea or vomiting, and diarrhea.

The clinic will advise you if testing is appropriate and where you can get tested.

[HRPM HR Bulletin 2021-02](#)



Emergency Manpower

The US Department of Homeland Security (DHS) provides strategic guidance for promoting national unity of efforts to ensure security and resilience of critical infrastructure. To establish uniform, fair, and standardized procedures for implementing the DHS guidelines, the City will employ an Emergency Staffing Policy (ESP) to help ensure “Essential Critical Infrastructure Workers” are identified, including the pre-notification of employees of their emergency assignment status, and to assist in organizing the workforce for the more effective management of employees during times of local emergency.

This ESP applies to all full-time employees of the City of Pensacola and is administered by the Human Resources Department. Participation is considered a “*condition of employment*” for those applicable employees. Any conflicts which may arise in the application of this program shall be referred to the Human Resources Department and, if necessary, the Human Resources Director may forward to the City Administrator, or designee, for final resolution.

Employee Assignment Categories

All full-time employees of the City, for purposes of this plan, shall be placed into one of the following categories:

A. Emergency Critical (EC) – In an emergency condition, approved by the City Administrator, these personnel are considered the City’s essential critical infrastructure workers. Once a State of Emergency exists, the Emergency Operations Center (EOC) and other critical COOP functions will be operational 24 hours each day, manned by some City employees in this category. These EC employees normally have advance orders or pre-assignments and will be working either in a City facility or in the field as appropriate prior to and/or during and after the actual event. It is the responsibility of these employees to prepare and arrange for family and personal needs in advance of the emergency. In most cases, control of these employees is retained by the City Administrator, appropriate department director, the Incident Commander, or designee. If, for any reason an employee cannot perform the duties as required, the department director is expected to replace them with another qualified employee from their department.

B. Emergency Essential (EE) – Employees who are Emergency Essential are usually not required to be on duty during an actual event (e.g. emergency storm), but are required to report to their pre-assigned special duty site immediately following the event, when conditions are considered safe, normally within 24 hours of the event, or as otherwise directed.

In a public health or safety event (i.e. pandemic event), essential personnel may be required to work prior to, during, and after the event has passed. During a public health emergency, asymptomatic employees would be expected to report; however, availability status of individual workers will be guided by CDC criteria, State Public Health advisories, and City

Clinic guidelines for “at risk” persons or individuals that may be directed to isolation in place, and/or persons testing positive and under the care of their health care providers. Duties assigned will normally be in support of the department’s mission, and the appropriate department director retains. Employees are to be notified, in advance, of reporting instructions, to include a specific reporting place, time, and circumstances for returning for duty; e.g. (1) when the wind speed is considered safe or (2) when critical infrastructure duties are needed in support of emergency public health and safety requirements.

C. Non-essential (NE) – Employees without a pre-assigned specific and/or immediate emergency-related departmental duty in specific response to the emergency before, during, or following the event, will be designated non-essential (NE) and subject to reassignment to the Emergency Staffing Assignment Pool (ESAP). Employees may be temporarily reassigned from their department responsibilities to the ESAP and given duties related to support and recovery efforts, e.g. staffing a FEMA Point of Distribution (POD) or staffing an Emergency Shelter. ESAP employees are required to report for duty in their department (and possible emergency reassignment to the ESAP) within a maximum of 48 hours of the event (e.g. hurricane landfall), or as otherwise directed in public health and safety emergencies. The Human Resources Director, or his/her designee, will serve as the Emergency Staffing Manager (ESM). Once assigned to the ESAP, the Emergency Staffing Manager will ascertain needs from City departments for additional personnel support and, based on qualifications, direct work assignments and reassignments. Their department director and ESM must approve removal of an employee from the ESAP for reassignment back to their parent division. Failure to report to duty as directed or leaving an emergency duty assignment without prior approval of the ESM is subject to disciplinary action.

Additional Assignments for “NE” Personnel:

A. FEMA Point of Distribution (POD) – The City may be required to establish emergency PODs to assist with distribution of food, water, ice and other supplies to citizens. Employees assigned to POD duty should be in good physical condition with ability to lift cases of food and water for distribution and be able to work in an outside environment for periods of 8 or more hours on a shift.

B. City Emergency Shelter(s) – The Pensacola Bay Center, or other facilities in the City, may be activated for emergency shelter purposes for citizens that require shelter during and immediately after the emergency. If activated, City nonessential (NE) and perhaps additional staff will likely be directly reassigned by the ESM to service at the shelter. Staffing would require 24-hour coverage with 3 shifts while operational. American Red Cross emergency personnel will be available to assist with set-up and training of shelter staff.

C. Citizens’ Information Center (CIC) – Upon request for assistance from the Emergency Operations Center (EOC), some members of the City ESAP may be assigned to duties in the CIC. Employees assigned such duty will report, when directed, to the Emergency Operations Center (EOC), and will work under the supervisory control of the CIC Office. Duties in the CIC often begin prior to the actual Declaration of Emergency, typically require shift work, and may extend beyond the expiration of that declaration. Prior to reassignment back to their

home

department, coordination with the CIC team leader must occur to prevent gaps or shortfalls in scheduling. If, for any reason, the employee cannot perform the duties as required, the department director is expected to replace them with another qualified employee from their department.

D. Fire Administration, Emergency Coordination Center (ECC) – NE personnel may also be needed in the City’s EEC to support and supplement staff during and after the emergency.

E. Other Duties as Assigned – Assignment to various duties and responsibilities in support of the City’s emergency mission to maintain safety and health of citizens may be required.

General Provisions

A. Upon notification by the City Administrator, or designee, of an actual or potential emergency, the Human Resources Director will initiate proceedings to activate the Emergency Staffing Pool Plan.

B. Every City employee must keep their City ID in their possession at all times and be prepared to display it to pass through security checkpoints or gain access to City or County facilities. The back of their badge (sticker provided) should state **“City Emergency Disaster Team”** to assist with the passage of law enforcement checkpoints. ***An employee information 24 Hour Hotline, telephone number 850-435-1703, will be activated to support communications with all employees. The number will also be printed on the sticker placed on the back of the ID card. For distribution of special “red” emergency badges – refer to the City’s COOP.***

C. Department directors shall be granted waiver authority to the City Vehicle Policy. With their department director’s approval, employees shall be allowed to take an assigned vehicle home during the emergency.

Personnel in EC, EE or NE categories, who cannot report to duty as assigned, must request approval or a waiver through their department director, who will recommend approval/disapproval through the ESM to the City Administrator for final approval/disapproval. In cases of failure to notify your supervisor or manager of absence from duty and/or disapproval of waiver request, the employee may be charged with Absent Without Leave (AWOL) and be subject to disciplinary action, up to and including termination.

HRPM Section 7-1 Emergency Staffing Policy



EEO Compliance

Any employee who believes that he or she is adversely affected by an act or acts of discrimination, harassment, retaliation or other inappropriate behavior should file a complaint with his or her supervisor or with the EEO officer, Tracy Walsh, who can be reached at 850-435-1662. The EEO officer will receive, assess and process such complaints. Employees who are aware of such acts that are targeted against others are also encouraged to report such conduct by filing a complaint. Complaints may be filed verbally or in written form.

All supervisors who receive verbal complaints of improper conduct which may violate this policy are required to promptly create an Incident Report which documents the complaint that has been received and includes all pertinent circumstances surrounding the complaint. The Incident Report must be transmitted immediately to the EEO Officer.

The appropriate and expeditious investigation of complaints depends largely upon the nature of a particular complaint and the attending circumstances surrounding it. Therefore, the investigation protocols described in this policy are provided as guidelines. The purpose of this policy is to (1) unequivocally establish that the City is committed to providing a workplace free from discrimination, harassment of employees, unlawful retaliation, and other inappropriate behavior, (2) identify a procedure for employees to lodge complaints about conduct which is believed to violate the HRPM or state or federal law, (3) create an appropriate and effective process to investigate complaints, (4) provide vigorous enforcement of this policy by employing disciplinary measures whenever evidence of a violation of this policy is established, and (5) ensure that all employees, supervisors and managers receive continuing training in the scope and content of this policy.

The City is committed to providing a workplace free from discrimination, harassment, retaliation, and related inappropriate behavior. The City will not condone or tolerate any behavior that is discriminatory, harassing, or otherwise inappropriate when such behavior is based on an individual's or group's race, color, national origin, religion, gender, marital status, age, disability, sexual orientation, genetic information, or other characteristic protected by law. Employees shall not engage in conduct which violates this policy at any time, either toward fellow employees or members of the public with whom an employee comes into contact because of City employment.

This policy applies to all aspects of the relationship between the City and its employees, including:

Recruitment	Training	Transfer
Employment	Working Conditions	Employee benefits & application of policies
Promotion	Wages & Salary	

HRPM Section 6-1 Purpose-EEO

Harassment and Complaint Procedure

Any employee who believes that he or she is adversely affected by any acts of discrimination, harassment, retaliation or other inappropriate behavior should file a complaint with his or her supervisor or with the Equal Employment Opportunity Officer. Employees who are aware of such acts that are targeted against others are also encouraged to report such conduct by filing a complaint. Complaints may be filed verbally or in written form.

All supervisors who receive verbal complaints of verbal improper conduct which may violate this policy are required to promptly create an Incident Report which documents the complaint that has been received and includes all pertinent circumstances surrounding the complaint. The Incident Report must be transmitted immediately to the Equal Employment Opportunity for conducting investigations and they may be tailored to conform to the circumstances of a particular complaint.

All supervisors and managers must immediately report the receipt of a complaint of discrimination, sexual harassment, hostile work environment, retaliation or other inappropriate behavior, whether verbal or written, to the Equal Employment Opportunity Officer.

HRPM Section 6-3 Complaint Procedures

Americans with Disabilities Act (ADA) and Reasonable Accommodation

The Americans with Disabilities Act (ADA) and the Americans with Disabilities Act Amendments Act of 2008 (ADAAA) are federal laws that prohibit employers with 15 or more employees from discriminating against individuals with disabilities. It is the policy of the City to comply with all federal and state laws concerning the employment of persons with disabilities. Furthermore, it is our policy not to discriminate against qualified individuals with disabilities in regard to application procedures, hiring, advancement, discipline, discharge, compensation, training, and other terms, conditions and privileges of employment.

In accordance with the law, the City will reasonably accommodate qualified individuals with a disability so that they can apply for and perform the essential functions of a job unless doing so causes a direct threat to persons in the workplace and the threat cannot be eliminated or if the accommodation creates an undue hardship to the City. Contact Human Resources with any questions or requests for accommodation regarding employment. The Inspection Services Director is the ADA Coordinator as to public access to City services. This individual shall be responsible for recordkeeping, information dissemination, referring, processing, and resolving complaints and other actions as necessary to carry out the provisions of the ADA.

HRPM Section 6-7 Reasonable Accommodations



EMPLOYEE HANDBOOK ACKNOWLEDGMENT AND RECEIPT

I hereby acknowledge receipt of the employee handbook of the City of Pensacola. I understand and agree that it is my responsibility to read and comply with the policies in the handbook.

I understand that the handbook and all other written and oral materials provided to me are intended for informational purposes only. The handbook, company practices, and other communications do not create an employment contract or term. I understand that the policies and benefits, both in the handbook and those communicated to me in any other fashion, are subject to interpretation, review, removal, and change by management at any time without notice.

I further understand that I am an at-will employee and that neither this document nor any other communication shall bind the company to employ me now or hereafter and that my employment may be terminated by me or the company without reason at any time. I understand that no representative of the company has any authority to enter into any agreement for employment for any specified period of time or to assure any other personnel action or to assure any benefits or terms or conditions of employment or make any agreement contrary to the foregoing.

I also understand and agree that this agreement may not be modified orally and that only the Mayor or his/her designee may make a commitment for employment. I also understand that if such an agreement is made, it must be in writing and signed by the Mayor or his/her designee.

Employee's Name (Please Print)

Employee's Signature

Date Signed by Employee

TO BE PLACED IN EMPLOYEE'S PERSONNEL FILE