

Working for the



City of Milwaukee

Department of Employee Relations

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The information presented in this booklet is provided for general information only. Please contact your department's Personnel Officer if you would like more information.

This booklet is updated as needed. The most recent version can be found on the Department of Employee Relations' website.

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Introduction

Welcome to City of Milwaukee employment! We congratulate you and hope you use this helpful resource to learn about a variety of information pertaining to employment with the City of Milwaukee. You will find a wealth of information throughout this booklet. You may also direct your questions to employees in the Department of Employee Relations (DER). They have expertise on such matters as your employment rights, privileges and responsibilities, your eligibility for promotional examinations, and many other personal issues related to employment.

You may contact them during normal working hours (8:00 a.m. – 4:45 p.m. weekdays) at 414-286-3751. A more complete listing of **who to contact** for specific issues is posted on DER's website: www.milwaukee.gov/der/PoliciesProcedures

Milwaukee – City of Sound Government

Milwaukee officially became a city on January 31, 1846. Today, with a population of around 600,000 and encompassing an area of 96.1 square miles, it ranks 31 of America's 34 largest cities nationwide.

The City's system of government operates through an elected mayor and an aldermanic Common Council, presently composed of 15 council members. The Police and Fire Department are responsible to a Board of Fire and Police commissioners who are appointed by the Mayor and approved by the Common Council. An independent school board governs school affairs for Milwaukee Public Schools, which is a separate governmental entity from the City of Milwaukee.

All employees are subject to the rules and regulations of the City's Civil Service Commission. Employees achieve regular employment status upon successful completion of the probationary period, and are then considered civil servants. Civil service is the system for hiring, retaining, and promoting employees based on objective assessment of their qualifications and ability to do the work. Wisconsin's civil service system is grounded upon two cornerstones: hiring decisions are merit-based, following an open competitive exam or screening; and discipline or removal from service must be based on just cause after due process has been provided. In essence, public employees are not "at-will" employees like most employees in the private sector. The legal framework is defined in Wisconsin Statutes 63.18 – 63.53.

In addition to the City's Civil Service Commission rules, civil service employees* are subject to the "Employee Regulations" in the Milwaukee Code of Ordinances, Chapter 350, as set forth by the Mayor and the Common Council. City policies and individual departmental work rules further define the responsibilities and benefits of City employees. Salary regulations are set forth in the Salary Ordinance. The most updated regulations are located on the City's website as follows:

- [City Service Commission Rules](#)
- [Milwaukee Code of Ordinances Chapter 350](#)
- [Salary Ordinance](#)
- [City Policies](#)

Introduction

- Employees receive work rules from their departmental personnel unit or the hiring manager of their department. There are approximately 7,000 city service employees that carry on the daily business of the City.

** **Note:** Some employees are subject to the rules of their Department's governing board. For example, Library employees are governed by a Board of Trustees; Port employees by the Board of Harbor Commissioners; Fire and Police employees by the Board of Fire and Police Commissioners; and HACM employees by the Board of Commissioners for the Housing Authority of the City of Milwaukee.*

City Ethics Code

In 1977, the City of Milwaukee adopted an ethics code for its elected officials, supervisory personnel, boards and commissions. The ethics code provides the best vehicle to assure the community that its officials recognize that holding a public office is a public trust. Ethical conduct is truly a matter of performing one's duties and responsibilities in accordance with established rules and guidelines of good, sound judgment. Showing strict regard for ethical conduct is essential in order to maintain high public esteem. Our public officials are very concerned with this issue. The community, in turn, should be equally concerned with the rights and reputation of its dedicated public officials. Public cooperation is required to assist the Ethics Board in maintaining the City of Milwaukee's reputation for high ethical standards and conduct.

Role of the Ethics Board

The major concern of the Ethics Board is the preservation of the high ethical standards of the City of Milwaukee. The Ethics Board addresses this concern by:

- Issuing confidential advisory opinions to covered persons with respect to their own situation or plans. A factual summary is issued annually deleting all personal references.
- Investigating sworn complaints. The board provides a format and process for filing complaints. While a complaint and the findings of the Board may become matters of public record, only the complainant's name is released to the public until the Board has concluded its review.
- Requiring annual financial statements. The Board reviews a simple form which asks for information on the issues that could give rise to conflicts of interest. No detailed financial disclosure is required. The individuals required to file such statements are listed by position in the Positions Ordinance.

Who Is Covered

The Ethics Ordinance of the City of Milwaukee specifically covers:

- Office holders or candidates for public office.
- Employees in the classified service.
- Exempt employees.
- Citizens serving on boards or commissions.

Introduction

What Concerns Are Addressed

The ordinance prohibits business associations, financial interests or other activities which could give rise to conflicts of interest in fact or appearance.

Questions:

Ethics Board

City Hall, Room 205

200 E. Wells Street

Milwaukee WI 53202

Phone: 414-286-8641 / Fax: 414-286-3456

E-Mail: ethics@milwaukee.gov

Website: www.milwaukee.gov/ethics

Equal Employment Opportunity

As a local governmental agency, the City of Milwaukee is committed to the policy that it shall provide equal employment opportunities to all qualified persons without regard to their race, religion, color, age, disability, sex, national origin, sexual orientation, marital status, membership in the military reserves, creed, ancestry, arrest or conviction record, use or nonuse of lawful products away from work. In adhering to this policy, the City abides by the Wisconsin Fair Employment Act, Title VII of the Civil Rights Act of 1964, as amended, the Americans with Disabilities Act of 1990, and by other applicable statutes and regulations relating to equal employment opportunities. Consistent with its employment standards, the City of Milwaukee is committed to achieving excellence through diversity. The City of Milwaukee fosters an environment that recognizes and is respectful of the diversity of all of its employees and of the residents it serves.

If you are a City employee and have any questions regarding discrimination as it relates to your employment, you should contact the *Human Resources Compliance Officer* at 414-286-6210.

City Service Commission

Medical Exams

Pre-employment medical testing is required as a condition of employment by the City of Milwaukee, as well as for certain employees considered for promotion, transfer or reinstatement. All applicants for positions in the City Service shall meet job related physical standards required for the position for which they are being considered. The purpose of the pre-employment medical exam is to establish a record of your physical condition at the time you start work and to ensure your ability to perform all duties and functions required by your job, with or without reasonable accommodation(s). Such fitness may be determined by means of medical examinations or other means as determined by DER.

Job Classification

Jobs with similar responsibilities and requirements are given the same job classification by the Department of Employee Relations for the purpose of determining appropriate wage and salary rates. For example, all employees who do entry-level drafting work are given the title of Drafting Technician I and are placed in the same pay range.

Job studies are made by the Department of Employee Relations at the request of department heads or through the collective bargaining process to determine whether sufficient changes in duties and responsibilities have occurred to warrant reclassification of a given position.

When the study is completed a report is submitted to the City Service Commission or Fire & Police Commission and copies are distributed to the parties that requested the study. If the requesting party disagrees with the results of the study an appeal hearing is scheduled before the appropriate Commission.

A change in job classification requires approval by either the City Service Commission, the Fire & Police Commission, and also the Common Council. Call 414-286-3387 if you have any questions, or send e-mail to aknick@milwaukee.gov. Information is available online on Employee Relations' Web site at www.milwaukee.gov/der/Compensation.

Probationary Period

As a City Civil Service employee, you will serve a probationary period. The "job tryout" is the last part of the examination. This is your opportunity to become acquainted with your specific job duties and show your ability to perform satisfactorily. Consequently, this time span is very important to you.

The length of a probationary period varies with job classification. A person appointed to a position or transferred to a different department or division or reinstated to a different department or division shall serve a probationary period of six months of actual service for positions classified as non-exempt from FLSA or twelve months of actual service for positions classified as exempt* from FLSA (**some exceptions apply*—please see the [City Service Commission Rules](#) for exceptions). You may be dismissed without the right of a hearing or an appeal to the City Service Commission at any time during your probationary period if your work proves unsatisfactory, or if you are found to be in frequent violation of the rules. A probationary

City Service Commission

period is deemed completed upon the Commission's receipt of a report of satisfactory completion from the appointing officer or upon completion of the probationary period without notice of termination.

Layoffs

Certain jobs under Civil Service are seasonal. Others can be affected by adverse economic conditions or reduced operating budgets. City employees may be laid off whenever one or a combination of these circumstances occurs.

Regularly appointed employees who were last appointed shall be laid off first, unless the Commission approves an efficiency-based method as provided under Rule XII, and provided further that temporary, provisional and regularly appointed employees serving in their probationary periods shall be laid off prior to other regularly appointed employees. The intention of this provision is that, while in laying off employees the rules of seniority shall govern; nevertheless, it is the intention of the Commission to permit those employees whom it finds less efficient to be laid off first, regardless of seniority.

The Commission may investigate any layoff or the cause thereof. If the appointing officer wishes to obtain a certified list of the names of the persons to be laid off on the basis of seniority the appointing officer shall inform DER of the number to be laid off and a list of the names of the persons in seniority order for such layoff shall be so certified.

Notwithstanding the above, in the event of reduction in force or layoff of employees the Commission may adopt, after hearing, any reduction-in-force or layoff plan which in its judgment is for the general good of the city.

Nepotism

Except as result of regular certification from an original or promotional eligible list established as a result of examination, no person shall hereafter be appointed to any position in the city service subject to these rules, who is related by blood (*whether of whole or half-blood*), or through marriage to the appointing officer or to any member of the appointing board or body or to any direct superior or to any elective or appointive city official. This prohibition shall extend to and include appointments made under the authority of Section 63.41 of the Wisconsin Statutes, and shall also include all provisional appointments, all temporary appointments, except when made by regular certification from an appropriate eligible list, and all emergency appointments. It shall be the duty of every appointing officer to inquire of all prospective appointees (*except those certified from an original or promotional eligible list*) whether any such relationship exists and to report immediately to the Commission whenever any such relationship is known or reported to exist. The Commission may direct DER to refuse to certify the salary of any person appointed without compliance with the provisions of this section. Relationship, as here defined, shall extend to all persons related as closely as first cousin when the relationship is by blood, or more closely

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related than first cousin where the relationship is through marriage, and shall include the cases of husbands of sisters-in-law and wives of brothers-in-law.

Discipline and Discharge

Disciplinary rules for City employees differ little from those in private industry. Any of these actions may be cause for disciplinary action including discharge; improper habits, insubordination, absence from duty without reason, inability to do satisfactory work, conduct unbecoming of a City employee. Penalties for violation of established City rules and regulations include demotion, suspension or discharge. Repeated suspensions can lead to eventual discharge.

The City of Milwaukee strives to create employment policies that treat employees fairly and equitably and to ensure that disciplinary actions are prompt, uniform, and impartial. The City of Milwaukee has established a Grievance Procedure for eligible employees to utilize in matters concerning disciplinary action that are not appealable to the City Service Commission. Employees who are not subject to the rules of the City Service Commission as defined in 63.27 of the Wisconsin state statutes are not covered by this Procedure.

Regularly appointed employees, who have passed probation, may use the grievance procedure for written warning notices or disciplinary actions of unpaid suspensions of 1 to 15 days. Employees covered by this Procedure who receive two or more suspensions within six months of a former one, independent of the length of such second suspension, are required to file an appeal on the second and subsequent suspensions with the City Service Commission in accordance with RULE XIII, Section 2, if they choose to contest the discipline.

Every reasonable effort should be made by employees and supervisors to resolve any concerns, questions, or misunderstandings that have arisen from the imposition of discipline before filing a grievance.

The Disciplinary Grievance Procedure and forms are at: [DER Policies and Procedures](#)

Outside Employment

For many of its Civil Service employees, the City of Milwaukee has no objection to part-time employment with a private firm or industry. It must be understood, however, that the part-time work may, in no way, interfere with the performance of regular City work. Before accepting part-time employment, check with your supervisor to make certain that you are not violating City rules and that there is no conflict of interest between your regular and your part-time work. Part-time work with another City department is not permitted.

Political Activity

Civil Service employees are prohibited, during scheduled work periods, from engaging in the distribution of badges, posters, bills, printed or written matter approving or favoring a candidate for nomination or election to municipal political office. A civil service employee has the right to become a member of a political organization, to attend political meetings, to express his/her

City Service Commission

opinions on all political subjects and to enjoy freedom from all interference in casting his/her votes. You are encouraged to vote in all elections.

Time Off for Voting

In compliance with Wisconsin State Statute 6.76, employees are entitled to take up to three (3) hours to vote when requesting time off in advance, or prior to Election Day. The employee may substitute paid time off to cover the absence. The supervisor may designate the time of day for the absence. Please visit the Election Commission website for future Election dates: www.milwaukee.gov/election.

Special Groups under Civil Service

Not all City employees are subject to the rules and regulations of the City Service. The Milwaukee Fire and Police Commission governs the Fire and Police Departments' employees in all matters. Certain disciplinary appeals for employees whose department is directed by a Board, such as the Milwaukee Public Library and Port Milwaukee, are heard by the governing Board, though most sections of the "Rules of the Board of City Service Commissioners" apply to those employees.

At the Workplace

Work Schedule

Department Heads shall determine hours of work but the basic workday of all employees of the city shall consist of 8 hours in a calendar day. As far as it is practicable, the workday shall conform to the established hours of business. This shall not interfere with special time schedules governing departments operating more than 8 hours in each calendar day, nor shall this provision for an 8-hour day be construed as prohibiting the creation of part-time employment or the establishment of rotated, staggered or shortened work periods.

The service week shall be limited to 5 days employment or duty per week. In general, the days on which employees shall not be required to work shall be Saturdays and Sundays. If the regular schedule of departmental operation requires work on those days, this work shall not be considered overtime work, and the employee shall be entitled to time-off during such periods as the department may designate.

Punctuality and Attendance

The City has a right to demand two things of every employee: punctuality in reporting for work on time each day, and regularity of attendance at work. When you are late for work, you cause many other people to delay starting their jobs. When you do not show up at all, you disrupt many other schedules. If you know you are going to be late, or that you are going to miss a day's work entirely, inform your supervisor immediately. You leave yourself open to disciplinary action if you fail to report to your assigned job or fail to call in on time as required by the rules of your department.

Role of Your Supervisor

Supervisors are responsible for carrying out the policies of management at all levels. They serve as a "link" between employees on a higher level and those on a lower level. They are also an important source of information for new as well as seasoned employees. Your supervisor can be very helpful in increasing your knowledge of the job you perform and of the operation of the City in general.

City Vehicles

A few City officials and employees are assigned a City vehicle to help them in the performance of their work. Other employees must drive City-owned vehicles (*i.e., trucks, equipment*) on their regular job. City vehicles are clearly marked. As an operator of one of these, you are very much in the public "eye." Common sense dictates that all equipment is treated with care and that special attention is given to the observance of all traffic safety rules and regulations. Your "marked" vehicle demands that you set the example.

Equipment and Supplies

The City provides equipment and supplies necessary for the proper performance of your work. Misuse of equipment or waste of supplies will result in higher costs of government. The serviceable life of most equipment can be greatly extended through proper use and by

At the Workplace

preventative maintenance. It is a good rule to treat every piece of equipment as though you alone will be required to replace it when it wears out.

Self-Service for Employees

The City of Milwaukee uses the Self-Service program (through PeopleSoft) for employees to make or update changes relating to personal information and benefits. You can notify human resource personnel of changes such as: updating your address and phone number; maintaining emergency contacts; making a name change; add/removing dependents; setting up direct deposit; viewing your paycheck; paid time off; annual W-2 forms; changing benefits (*during open enrollment and other qualified life events*), applying for tuition reimbursement (*if you are eligible*), viewing your in-house course history, *etc.*

[Self-Service Login](#)

[Self-Service Instructions](#)

Workplace Etiquette

Public Contact

Because the City employs you, you have a critical public contact role. Your work, attitude and appearance are all subject to scrutiny by the public. In many cases, you are the only City employee some people know. Individuals and their friends base their judgment of the efficiency and character of the City's government on the way you perform. To them, **YOU** are the City.

When asked for information, do not give the questioner the "runaround." You cannot possibly know all the answers, but you can make sure that you refer people seeking information to the right sources. Be courteous in all your dealings with the public. Show a sincere interest in the problems that are directed to you. Never lose your temper or give a "short" answer no matter how seriously you may be tempted to do so. Whether you want it or not, you are on public display at all times when you work for the City.

Telephone Use and Courtesy

How the residents of Milwaukee perceive City government and its employees, is frequently determined by how they are communicated with over the telephone. For some individuals, the telephone is their only means to contact government agencies. All employees should practice telephone etiquette, not only in dealing with the public, but any time we use the telephone, either to make or answer a call. We rely heavily on the telephone to help us provide services to the residents of Milwaukee. As an employee of the City of Milwaukee, we have the responsibility to treat residents and other customers fairly and with respect. This begins with answering your telephone in a friendly, courteous and helpful manner.

Special attention should be given to the handling of official calls. Answer promptly, in a friendly and courteous manner. Should a call be misdirected to your phone, determine the correct destination of the call and arrange promptly for its transfer.

It is expected that all employees adhere to the following basic policies:

Voicemail greeting: All employees should record a greeting on their individual phone system as frequently as necessary, so callers will know if they have reached the correct person and whether an employee is in the office. When you are going to be out of the office for an entire day or more, change your voicemail greeting to reflect the length of time you will be unavailable and let the caller know when to expect a call-back if they choose to leave you a message.

Returning calls: Every employee should return telephone messages promptly; when you leave a message, remember to leave your full name.

Personal phone calls: Personal phone calls during work hours distract employees from their job responsibilities and may be disruptive to co-workers. Employees should, therefore, limit the placing or receiving of personal calls during work hours to those required only in an emergency situation.

Personal cell phones: While at work, employees are expected to exercise the same discretion in using personal cell phone as is expected for use of the City of Milwaukee phones. All cell phones

Workplace Etiquette

should be kept in silent or vibrate mode while employees are on duty to avoid disrupting City business.

Telephone monitoring: During the course of ordinary business, telephone calls may be monitored by management for quality control purposes.

- *Try to answer the phone on the first ring, but no later than the third ring.*
- *Always identify your office and yourself.*
- *Speak clearly, pleasantly and naturally.*
- *Do not place callers on hold for more than a minute at a time; instead of telling a caller to “please hold”, try to say “please let me check for you; may I put you on hold”, if applicable.*
- *Always keep a City directory near the phone for reference.*
- *Hang up the receiver gently at the conclusion of the call.*
- *Above all, be courteous, helpful and friendly. The calling party will judge the entire City by your telephone “personality.”*

Paycheck Information

Direct Deposit

All employees who are capable of maintaining a financial relationship with a banking institution are required to enroll in direct deposit of their city payroll checks. Each time you change banks or an account; you must complete a new Direct Deposit form: [DER Employee Forms](#).

To view, print or save your pay stubs in **self-service**, go to [DER Benefits](#) to download the most recent *Self-Service General Instructions*.

Note: Pay stubs are only available through self-service. Direct Deposit stubs are not distributed or mailed.

Payroll Deductions

The law requires certain deductions from your paycheck. Others may be arranged as a convenience to you. The law requires federal/state income tax withholding and your contribution to Social Security/Medicare. It is your responsibility to complete a State and Federal Withholding Allowance Certificate (WT-4 and W-4, respectively) when you start work.

If you have a child support order, tax levy, or other garnishment it is a good idea to contact those administrators and let them know you have a new employer. All income withholding orders (IWO) must be sent to:

City Hall
Comptroller's Office, Payroll Admin
200 E Wells St., Room 404
Milwaukee, WI 53202

The City must deduct from your pay any amount received on an IWO. If any garnishment administrator would like to speak to a City payroll administrator regarding your IWO, or if you would like to speak with a City payroll administrator regarding your IWO, please contact the garnishment hotline at 414-286-2492. Do note that it is up to you to make arrangements with garnishment administrators for a payment schedule that best serves both your needs.

At your direction, automatic deductions can be arranged for. Contributions to the Combined Giving Campaign, United Performing Arts Fund, or contributions to the deferred compensation savings program. Contact your payroll representative to arrange any or all of these voluntary deductions.

Pay Days

City employees are paid on alternate **Thursdays** for a total of 26 pay periods per calendar year. Your paycheck will be electronically deposited to your account with the financial institution you indicated on your direct deposit enrollment.

W-2/W-2C Forms

All employees will receive a paper W-2 (or W-2c, when applicable) through postal mail, unless you consent to receive electronic copies only. Electronic copies are received earlier than paper

Paycheck Information

copies; Electronic copies also save the City postage and paper, reduces the chance of identity theft, and is free to retrieve archived copies. Here are the steps to update the information in HCM:

- a. Path: Main Menu > Payroll > W-2/W-2c Consent
- b. Click the “Check Here...” box to indicate your consent
- c. Click Submit.

You will be unable to consent until you receive your first check with the City. To View your W-2 or W-2c forms:

- a. Follow this path in HCM: **Main Menu > Payroll > W-2/W-2c Forms**
- b. Click on Year End Form.
- c. Click on Filing Instructions for the back of the form.
- d. For a different tax year, click on View a Different Tax Year. If the form is not available on-line, it is no longer available.
- e. Employees will have access to self-service for one year after separating from City service. Please see instructions about e-mail addresses in the “Personal Information” section before separating.

Troubleshooting Note: To view the W-2/W-2c, you must turn off your pop-up blockers. In the Internet Explorer browser, go to the Tools menu. In other browsers, it will alert you onscreen.

Employment and Income Verification

To verify employment or income, current and former City employees **and** verifiers **must** use ["The Work Number"](#).

“**The Work Number**” service is used when you apply for a loan, need a reference check; lease an apartment or any other instance where proof of employment or income is needed. You benefit from having control of the process – by authorizing others access to your information. The City of Milwaukee employer code is 11692.

Employee Benefits

Health, Dental and Vision Benefits

Health plans offered by the City:

- **UnitedHealthCare (UHC) Choice EPO Plan**
- **UnitedHealthCare (UHC) Choice PPO Plus Plan**
- **UnitedHealthCare (UHC) High Deductible Health Plan** (*full-time employees only*)

Dental plans offered by the City:

- **Care-Plus Dental**
- **Delta Dental EPO**
- **Delta Dental PPO**

Vision plan offered by the City:

- **MetLife Vision**

The health, dental and vision plans offered by the City may vary from year. During open enrollment, held in the fall each year, employees can change or enroll in health, dental and or vision plans which are effective January 1 of the following year. For questions related to various benefit plan options, open enrollment or payroll deduction amounts, contact the DER Benefits Division at 414-286-3184, e-mail derbenefits@milwaukee.gov or visit www.milwaukee.gov/Benefits

Flexible Spending Account (FSA)

The City of Milwaukee offers flexible spending arrangements (FSA) to give employees the benefit of allocating money pre-tax to reimburse out-of-pocket medical, dependent care and parking expenses during the plan year. FSAs help you reduce your taxes and increase your spendable income by allowing you to pay for eligible expenses through the FSA plan tax-free. You never have to pay Social Security or federal income taxes on the money you contribute to FSA. The City offers three types of flexible spending accounts: Medical/Healthcare, Dependent Care and Parking.

For additional information, contact Ameriflex at 1-888-868-3539 or visit DER's website for information on [Flexible Spending Accounts and Health Reimbursement Accounts](#).

Wellness Your Choice Milwaukee Program

The City of Milwaukee is committed to supporting the health, wellness and safety of its employees and their families. The City's Wellness program includes a wide range of programs, services and resources including a wellness center, traveling wellness center sites, year-round coaching, access to registered dietitians, educational sessions, group fitness classes, diabetic and chronic condition management, onsite EAP, onsite nurse liaison, financial wellness services, department specific initiatives and an onsite Workplace Clinic, Injury Prevention Clinic and Froedtert FastCare Clinic Services. Most programs and resources as well as clinic services are offered in an online/virtual format. The City's goal is to establish a workplace culture that enhances employee lives and offers all the tools necessary to meet employees wherever they're

Employee Benefits

at on their road to good health, making sure employees are well at work, well at home and well into retirement.

The continued success and expansion of the City's comprehensive wellness program are possible because of the support and commitment DER has received from the Mayor, Common Council members, and the many employees who help champion wellness efforts at the department level, including input and direction from the Wellness and Prevention Labor Management Committee and the Wellness Promotion Committee. The City's wellness program has positively impacted the City's efforts to control healthcare costs while providing a great benefit to its employees and contributing to DER's goal of creating and supporting an integrated model for total worker health, safety and wellbeing. For more information visit www.milwaukee.gov/wycm.

Health Appraisal Process

The Health Appraisal is a series of steps employees and spouses complete to increase their personal health awareness and become eligible to participate in the Healthy Rewards Program and earn up to a \$350 (\$700 if spouse participates) Health Reimbursement Award incentive. Participation is not mandatory; however, employees who take the City's health insurance must complete the Health Appraisal process to avoid a monthly fee. The Health Appraisal includes lab work done via finger stick, measurement of height, weight, waist circumference, and blood pressure, completing an online interest assessment and meeting with a health educator. All steps for the Health Appraisal are completed in one appointment from August to December each year. Results from the Health Appraisal can be viewed on the [Wellness Portal](#).

Healthy Rewards Program

Healthy Rewards is the City's incentive-based wellness program where participants can earn three levels of points to earn a Health Reimbursement Account (HRA) up to \$700 if a spouse completes the program. Participants earn points through optimal biometrics from the Health Appraisal and by completing a variety of other health and wellness activities. Participants with biometrics outside the optimal range can get rechecks at the Wellness Center and Workplace Clinic or complete a health action plan through the wellness portal

Clinic Services

Workplace Clinic

The City has an onsite Workplace Clinic staffed by nurse practitioners and a medical assistant through Froedtert Workforce Health to provide a wide variety of free services to employees and spouses regardless of enrollment in the City's health insurance. Dependents (18 months and older) enrolled in the City's health insurance are also eligible for free clinic services. The clinic is located in the Zeidler Municipal Building-Market Street Entrance and is open Monday through Friday.

The clinic provides convenient and immediate access to high quality care through in-person and virtual visits and is a valuable benefit for employees and spouses. Complimentary parking is available for employees/spouses who do not work at the City Hall Complex.

Employee Benefits

Services Include:

- Blood Pressure Screening and Management
- Diagnosis and treatment of minor illnesses and injuries
- Chronic Disease Condition Management
- Referrals for Preventive Screenings (i.e. Mammogram, Colonoscopy, Cervical Screening, etc.)
- Prostate Cancer Screening, Hepatitis B and Hepatitis C Screening and HIV Screening
- Contraception Methods and Counseling
- Tobacco and Alcohol Cessation
- Depression Screening
- Administration of various vaccinations
- Provision of basic onsite lab tests

Injury Prevention Clinic

The Injury Prevention Clinic provides free services to employees and spouses including preventive care for strains and musculoskeletal issues before they become a more serious health claim or injury. The clinic offers in-person and virtual visits and is located in the Zeidler Municipal Building-Market Street Entrance with free parking available to those who don't work at the City Hall Complex. The clinic treats new conditions only. If employees or spouses are currently being seen by a provider for a musculoskeletal condition, the clinic cannot offer treatment for the same condition.

Services Include:

- Screening, consultation and education services to prevent and treat potential musculoskeletal injuries
- Address pains, strains and potential issues that occur at work or home before they become a health care claim or injury
- Interventions, including specific stretching, strengthening and/or conditioning exercises
- Optimize ergonomics of office and home workstations
- Recommendations for self-management of symptoms and education on proper postures and body mechanics for performing tasks safely

****To make an appointment at one of the City's onsite clinics call 414-777-3413****

Froedtert FastCare Clinics

FastCare Clinics at a variety of offsite locations are available free to employees, spouses and dependents (18 months and older) with the City's health insurance. FastCare Clinics provide expert, same-day care from Froedtert & the Medical College of Wisconsin health care providers during convenient hours.

Services include diagnosis and treatment of non-emergent minor illnesses and injuries including but not limited to sore throats, ear infections, sinus infections, flu and cold symptoms, skin rashes, musculoskeletal aches and strains and pink eye. Visit www.froedtert.com/fastcare or download the Froedtert & MCW app to learn more or schedule an appointment.

Employee Benefits

Onsite Nurse Liaison

A UnitedHealthcare Nurse Liaison and employee advocate is available to help employees and spouses understand information and follow-up steps from doctor appointments, provide support for a serious medical condition, address medical and pharmacy claim issues, find the right type of care and address questions regarding care or treatment. For more information about this free service, visit www.milwaukee.gov/wycom. To schedule an appointment with the Nurse Liaison, call 240-549-9879 or email Mari Cohn at mari.cohn@uhc.com

Employee Assistance Program (EAP) & Resources

The City's internal employee assistance program (EAP) is a confidential counseling, assessment and referral service for employees and families when they need help navigating resources for any situation that may be affecting their life.

Services Include:

- Consultation to address: anxiety, stress symptoms, parenting/family and marital problems, alcohol/substance misuse, legal or debt/financial resources.
- Needs assessment with appropriate referrals for: ongoing counseling/treatment, City of Milwaukee benefits and programs, community resources.
- Support to individuals impacted by traumatic events like an unexpected crisis, accident or sudden loss.

Contact Cris Zamora at 414-286-3145 or czamora@milwaukee.gov to schedule a confidential consultation. For additional resources visit: www.milwaukee.gov/der/EAP

UnitedHealthcare (UHC) External EAP & Support Services

UHC EAP confidential services connect employees and their family members with registered nurses or counselors to aid on issues ranging from medical and family matters to personal legal, financial and emotional needs. This service is free for employees and spouses enrolled in the City's UHC health insurance. Contact 1-800-942-4746.

UHC Emotional Support Line

The UHC Emotional Support Line, 1-866-342-6892, has caring professionals that will connect people to resources 24/7. This service is free to both UHC and non-UHC members.

Long Term Disability (LTD)

The City has several programs that can provide City employees with income when a disabling injury or sickness prevents them from working. The City provides benefits through a sick leave, pension disability or terminal leave benefit. In addition, the City also provides a LTD program. This program provides up to 60% of employees' pre-disability income after they have exhausted accrued sick leave, completed a benefit waiting period, and are still unable to return to work because of a disabling injury or illness. New employees are eligible for the LTD benefit after 6

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months of employment. For more information, call 414-286-2178 weekdays, email sfoxwo@milwaukee.gov, or visit [DER Benefits - LTD](#).

Life Insurance

The Employees' Retirement System (ERS) is responsible for administering group life insurance for the employees of the City of Milwaukee, the Wisconsin Center District, and the Milwaukee Housing and Redevelopment Authorities. Please visit the ERS website for the most current information on the City's **Life Insurance** coverage including certificates of coverage.

Basic Group Life Insurance

All City employees working more than 20 hours per week are automatically enrolled in basic life insurance coverage of \$50,000 for eligible General City employees and \$55,000 for eligible Sworn Fire and Policy employees. Life insurance coverage is effective on the first of the month following 6 months of employment. Employees must enroll in voluntary life and family coverage within 30 days of their hire date.

Voluntary Life Insurance

Eligible employees may purchase voluntary life coverage to supplement the basic coverage amount. Voluntary life insurance is paid for entirely by the employee.

Family Life Insurance

Eligible employees who enroll in voluntary life coverage may also elect family coverage, which is a single fixed deduction that covers the employee's family (spouses and dependent children).

For questions regarding the City's life insurance program, contact the Group Life Insurance Administrator at 414-286-3557 or send e-mail to norm@cmers.com.

Retirement and the Pension System

Most employees are automatically enrolled as members of the Employees' Retirement System (ERS).

- General City members enrolled **prior** to 1/1/2014 may retire from the City at age 60, at age 55 with at least 30 years of creditable service, or at age 55 early retirements with at least 15 years of creditable service.
- General City members enrolled **on or after** 1/1/2014 may retire from the City at age 65, at age 60 with at least 30 years of creditable service, or they may take an early retirement benefit at age 55 if they have 15 years of creditable service.
- Fire Department members may be eligible for service retirement at age 57, or for those **hired prior** to 7/30/2016, age 49 with 22 years of creditable protective service.
- Fire Department members **hired on or after** 7/30/2016, age 52 with 25 years of creditable Fire service.
- Police Department members may be eligible for a service retirement at age 57, or if **hired prior** to 12/20/2015, any age with 25 years of creditable protective service.
- Police Department members **hired on or after** 12/20/2015, age 50 with 25 years of creditable Police service.

Employee Benefits

- Both Fire and Police members may take an early retirement benefit at age 55 if they have at least 15 years of creditable service.

For a more detailed explanation of the pension plan, refer to the ERS Member Handbook, call 414-286-3557, or go to the ERS website: www.cmers.com.

Deferred Compensation Savings Plan

The Milwaukee Deferred Compensation Plan (MDCP) is a supplemental retirement program offered to City employees. This benefit allows employees to save through pre-tax dollars to supplement future retirement income. You can begin with as little as 1% of your annual income. Investing through the MDCP allows you to not only defer federal and state tax withholdings on your current income, but there are no taxes due on any savings growth while your money is invested in the Plan. The Plan allows you to choose from several diversified investment options so you can create a portfolio matched to your goals.

As a new employee, you must decide whether to enroll in the Plan or “opt out” by the deadline noted in the Automatic Enrollment Notification letter that is mailed to you shortly after your start date with the City of Milwaukee/HACM/WCD. If you fail to make an election by the deadline, you will be enrolled in the Plan by default at a 3% before-tax savings rate and invested in an age-corresponding target date fund, based on a retirement age of 65. Employees working on a less than half-time basis are not subject to default enrollment.

The MDCP conducts an Annual Account Elections and Enrollment Period every year, which coincides with the City’s fall open enrollment period. The Annual Account Elections and Enrollment Period will apply if you are a non-participating employee with no assets in the Plan or if you are a current employee with an account balance but are saving less than 3%

For additional information contact the Deferred Compensation Plan Information Line at 844-360-MDCP (6327), the City Hall office at (414) 286-5541 or e-mail DEFCOM@milwaukee.gov. Visit <https://city.milwaukee.gov/Deferred-Compensation-Plan> for more information.

To access your Deferred Compensation Account, go to www.milwaukeedcp.com.

Vacation

[MCO 350-40](#)

Accrual Rate	Total Hours	Total Vacation Days	Years of Active Service
3.7 hours per pay period	96	12	less than 4 years
5.3 hours per pay period	136	17	at least 4 years but less than 9 years
6.8 hours per pay period	176	22	at least 9 years but less than 14 years
8.4 hours per pay period	216	27	at least 14 but less than 21 years
9.9 hours per pay period	256	32	at least 21 years

* Employees who work an average of 20 hours per week on a year-round basis in a position which is budgeted as half-time or more will earn vacation on a prorated basis.

Employee Benefits

Definitions

- **Biweekly Vacation Accrual**_– Vacation accounting procedure in which the payroll system automatically calculates the amount of vacation accrual based upon the time paid in the pay period and the employee’s number of years of active service.
- **Active Service**_– Continuous time spent as an appointed employee on the city payroll in a position qualifying for fringe benefits, including straight time worked, paid time off, military leave and mandatory furlough time.
- **Vacation Frozen Anniversary Date** - The date an employee completes their initial full 12 months of active service in a position qualifying for fringe benefits following a regular appointment. The Frozen Anniversary Date is based on a calendar year, and will be adjusted for any time employee is off the payroll, except for furlough time or military leave.
- **Pay Period Year**_– The 26 or 27 pay periods comprising the city’s fiscal year. Utilization of vacation time is based upon an annual pay period year.
- **Maximum Vacation Balance**_– The maximum amount of vacation benefit that employees may maintain in their vacation account, excluding TVA hours. The maximum vacation balance is based upon the biweekly vacation accrual plus 80 hours. Once an employee reaches the maximum amount of vacation that can be banked, no additional vacation will be added to the account until some vacation has been used.

Departmental Authority & Responsibility

Departments will determine when vacation periods will be granted and how vacation may be selected, considering the efficient operation of the department and the convenience of the employees. Where no operational disruptions are created, seniority shall be considered for vacation selection.

Departments shall clearly communicate the process for scheduling or picking vacation periods. At the discretion of the department head, an employee may borrow up to 80 hours of vacation before it is earned in the pay period year. Work rules cannot mandate that an employee utilize existing comp time or TVA hours before being allowed to borrow vacation. Departments may be justified in denying a request to borrow vacation hours in situations where there are staffing shortages, workload issues or where continued employment is questionable.

Scheduling Vacation

New employees are eligible to use earned vacation benefits immediately upon employment. It is the employee’s responsibility to follow departmental rules and policies for scheduling vacation.

At the discretion of the department head, an employee may borrow up to 80 hours of vacation before it is earned in the pay period year. The department makes the decision based on business and operational needs with the expectation of an employee’s continued employment. An employee is not entitled to any greater vacation time with pay than that which he or she is

Employee Benefits

expected to earn in that pay period year. In no case, may an employee's vacation account balance exceed 80 negative hours.

Annual Reconciliation of Borrowed Vacation - When the number of vacation hours an employee takes in a pay period year exceeds the number of hours that the employee earns in that year, TVA balances will be reduced by the total hours of borrowed vacation as of PP 26 or 27. Such adjustments will be made in PP 2 of the following year. Employees without TVA balances will schedule only the vacation hours they will earn in the next pay period year. Please see the following examples.

Earned Vacation Benefits Upon Separation

Any employee who leaves the service of the city due to resignation, retirement, layoff or death or who takes military leave will have the compensation for vacation time owed the city deducted from the final paycheck or will be paid for earned vacation time that has accumulated. Discharged employees are not entitled to pay for accumulated vacation time.

Vacation Balance Monitoring

Accuracy - It is the employee's responsibility to monitor his or her vacation balance and to receive proper approval before taking vacation time. If an employee questions the accuracy of the vacation balance, please contact your payroll clerk. If the matter is still unresolved, contact Labor Relations staff, Nicole Fleck at 414-286-3371.

Management oversight – It is the responsibility of the employee's supervisor to ensure the employee follows the departmental vacation procedures and that proper reporting of time worked and time off is reviewed and approved every pay period.

Sick and Disability Leave

[MCO 350-37](#)

Sick and disability leave shall cover necessary absence from duty of an employee because of the employee's personal illness or pregnancy-related disability, bodily injury or exclusion from employment because of exposure to contagious disease by the employee. In addition, an employee may request the substitution of sick leave for family leave under the state family and medical leave act, s. 103.10, Wis. Stats. Employees may not use sick and disability leave for furlough days. Employees may accrue time earned for sick and disability leave purposes while serving mandatory furlough time.

Eligible employees accrue 3.7 hours of sick leave for each two weeks of service up to a maximum of 960 hours. Employees who have accumulated a balance of greater than 960 hours as of January 1, 2012, shall be allowed to retain their balance but shall not be granted additional leave until their balance falls below 960 hours.

Employees are eligible to use accrued sick leave upon hire.

Miscellaneous Unapplied Time (069)

Employees will have 8 hours to attend medical and dental appointments as well as city workplace clinic appointments, the City's annual health appraisal or for blood or plasma donations. An

Employee Benefits

employee may be excused for up to an additional 2 hours to receive COVID-19 vaccinations. This benefit reflects the City's strong commitment to employees and supporting their overall health and wellness.

Injury Pay

[MCO 350-37](#)

When a non-probationary employee sustains an injury while within the scope of employment, as provided by ch.102, Wis. Stats., and as determined by workers' compensation, the employee shall receive 66.67% of full salary as injury pay in lieu of worker's compensation for the period of time the employee is temporarily, totally or temporarily partially disabled because of the injury, not to exceed 250 working days during an employee's career with the City. Call (414)286-2020 for more information. For Form C-139RS, go to [DER Forms - Injury Pay](#).

Holiday Pay

[MCO 350-2](#)

Eligible employees shall receive holiday pay when the employee has been on paid status for at least two days during the calendar week in which the holiday occurred, or on the work day immediately before and on the work day immediately following said holiday. No holiday pay shall be allowed in any case where such holiday occurred within, immediately before or immediately after a period of disciplinary suspension or unauthorized absence. Additionally, no holiday pay shall be authorized in cases where the holiday occurred within or immediately after a period of layoff. An employee who is on mandatory furlough shall be defined as an employee's full, assigned and approved, work shift.

- *New Years' Day -- January 1
- Martin Luther King Day -- Third Monday in January
- Good Friday -- Friday before Easter Sunday
- Memorial Day -- Last Monday in May
- Juneteenth Day -- June 19
- *Independence Day -- July 4
- Labor Day -- First Monday in September
- Thanksgiving Day -- Fourth Thursday in November
- Day after Thanksgiving Day -- Fourth Friday in November
- *Last normal workday before Christmas Day
- *Christmas Day -- December 25
- *Last normal workday before New Year's Day

* Whenever Independence Day, July 4, falls on a Saturday, the preceding Friday shall be observed as a holiday. Whenever New Year's Day, Independence Day or Christmas Day falls on a Sunday, the following Monday shall be observed as a holiday. Whenever New Year's Day or Christmas Day falls on a Saturday, the following Monday shall be observed as a holiday.

Employee Benefits

Optional Holidays

Cesar E. Chavez Day, March 31st, is an ***optional*** holiday for any City of Milwaukee employee who is eligible for holiday pay, subject to the City's collective bargaining obligations, as applicable, under s. 111.70, Wisc. Stats.

As long as adequate staffing levels are maintained, optional holidays are approved at the discretion of the Department head. Employees must comply with the department's advance notification requirements and complete the Request for Optional Holiday form, indicating which paid holiday in the same fiscal year will be substituted for the optional holiday. On the holiday substituted for an optional holiday, the employee designates earned vacation or compensatory time-off to charge for that day.

The total number of annual City holidays under Chapter 350-1 of the Milwaukee Code does not change.

Optional Holiday [Guidelines and Request Form](#).

Holiday Pay for Part-Time Employees

Non-exempt employees who work an average of 20 hours per week on a year-round basis in positions which are budgeted at half-time or more shall be eligible for Holiday pay to the extent they are normally scheduled, in compliance with Chapter 350-237-3-d of the Milwaukee Code of Ordinances.

Funeral Leave

[MCO 350-35-5](#)

In the case of a death in the immediate family, an employee working a regular or alternative work schedule may be granted a leave of absence not to exceed five 8-hour work days with pay. These work days shall be limited to work days falling within the 10 consecutive calendar-day period that begins on the day of death or the day of the funeral. If funeral leave coincides with any mandatory furlough dates, the mandatory furlough time shall be rescheduled as approved by the department head. For Form please visit: [DER Forms - Funeral Leave](#)

Military Leave/Training

[MCO 350-36](#)

Military leave, for the duration of the period of service, is granted to all City employees called to active duty in the Armed Forces of the United States. Tenure and the right to return to your former position, or a similar one, are retained provided you apply for reinstatement within prescribed time limits following your separation. Call 286-3394 if you have any questions.

War veterans who belong to the National Guard or any other organized reserve unit are granted leave with full pay during their unit's annual training period. Non-veterans who belong to such reserve units are also granted leave for annual training. If a non-veterans' military pay is less than the employee's regular City pay, the City will pay the difference between the employee's

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military pay and the City pay to guarantee the employee a combined amount equal to the City pay. This in no way affects vacation rights.

For more information on fringe benefits for the active employee in Military Service go to the following Web site: [DER Benefits - Military Leave](#).

Jury Duty

[MCO 350-35-3](#)

Employees shall be granted time-off with pay for reporting for jury duty or jury service upon presentation of satisfactory evidence relating to this duty or service. Employees shall retain all compensation received for jury-duty service, but shall have deducted from their city pay an amount equal to the compensation received by them for jury duty, exclusive of travel pay and pay for jury duty performed on off-duty days. No greater amount of time shall be granted than necessary, and if an employee is called for jury duty and reports without receiving a jury assignment for that day, or if the employee is engaged in jury duty or service for part of a day, the employee shall, if his or her city work is available, report to work duties for the remainder of the day. If jury duty coincides with any mandatory furlough dates, the employee shall not be paid salary from the city on those dates but shall be allowed to retain jury-duty compensation.

Just as any other citizen, you are subject to call for jury duty. When you are not actually assigned to a case or are released early, you will be expected to report to your regular job. To access the Jury Duty form, visit: [DER Benefits - Jury Duty](#) .

Tuition Benefit Program

The City provides a tuition benefit program to help you do your present job more effectively and to prepare you for promotional/transfer opportunities within City government. Most general, full-time City employees are offered up to \$1,500 per year for tuition, required textbooks, job-related licenses and certifications. *The tuition maximum may differ for sworn personnel.*

Most employees are eligible to begin using tuition reimbursement immediately *after* their employment begins. Before taking classes contact *Tuition Reimbursement staff* at 414-286-8049 or 414-286-8111. [Tuition Reimbursement Guidelines](#) and In-house [Training Bulletins](#) are posted on DER's website.

Parking

Parking space in the vicinity of City Hall is limited. A lesser problem exists if you work out of one of the City's area stations or other outlying installations. Because of the nature of their work, a few City officials and employees are assigned parking space at one of the municipal garages or lots. *This, however, is the exception.*

City employees are encouraged to use public transportation or join a car pool to conserve energy as well as to save money in parking fees. For a list of downtown parking structures go to: www.parkmilwaukee.com.

Employee Benefits

Commuter Value Pass

The Commuter Value Pass (CVP) provides the highest level of service at the lowest possible price. Employees in the program can enjoy unlimited use of all Milwaukee County Transit System (MCTS) services. MCTS now uses the WisGo fare collection system. CVP users either need to download the UMO mobile app or a WisGo card to use MCTS services. There is no waiting period to enroll and the CVP program is open to all benefits eligible General City employees. The program is not available to employee dependents. Sworn Fire and Police personnel are also not eligible for this program. To enroll in the CVP program, call Employee Relations at 414-286-2178 to complete an enrollment form. Riders will receive a benefit code after registration. The \$36.00 (subject to change based on MCTS action) employee cost for this program is a monthly pre-tax payroll deduction which occurs on the first paycheck of each month. For more information, please visit www.milwaukee.gov/benefits or call Employee Relations at 414-286-2178.

Employee Bicycle Parking Area

If you are a City employee and ride your bike to/from work, there is a convenient, indoor, and heated Employee Bicycle Parking Area in the Lower Parking floor of the City's Zeidler Municipal Building.

There are several bicycle racks in a well-lit corner on the northwest side of the garage on the Lower Parking level for employee use. *(The outside bicycle parking at the Municipal Building is intended for visitors to use when doing business at City Hall, Municipal Building and 809 Building.)*

- Ask your supervisor to have card key access to the Lower Parking floor added to your City ID badge for the purpose of using the Employee Bicycle Parking Area. (ID badge changes should be directed to DPW-Buildings & Fleet Services (x3408).
- You may park your bicycle in Lower Parking in the Employee Bicycle Parking area **only**. Do **not** park your bicycle anywhere else on the Lower Parking floor **or** try to park a car, motorcycle, moped, etc. here using your new ID access.
- The Bicycle Parking Area is **not** for the long-term storage of your bicycle.
- Bring your own locks – while Lower Parking is accessible to only those staff or elected officials with an approved card key access, the City of Milwaukee is **not** responsible for any loss or damages.
- Lower Parking is accessed off Market Street – please use the service door to the left of the vehicular access garage doors to access or leave Lower Parking with your bicycle.
- Be courteous to other garage users including drivers, pedestrians and fellow bicyclists. Always maintain a safe speed in the garage and safe distance from other garage users.
- Fellow employees have left a few air pumps, etc. down in the area for staff who bike to use. Feel free to use this equipment but do **not** remove it from Lower Parking.

Moving Up with the City

Transfer/Promotional Opportunities and Promotional Examinations

In general, your own initiative and abilities limit opportunities for advancement in the City Service. A normal method of promotion to a higher-level position is by examination. There are two types: “Original” examinations are open to all who meet the established requirements and “Promotional” examinations that are limited to qualified Civil Service employees of the City.

Your best preparation for promotion is to learn your job thoroughly and study those positions directly related to yours. These recommendations will also prove helpful in making your present work more valuable to the City and more satisfying to you. Other sections of this booklet discuss the City’s Tuition Benefit Program and *Training & Development Services’* in-house training programs.

** Transfer/Promotional Opportunities and Promotional Examinations are not open to Milwaukee Public Schools employees or to the public. Only current non-probationary City of Milwaukee employees and civilian personnel in MFD and MPD hired through a City Service Commission process will be considered. Individuals with exempt, provisional, temporary or emergency appointments are not eligible for transfer.*

How to find out about current job openings and transfer/promotional opportunities:

Web:	City of Milwaukee - Jobs
E-Mail:	https://city.milwaukee.gov/DER/jobs/EnotifyJobs (Receive Job Announcements via e-mail)
Web:	*Transfer/Promotional Opportunities
E-Mail:	*Transfer/Promotional Opportunities: https://city.milwaukee.gov/DER/jobs/Trsubscribe (receive transfer/promotional opportunities via e-mail)
Phone:	(414) 286-5555 (24-hour recording; updated as needed) Note: does not include transfer/promotional opportunities
In Person:	Job announcements are posted on the bulletin board outside of Room 706, City Hall, however , applications must be completed online for both regular job announcements and transfer/promotional opportunities.

Exempt Employee Career Advancement

If you are exempt from Civil Service your supervisor has made you aware of some of the differences between regular Civil Service and exempt appointments. One difference involves your eligibility to take City examinations. While you may take regular “Original” open competitive examinations for which you qualify you cannot take “Promotional” examinations or apply for Transfer/Promotional opportunities. However, if you feel that you meet the requirements for a scheduled Promotional examination you may send a letter to the City Service Commission stating your qualifications and your desire to compete for the position through an open competitive examination. Such requests should be made as soon as possible after the promotional examination is announced. The City Service Commission will make a final determination regarding your request.

Safety in the Workplace

Employee Safety

The City of Milwaukee is committed to provide a safe working environment for its employees. Most departments have written safety rules and work procedures. If you work in one of these units, you will be provided a copy of these materials. Whether you are new on the job or a veteran with years of experience, follow safety instructions. They are meant to protect you, your co-workers and the general public. Willful violations of safe work procedures may subject you to disciplinary action. Safety rules are work rules!

Safe work procedures

- Report fires immediately by calling 9-911 (in the City Hall complex dial "2150" for the City Hall operator). Know the location of fire extinguishers and how to use them. Know emergency procedures and never use elevators in a fire emergency.
- Follow established rules and procedures and obey safety signs.
- Know what to do in an emergency.
- Handle hazardous materials according to instructions.
- Wear required personal protective equipment.
- Remove, repair or report safety hazards when you spot them.
- Operate equipment correctly.
- Avoid taking safety risks.
- Take training seriously.
- Report accidents promptly and cooperate in the investigation.
- Contribute to work zone safety (keep your work areas neat and safe).
- If you drive a city vehicle, obey traffic laws. (You pay your own fines for violations.) Safety belt use is mandatory for drivers and passengers.

Report Injuries

The City strives to provide a safe work environment, and safe tools and procedures for all employees; however, we know work injuries may occur. Professional medical attention will be provided if needed. In any case, report any injury or near miss promptly to your supervisor. This will protect your rights under the Wisconsin Worker's Compensation Act.

Clothing/Grooming

Always wear clothing appropriate for your job. Avoid extreme styles -- spike heels, etc. Wear sturdy shoes; sandals, canvas shoes, sneakers, etc. are not acceptable for most field and shop work. Eligible employees may qualify for an allowance toward the purchase of safety shoes.

A shirt is always required. No tank tops! Long trousers, please. Shorts, cut-off jeans, etc. are prohibited. Long sleeves are mandatory in certain operations. Clothing requirements are established for your protection. If you favor long hair and work near certain equipment, you may be required to wear a protective covering. Facial hair may need to be trimmed or removed if the use of a respirator is required.

Lifting and Carrying

Many injuries result from improper lifting and carrying techniques. Learn to lift and carry safely:

Safety in the Workplace

- Stand with your feet slightly apart, facing the object to be lifted.
- Bend at the knees and get a firm grip on the object.
- Bring the object as close to your body as possible.
- Lift the object slowly, steadily and smoothly
- Know where you are going before you make the lift.
- Make certain the path is clear.
- Setting down a load is lifting in reverse; let the leg muscles do the work.
- To turn around, pivot with your feet. Don't twist your body.
- If you need to lift the object above your waist, keep its weight centered by repositioning your grip.
- Get help if the load is heavy.

Personal Protective Equipment

Certain jobs require the use of personal protective equipment. If your job qualifies, you will be provided with what you need to work safely.

- Safety Glasses
- Hard Hats
- Safety Vests
- Respirators
- Gloves
- Hearing Protection
- *Etc.*

If these items are provided, you are required to use them. Take care of them -- they are city property. Lose them and you pay for them.

Office Safety

Office workers are not immune to injuries. Remember these important office safety tips:

- Open doors slowly. Approach closed doors with caution.
- Do not try to lift more weight than you can handle. Ask a co-worker to help you with heavy loads.
- If you have to carry materials through a doorway, make sure there is adequate clearance on the sides and at the top.
- When carrying supplies, etc., be sure the pile is light enough to handle easily and low enough to see over.
- Desks or files should only be moved by qualified personnel using devices made for such tasks. Please call the Buildings and Fleet Division for assistance.
- Do not stand on desks, chairs, or open file cabinet drawers. Use a step stool or ladder as needed to reach objects above shoulder level.
- Move carefully when seated in a chair with wheels. Chairs with wheels may move suddenly when the user's weight shifts from reaching or running in the chair.
- When working with the upper drawers of a file cabinet, open only one drawer at a time to prevent the cabinet from tipping over.

Safety in the Workplace

- Close file drawers and cabinet doors open when not in use.
- Use the file drawer handle to close the drawer to avoid finger pinch injuries.
- Sharp objects such as pencils, scissors, etc. should be stored in a manner that does not present a cutting hazard.
- Never store pencils or sharp-pointed objects on a desk with the points outward.
- When using a paper cutter, keep your fingers away from the blade. Don't release your hold on the blade handle while cutting. Never leave the blade in an upright position.
- Never test a jammed stapler with your thumb over the staple ejection slot. Remove staples with a staple remover, rather than your fingernails.
- Pick up a sheet of paper by the corner to reduce the chance of getting a paper cut.
- Use a letter opener to open envelopes or sealed packages.
- Be sure to remove carbon, ink, or other chemicals from your hands before eating, rubbing your eyes, blowing your nose, etc.

Please contact your supervisor or DER's Employee Safety Section, Worker's Compensation Division at 414-286-2020 for questions related to employee safety.

Injuries and Accidents (*Workers Compensation*)

Report your work-related injury or illness to your supervisor as soon as possible.

CorVel Corporation is the City's third-party administrator (TPA) for employee workers' compensation claims. CorVel has a long-standing relationship with the City of Milwaukee and has been a valuable partner providing bill review and PPO network services when the City self-administered worker's compensation benefits. CorVel has a proactive healthcare approach that puts the injured worker first and ensures that when an employee is hurt, proper medical care is the priority.

Call 1-844-MIL-CLMS (1-844-645-2567) to report a claim. This dedicated line is staffed by Registered Nurses who will collect information regarding the injury, assess the situation, and make a recommendation of care. Calling this service, referred to as the 24/7 Nurse Triage line, will complete the reporting of the injury claim and generate the First Report of Injury. If the incident involves a medical emergency, employees should seek medical attention immediately or call 911. When the claim has to be reported after medical attention is received, the claim should be reported to CorVel directly by pressing 2 after calling 1-844-645-2567. Reporting the claim to CorVel directly using this number ensures the claim is processed immediately. Employees must notify their supervisor of the incident and call to the 24/7 work injury Nurse Triage line. For claim follow-up questions, employees should call the CorVel Claims adjuster at -833-298-3048.

Workplace Safety Grievance Procedure for General City Employees

The City of Milwaukee is committed to providing a safe work environment for employees by promoting employee readiness for situations that may threaten their welfare and supporting employees in identifying and reducing at risk behaviors that may contribute to unsafe work practices. We strive to provide a work environment that is free of hazards and that meets federal and state safety and health standards and regulations. This commitment relies on the

Safety in the Workplace

expectation that it is the responsibility of all personnel to create and maintain a safe work environment.

The City's safety program requires strong cooperation between management and employees and the availability of clear communication mechanisms that allow for the identification of workplace hazards, consideration and implementation of effective and preventative solutions, and the development and coordination of training programs to address safety needs.

This Grievance Procedure is designed to allow employees to identify, document and report safety related concerns that present a threat of injury or illness and to allow managers, supervisors, and/or Safety Officers to address those concerns in a timely and expeditious manner. This

The [Workplace Safety Grievance Procedure](#) shall be administered by the Department of Employee Relations.

"Workplace Safety" means conditions of employment related to the health and safety of employees and includes safety of the physical work environment, the safe operation of workplace equipment and tools, the use of personal protective equipment, training requirements, warning requirements, workplace violence and accident risk.

The City of Milwaukee has a zero-tolerance policy for incidents or threats of violence by employees, visitors, and the general public. The City's Workplace Violence Prevention Policy (WVPP) prohibits acts of intimidation, threats, or bullying. Violent, threatening, intimidating or other disruptive behaviors must be reported by employees under the WVPP and investigated by supervisors immediately. Behaviors or other matters addressed by the WVPP are not subject to this Grievance Procedure.

City Policies and Guidelines

City Policies and Guidelines

For a complete list of City policies, visit

www.city.milwaukee.gov/DER/PoliciesProcedures/Policies

[Paid Parental Leave](#)

The City of Milwaukee believes that strong families benefit both the community and the workplace. For this reason, the City is proud to offer its employees six (6) weeks of paid parental leave for one (1) qualifying event per calendar year, subject to the provisions in the Milwaukee City Ordinance 350-39(3) and the policy.

[Volunteer Time-Off Program](#)

The purpose of the volunteer time off program is to give employees the opportunity to volunteer during paid work time to support City of Milwaukee causes, charities, and nonprofits that serve the Milwaukee community residents. Eligible employees can receive a maximum of eight (8) hours paid leave to volunteer and serve at City of Milwaukee community organizations. Additionally, the Milwaukee Code of Ordinances allows employees to request time off with pay to participate in [a mentoring program](#). Eligible employees can receive a maximum of thirty-two (32) hours of paid leave to mentor.

[Accrued Time-Off Donor Program](#)

The Accrued Time-Off Donor Program (ATODP) assists City employees who have exhausted all paid leave when the employee or an immediate family member is suffering from a serious health condition as defined under the federal Family and Medical Leave Act (FMLA), under Milwaukee Code of Ordinances Section 350-45. Employees can apply to receive donor time. Employees interested in donating time will be permitted to donate whole-hour increments of accrued vacation hours, compensatory hours, and/or holidays off to a designated employee who is deemed eligible under program guidelines.

[American With Disabilities Act \(ADAAA/WFEA\)](#)

[Anti-Harassment Policy](#)

[Cloud Policy](#)

[Drug Free Workplace Act of 1988](#)

[E-Mail Use Policy, City of Milwaukee](#)

[Family and Medical Leave Act \(FMLA\) Policy for General City Employees](#)

[Firearms and Dangerous Weapons in the Workplace](#)

City Policies and Guidelines

[Internet Use Guidelines](#)

[Pay Policy for Time Not Worked Due to Inclement Weather](#)

[Workplace Violence Prevention Policy](#)

Miscellaneous

Fraud, Waste and Abuse Hotline

It is everyone's job to prevent and detect fraud, waste and abuse of public funds. The Internal Audit unit of the Comptroller's Office operates the Fraud Hotline to provide City of Milwaukee employees with an avenue to report suspected occurrences of fraud, waste and abuse in city operations. Internal Audit staff reviews and takes appropriate action on all matters reported via the Fraud Hotline. Tips may be made anonymously. The Fraud Hotline ensures confidentiality and will not share identifying information without consent.

Fraud Hotline: 414-286-3440

Web: www.milwaukee.gov/fraudhotline

E-mail: hotline@milwaukee.gov

How to Get Started with City Systems

- Outlook Web App for **Office 365**: <http://mint.milwaukee.gov/admintools/Outlook-Web-App-for-Office-365> *this link can only be accessed on the City's intranet*
- Office 365 Portal: <https://portal.microsoftonline.com>
- Avaya Phone and Voice Mail Help: <http://vm.mpw.net/help.php> -- *this link can only be accessed on the City's intranet*
- Downtown Parking Options: www.parkmilwaukee.com

Voice Mail Information for Avaya Telephones

- Accessing voice mail from your desk, either press the *messages button*, or dial *6300*. The system will prompt you to enter your *pass code*.
- If you leave your work area or will be out of the office, you can *forward* your extension to Voice Mail. On the 2410 and 2420 telephones press the *SendAllCalls* button, a dark triangle will display next to the button. On the 2402 telephone press *feature + 5*.
- To *cancel forwarding* on the 2410 and 2420 telephones, press the *SendAllCalls* button once, the dark triangle will disappear; on the 2402 telephone press the *feature + 6*
- *Check and Delete or Save* messages every day.
- Your Voice Mail box number is the same as your extension.
- A *TEMPORARY* password will be set by Communications staff when your voicemail is initially setup, and should be changed by you the first time you login to the voicemail system.
- Keep greetings short and to the point. There are three (3) types of greeting you can record; Unavailable, Busy and Temporary.
- *Unavailable* - will play if you don't answer the phone.
- *Busy* - will play if you are on the phone.
- *Temporary* - will always play (if recorded) regardless of your "busy" or "unavailable" status. It can be used for example if you are going on vacation and want to let people know, but don't want to re-record your unavailable or busy greeting.
- Update your greetings as often as you wish. Include instructions to dial "0" anytime to reach a person who will answer your calls if immediate assistance is required.

Miscellaneous

- To retrieve your messages from a City telephone other than your own, dial *Ext. 6300*. When Voice Mail answers, *press **. The system will then ask for the extension, after you enter your extension, you will then be prompted to enter your pass code.
- To retrieve your messages from any telephone outside of the City’s telephone system, *dial 286-6300*. When Voice Mail answers you will be prompted to enter your extension and then enter your pass code as normal.
- *Always press the “#” button to exit the Voice Mail system.*
- If you have additional questions, contact: Glenn Siettmann at x3245 or Cathy Portz at x3274.
- **SAMPLE GREETING:**
 “Hello, this is _____. I am away from my desk right now, but if you would like to leave your name, telephone number and a brief message, I will get back to you as soon as possible. If your call requires immediate assistance, please dial “0” now and you will be connected with another staff member. Thank you for calling.” *Press # button.*
 - If you are on vacation or will not be able to get back to the caller that same day you should indicate in your message when you will get back to the caller.
 - You can also record a temporary out-going message under mailbox options. It is option #4.
 - **NOTE:** At end of greeting, *press the # key* to stop your Voice Mail box from recording any background noises.
- Your mail box can only store *99 messages*.

FEATURES OF DIAL PAD ON AVAYA 2402 PHONE

Dial Pad Key	Dial Pad Key Features
	Call Pick-Up
	Direct Call Pick-Up
	Call Park
	Auto – Call Back
	Send Calls
	Send Calls – Off
	Call FWD + Extension
	Call FWD Cancel
	Retrieve Park + EXT

Blood Drives

Blood drives are usually held at the City Hall complex twice a year around the beginning of the year and during the summer. Employees who are in good health and under 65 years of age are encouraged to donate. Blood drive information is shared around 3-4 weeks prior to a drive and notices are sent out via eNotify and on [DER’s website](#). Employees may use an hour of PTO to participate in these drives and receive Healthy Rewards points for their donation.

Miscellaneous

Combined Giving Campaign

City of Milwaukee employees have a strong history of supporting the community through these annual campaigns. Many employees use the convenient payroll deduction plan to contribute. Talk to your payroll clerk or department representative for more information on these programs.

The Combined Giving Campaign helps agencies through the United Way, Wisconsin Combined Health Appeal and ACHOICE. More than 16 human service agencies and organizations in the Greater Milwaukee area receive funding from the campaign each year.

United Performing Arts Fund (UPAF)/Visions Campaign

City of Milwaukee employees have a strong history of supporting the community through these annual campaigns. Many employees use the convenient payroll deduction plan to contribute. Talk to your payroll clerk or department representative for more information on these programs.

The United Performing Arts Fund (UPAF) is a nonprofit organization formed to promote cultural and educational activities in the arts in the Milwaukee area. Twenty-four arts organizations receive operating funds from UPAF.