

Department of Employee Relations  
City Hall, Room 706  
200 East Wells Street  
Milwaukee, WI 53202-3554

Phone: 414-286-3751 (*general info*)  
TDD: 414-286-2960  
E-mail: [emprel@milwaukee.gov](mailto:emprel@milwaukee.gov)  
**[www.milwaukee.gov/der](http://www.milwaukee.gov/der)**  
*R. 7.3.18*



# *Working for the City of Milwaukee*

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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.** You will find the most recent  
version on the Department of Employee Relations' website:  
**[www.milwaukee.gov/der/PoliciesProcedures](http://www.milwaukee.gov/der/PoliciesProcedures)**



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# INTRODUCTION

Welcome to City of Milwaukee employment! We congratulate you and offer this booklet that will acquaint you with a variety of information for City of Milwaukee employees. You will find that a wealth of information is available throughout this booklet as or just by asking staff members of the Department of Employee Relations. They are authorities, particularly on such matters as your rights, your 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 am – 4:45 pm weekdays) at 286-3751. A more complete listing of **who to contact** for specific issues is also posted on Employee Relations' website:

[www.milwaukee.gov/der/PoliciesProcedures](http://www.milwaukee.gov/der/PoliciesProcedures)

## **Milwaukee - City of Sound Government**

Milwaukee officially became a city on January 31, 1846. Today, with a population of 599,642 (*2014 Census Bureau estimate*) and encompassing an area of 96.1 square miles, it ranks 31 of America's 34 largest cities nationwide.

Our 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 Police and Fire Commissioners who are appointed by the Mayor and approved by the Common Council. An independent school board governs school affairs.

All employees are subject to the rules and regulations of the City's Civil Service Commission. Employees achieve regular 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 may be accessed on the City's website as follows:

1. City Service Commission Rules: [www.milwaukee.gov/DER/Policies](http://www.milwaukee.gov/DER/Policies)
2. Milwaukee Code of Ordinances Chapter 350: [www.milwaukee.gov/tableofcontents](http://www.milwaukee.gov/tableofcontents)
3. Salary Ordinance: [www.milwaukee.gov/tableofcontents](http://www.milwaukee.gov/tableofcontents)
4. City Policies: [www.milwaukee.gov/DER/Policies](http://www.milwaukee.gov/DER/Policies)

Employees receive work rules from the Departmental personnel unit or the hiring manager. There are approximately 7,056 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 the holding of 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 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 will be 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 will be released 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.

### ***What Concerns Are Addressed?***

The major concern of the Ethics Board is to maintain the high ethical standards of Milwaukee's City government. 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](mailto:ethics@milwaukee.gov)

Website: [www.milwaukee.gov/ethics](http://www.milwaukee.gov/ethics)

## **DISCIPLINE AND DISCHARGE**

Disciplinary rules for City employees differ little from those in private industry. Improper habits, insubordination, absence from duty without reason, inability to do satisfactory work, conduct unbecoming of a City employee -- any of these may be cause for disciplinary action including discharge. 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 this 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 this 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.

Grievance forms can be found at [www.milwaukee.gov/der/Forms](http://www.milwaukee.gov/der/Forms)

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## **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 not represented by certified bargaining units 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. This section shall not apply to persons covered under collective bargaining agreements.

## **LAYOFFS** (*continued*)

Notwithstanding the above, in the event of reduction in force or layoff of employees not represented by collective bargaining agreements, 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.

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## **MEDICAL EXAMINATION**

As a protection both to you and to the City, you are required to pass a physical examination prior to being accepted for employment. All applicants for positions in the city service shall meet job related physical standards required for the position for which they are being considered. Such fitness may be determined by means of medical examinations or other means as determined by DER. Medical examination may be required of persons taking promotions or transfers. Tests of physical strength by the use of apparatus or other means may be prescribed and given a job related weight in any examination. The purpose of the exam is to establish a record of your physical condition at the time you start work, and to assure your ability to perform all duties and functions required by your job.

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## **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 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.

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## **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 or the Milwaukee Public Schools is not permitted.

## **PARKING**

Parking space in the vicinity of City Hall is very 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. Please refer to the section on the ***Commuter Value Pass (CVP)***.

For a list of downtown parking structures go to: [www.parkmilwaukee.com](http://www.parkmilwaukee.com).

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## **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 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](http://www.milwaukee.gov/election).*

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## **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

## **PROBATIONARY PERIOD (CONTINUED)**

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 Rules of the City Service Commission for those exceptions). Go to [www.milwaukee.gov/der/CSC](http://www.milwaukee.gov/der/CSC), and select "City Service Rules." 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 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.

# AT THE WORKPLACE

## **PUNCTUALITY AND ATTENDANCE**

The City has a right to demand of every employee these two things: punctuality in reporting for work on times 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.

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## **ROLE OF YOUR SUPERVISOR**

Undoubtedly the most important person in your working life is 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.

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## **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, this 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.

# **PRIVILIGES and RESPONSIBILITIES**

## **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 be given to the observance of all traffic safety rules and regulations. Your "marked" vehicle demands that you set the example.

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## **EQUIPMENT AND SUPPLIES**

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

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## **MEMBERSHIP IN ORGANIZATIONS**

In general, there are no restrictions on your membership in social, professional, and labor organizations of your choice, as long as their activities are within the law, and do not interfere with the performance of your work.

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## **PUBLIC CONTACT**

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

If you can take pride in the fact that you are doing your job well, others will catch the same spirit. The reputation that your City enjoys depends largely on what you and your co-workers say about it.

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 citizens of Milwaukee perceive City government and City government employees, is frequently determined by how they are listened to, responded to, and, in general, communicated with on the telephone. For segments of the population the telephone is their only means to contact government agencies. It therefore behooves each and every one of us to practice telephone etiquette, not only in dealing with the public, but any time we use the telephone, either to make a call, or to answer a call. We rely heavily on the telephone to help us provide services to the citizens of Milwaukee. As an employee of the City of Milwaukee, we have the responsibility to treat citizens 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 situations.

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

## **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.

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## **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 and copies are distributed to the parties that requested the study. If the requesting party disagrees with the results of the study and appeal hearing is scheduled before the City Service Commission.

A change in job classification requires approval by both the City Service Commission and the Common Council. Call 286-3387 if you have any questions, or send e-mail to [aknick@milwaukee.gov](mailto:aknick@milwaukee.gov). Information is available online on Employee Relations' Web site at [www.milwaukee.gov/der/Compensation](http://www.milwaukee.gov/der/Compensation).

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## **PERSONNEL RECORD CHANGES**

It is your responsibility to keep your personnel records (*i.e. home address, telephone number, emergency contacts*) correct and up-to-date. Please login to Employee Self-Service to change your personal information. Go to [www.milwaukee.gov/der/SelfService](http://www.milwaukee.gov/der/SelfService) to download the most recent *Self Service General Instructions*.

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## **SPECIAL GROUPS UNDER CIVIL SERVICE**

Not all City employees are subject to the rules and regulations of the City Civil Service. Separate commissions and boards govern certificated employees of the School Board, Fire Department, and Police Department. Non-certificated members of the School Board come under all provisions of the City Service rules, and most sections of the "Rules of the Board of City Service Commissioners" manual apply to them

# 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: [www.milwaukee.gov/Benefits/DD](http://www.milwaukee.gov/Benefits/DD).

***Pay stubs are only available through self-service. Direct deposit stubs are not distributed or mailed.***

To view, print or save your pay stubs in self-service, go to [www.milwaukee.gov/der/SelfService](http://www.milwaukee.gov/der/SelfService) to download the most recent *Self Service General Instructions*.

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## 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 form.

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## W-2/W-2C FORMS

W-2/W-2C forms are available through employee self-service (online via HCM) or mailed to the employee's address on file. Self-service is the safest and quickest way to receive your W-2/W-2C form. Although it is the most advantageous form of delivery, it requires the employee to provide "consent" online. Once you consent to receive your W-2/W-2C via self-service, it will remain in effect until it is revoked.

To provide "consent" and/or to view your forms online in self-service, follow the most recent *Self Service General Instructions* accessible at [www.milwaukee.gov/der/selfservice](http://www.milwaukee.gov/der/selfservice).

Employees who separate from City Service will have access to employee self-service to retrieve W-2 forms and pay stubs for approximately one year. It is important to change your email address to personal email address prior to separating from service to ensure:

- (1) Accurate email for use of self service, and
- (2) The system can email the "forgot my password" data to valid email address in the event you cannot remember your password.

See *Self Service General Instructions* for details on how to change your e-mail address.-Must update both places

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## **PAYROLL DEDUCTIONS**

Law requires certain deductions from your paycheck. Others may be arranged as a convenience to you. Law requires federal and state income tax withholding deductions, and your contribution to Social Security. At your direction, automatic deductions can be arranged for, contributions to the Combined Giving Campaign and United Performing Arts Fund, or contributions to the deferred compensation savings program. Contact your payroll clerk to arrange any or all of these voluntary deductions.

# EMPLOYEE BENEFITS

More detailed information on benefits can be found at  
[www.milwaukee.gov/Benefits2018](http://www.milwaukee.gov/Benefits2018)

## COMMUTER VALUE PASS (2018)

### ***What is the Commuter Value Pass (CVP)?***

The Commuter Value Pass is a photo ID bus pass that is a non-transferable Smart Card. The card is activated by MCTS when you enroll as well as deactivated when you wish to terminate your participation. The Commuter Value Pass provides the highest level of service at the lowest possible price. Employees in the program can enjoy **unlimited** use of all MCTS services including Freeway Flyers or Shuttles to Summerfest, Lakefront Festivals, State Fair, and Miller Park.

### ***How do I enroll in the CVP program?***

The CVP program is open to all benefit eligible full and part-time City employees and seasonal employees. Sworn Fire and Police personnel are not eligible for this program. This program is not intended for dependents of City employees. To enroll in the CVP program, you must make an appointment with Employee Relations to complete an enrollment form and have your picture taken. **Call the Department of Employee Relations at 286-2178 (or email [sfoxwo@milwaukee.gov](mailto:sfoxwo@milwaukee.gov)) to schedule an appointment** before the 15<sup>th</sup> of any month in order to have your pass by the first of the next month.

- *Seasonal employees **must** return their pass to Employee Relations when the seasonal employment ends.*

### ***What is the cost of the CVP pass?***

Current cost is **\$38.00** per month as a pre-tax deduction. *The full cost of the pass is actually \$220 per quarter.*

### ***How do I pay for the pass?***

The **\$38.00** employee cost for this program is payroll deducted as a pre-tax payroll deduction on the first paycheck of each month. Your deduction is always for the entire month.

### ***What if I want to dis-enroll from the CVP program?***

You must contact Employee Relations around the 15<sup>th</sup> of the month before the month you want to terminate your participation. You are required to return your CVP pass to Employee Relations at the end of your paid month.

### ***What if I lose my CVP pass?***

The first lost pass is a \$10 replacement fee and all future replacements would be \$20. Replacement passes are ordered by contacting Employee Relations.

## **EMPLOYEE BICYCLE PARKING AREA**

If you are a City EMPLOYEE and want to (*or already do*) ride your bike to/from work, did you know 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.*)

### ***How do I get access to the Employee Bicycle Parking Area?***

- 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 Kathy Thornton, DPW-Buildings & Fleet Services (x3408) or email to: [Kathy.Thornton@milwaukee.gov](mailto:Kathy.Thornton@milwaukee.gov).

### ***What are the rules for using the Employee Bicycle Parking Area?***

- 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.
- Please 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 of 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.
- Remember to ride ON Market Street when accessing/leaving Lower Parking – riding on the sidewalk is illegal in the City of Milwaukee and also creates conflicts with the high number of pedestrians coming and going from City Hall and the Municipal Building.
- 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.

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## **DEFERRED COMPENSATION SAVINGS PLAN**

The Milwaukee Deferred Compensation Plan (MDCP) is a supplemental retirement program offered to employees of the City of Milwaukee. This fringe benefit allows employees to save now 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 your investments will also grow tax deferred. The Plan allows you to choose from several investment options, which range from fixed investment options to aggressive growth funds.

To receive additional information contact the Deferred Compensation Plan at (414) 286-5151 or send an e-mail to [ebiesz@milwaukee.gov](mailto:ebiesz@milwaukee.gov).

Website: [www.milwaukeedcp.com](http://www.milwaukeedcp.com)

## **EMPLOYEE ASSISTANCE PROGRAM (EAP)**

The employee assistance program, or EAP, is a counseling service for employees and their family who may be experiencing personal or work place problems. Everyone has problems from time to time. Usually, we work them out. But sometimes problems persist, becoming serious enough to affect us both off and on the job. At such times, an EAP may be able to help.

It is your program to utilize when you and your family members need help. If you know a co-worker is having problems, remind them of the program. If you have questions or comments, feel free to call for a confidential consultation.

The City's EAP assists hundreds of people each year with a wide array of personal problems such as:

- *Alcohol and Drug Abuse*
- *Child Rearing*
- *Domestic Violence*
- *Emotional Problems*
- *Family Issues*
- *Financial Difficulties*
- *Gambling*
- *Interpersonal relations*
- *Legal Problems*
- *Marital Problems*
- *Mental Illness*
- *Physical Symptoms*
- *Relationship problems*
- *Stress*

***Contact Information:***

- Cris Zamora, *Employee Assistance & Resource Coordinator*: (414) 286-3145; 8:00 a.m. – 4:45 p.m. weekdays (***Call to schedule a confidential consultation.***)  
(E-mail: [czamora@milwaukee.gov](mailto:czamora@milwaukee.gov))
- After-hour emergencies are directed to the County Crisis Unit at (414) 257-7222.
- United Healthcare Insurance members: For immediate after-hours mental health/counseling referrals contact Care24Hotline: 1-888-887-4114; 24 hours a day/7 days a week.
- Child abuse: Call (414) 220-7233 to report physical, sexual, emotional or neglect cases. Calls can be made anonymously.
- Adults who are victims: Call Adult Protection at (414) 289-6660 to report a vulnerable adult who is dependent on others for care or incompetent, who is at risk for neglect or abuse.

**Additional resources may be found at [www.milwaukee.gov/der/EAP](http://www.milwaukee.gov/der/EAP)**



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**EMPLOYMENT AND INCOME VERIFICATION**

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

***Buying a home or a car? Applying for a loan? Leasing an apartment?  
You'll need proof of employment or income.***

"***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.

For a detailed brochure go to: [www.milwaukee.gov/Benefits2018](http://www.milwaukee.gov/Benefits2018) scroll down to "E")

## **FLEXIBLE SPENDING ACCOUNT (FSA)**

The City of Milwaukee has implemented Flexible Choices to give you an alternative to high cost health and dependent care expenses. The plan helps you reduce your taxes and increase your spendable income by allowing you to pay for eligible expenses through the plan tax-free. You never have to pay Social Security or federal income taxes on the money you contribute to Flexible Choices for these expenses.

There are three components to Flexible Choices: Premium Conversion, the Medical Expense Flexible Spending Account, and the Dependent Day Care Flexible Spending Account. You can also call the Flexible Choices administrator Benefits Advantage, at 1-800-686-6829 or go to

[www.milwaukee.gov/Benefits2018/FSA](http://www.milwaukee.gov/Benefits2018/FSA)

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## **FUNERAL LEAVE**

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 3 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. One day with pay may be used to attend the funeral of a grandparent of the employee. If funeral leave coincides with any mandatory furlough dates, the mandatory furlough time shall be rescheduled as approved by the department head. Go to [www.milwaukee.gov/der/FuneralLeave](http://www.milwaukee.gov/der/FuneralLeave).

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## **VOLUNTARY AND FAMILY LIFE INSURANCE**

The Employee's 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:

<http://www.cmers.com/CMERS/Benefits/Life-Insurance.htm>

### **Basic Group Life Insurance:**

All general city employees working **more than 20 hours per week** will automatically be provided \$50,000 in City paid life insurance (excludes Fire and Police).

- General City employees working **more than 20 hours per week** will automatically be provided \$50,000 in City paid life insurance.

### **Voluntary Group Life Insurance**

Is additional coverage an employee may enroll in that is entirely paid for by the employees (this coverage is available only for General City, Fire and MPA employees).

### **Family Life Insurance**

Is additional coverage an employee may enroll in that covers the employee's family (spouse or domestic partner and dependent children) (This coverage is available only for General City, Fire and MPA employees).

## **VOLUNTARY AND FAMILY LIFE INSURANCE (CONTINUED)**

Members can access a **Certificate of Insurance** through the Employee Relations web site. Go to <http://www.cmers.com/CMERS/Benefits/Life-Insurance.htm>

If you have any questions regarding the family life insurance program, please contact the Group Life Insurance Administrator at 414-286-3557 between the hours of 8:00 a.m. and 4:30 p.m. weekdays or send e-mail to [norm@cmers.com](mailto:norm@cmers.com).

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## **HEALTH AND DENTAL BENEFITS**

In **2018**, the City offers two different health plans to eligible *non-sworn* employees:

1. **UnitedHealthCare (UHC) Choice Plan**
2. **UnitedHealthCare (UHC) Choice Plus Plan**
3. **High Deductible Health Plan (active City full-time employees)**

The **2018** dental plans offered by the City are:

1. **Care-Plus Dental Plans, Inc.**
2. **Delta Dental EPO**
3. **Delta Dental PPO**

Both health and dental plans offered, including specific HMOs available, may vary from year. During open enrollment, which starts in October each year, you can change your health and/or dental plans. Any change you make will become effective the following January 1. If you have questions related to the different insurance plans, open enrollment, or payroll deduction amounts, contact the Department of Employee Relations - Employee Benefits Division at (286)-3184 **or** e-mail to [DerBenefits@milwaukee.gov](mailto:DerBenefits@milwaukee.gov) or visit [www.milwaukee.gov/Benefits2018](http://www.milwaukee.gov/Benefits2018).

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## **HOLIDAY PAY**

Unless stated otherwise in a collective bargaining agreement in full force and effect, 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. No holiday pay shall be allowed in any case where such holiday occurred within, immediately before or immediately after a period of disciplinary suspension, unauthorized absence or unpaid absence. Nothing herein shall be construed to deny holiday pay to an employee who has been on paid status on the working day immediately before, and on the working day immediately following said holiday.

- New Years' Day -- January 1 (*see note*)
- Martin Luther King Day -- Third Monday in January
- Good Friday -- Friday before Easter Sunday
- Memorial Day -- Last Monday in May
- Independence Day -- July 4 (*see note*)
- 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 (*see note*)
- Christmas Day -- December 25 (*see note*)
- Last normal workday before New Year's Day (*see note*)

## **HOLIDAY PAY** (*continued*)

**NOTE:** 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.

**Optional Holidays:** Cesar E. Chavez Day, March 31<sup>st</sup>, and Juneteenth Day, June 19<sup>th</sup> are ***optional*** holidays 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.

For the **Guidelines** and **Request Form** for Optional Holidays, go to  
[www.milwaukee.gov/der/HolidayPay](http://www.milwaukee.gov/der/HolidayPay).

### ***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.



## **INJURY PAY (CHAPTER 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 286-2020 for more information. For Form C-139RS, go to [www.milwaukee.gov/der/Forms](http://www.milwaukee.gov/der/Forms).

For the full text of the Ordinance go to: [www.milwaukee.gov/ordinances](http://www.milwaukee.gov/ordinances)



## **JURY DUTY (CHAPTER 350-35)**

Unless stated otherwise in a certified collective bargaining agreement while it is in force and in effect, 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 in any case, if an employee is called for jury duty and reports therefor without receiving a jury assignment for that day, or if the employee is engaged in jury duty or service for a part of a day, the employee shall, if his or her city work is available, report for the performance of city 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, as a City employee, are subject to call for jury duty. During any periods of jury service, you will receive your full pay from the City. You must, however, turn over all jury fees (excluding the travel allowance) to the City Treasurer. When you are not actually assigned to a case or are released early, you will be expected to report to your regular job. For Form CBP-156, go to [www.milwaukee.gov/der/JuryDuty](http://www.milwaukee.gov/der/JuryDuty).

For the full text of the Ordinance go to: [www.milwaukee.gov/ordinances](http://www.milwaukee.gov/ordinances)

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## **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 has the LTD program. This program will provide up to 60% of your pre-disability income after you have exhausted your accrued sick leave, have completed your "Benefit Waiting Period", and are still unable to return to work because of a disabling injury or illness. New employees become eligible after they complete 6 months of employment. Upon eligibility, they will receive a letter from the Department of Employee Relations.

**QUESTIONS?** Call 286-2178 weekdays; **or** email [sfoxwo@milwaukee.gov](mailto:sfoxwo@milwaukee.gov); or visit [www.milwaukee.gov/Benefits2018/LTD](http://www.milwaukee.gov/Benefits2018/LTD).

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## **MILITARY LEAVE / TRAINING**

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 military

## **MILITARY LEAVE/TRAINING (CONTINUED)**

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: [www.milwaukee.gov/der/Benefits/AM](http://www.milwaukee.gov/der/Benefits/AM).

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## **RETIREMENT AND THE PENSION SYSTEM**

Most employees are automatically members of the Employee's Retirement System (ERS). General City members 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. Members of the Fire Department may be eligible for service retirement at age 49, with 22 years of creditable service. Members of the Police Department may be eligible at any age, with 25 years of creditable service. For a more detailed explanation of the pension plan, refer to the ERS Member Handbook, call 286-3557, or go to the ERS website: [www.cmers.com](http://www.cmers.com).

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## **SELF-SERVICE FOR EMPLOYEES**

With employee Self-Service you can notify personnel of changes about you such as: update your address and phone number; maintain emergency contacts; make a name change; add/remove dependents; view your paycheck and pay stub; view your yearly W-2 form; change benefits (*during open enrollment*), apply for tuition reimbursement (*if you are eligible*), view your in-house course history, etc. Login to self-service at: [milwaukee.gov/self-service](http://milwaukee.gov/self-service).

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## **SICK AND DISABILITY LEAVE**

*The following applies unless covered by a contract elsewhere.*

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 (no waiting period for new employees).

## **SICK AND DISABILITY LEAVE (CONTINUED)**

Time spent and charged to "069 time" is limited to three two hour occurrences during a calendar year to attend doctor or dentist appointments without reporting them as paid sick leave.

At any point during the employee's use of sick and disability leave, the department head may require a statement from a private physician or dentist certifying the nature and seriousness of the sickness or pregnancy-related disability, or a certificate of an authorized and recognized Christian Science practitioner certifying that the employee is under Christian Science treatment.

For Sick Leave Forms go to: [www.milwaukee.gov/der/SickDisLeave](http://www.milwaukee.gov/der/SickDisLeave)

For the full text of the Ordinance go to: <http://city.milwaukee.gov/ordinances>



## **TRAINING AND DEVELOPMENT WORKSHOPS (IN-HOUSE)**

The Department of Employee Relations - *Training & Development Services Section* provides services to assist employees with their professional growth. The Section is located in City Hall, Room 706, or call 286-3650 or email: [TLhanki@milwaukee.gov](mailto:TLhanki@milwaukee.gov).

Training & Development Service's sources include **in-house** training seminars in a variety of job development areas, a Training Bulletin; an orientation program for new employees on City personnel policies and benefits; a Tuition Reimbursement Program; and a number of other services related to training and development.

As a City employee you may be selected to attend **in-house** training programs such as public contact, safety and supervisory skills. You may also attend EAP Lunch & Learns.

In-house Training Bulletins are posted on Employee Relations' web site. To view the current Training Bulletin, go to [www.milwaukee.gov/der/Training](http://www.milwaukee.gov/der/Training). You should also subscribe to e-mail notifications of training opportunities. For more information, go to [www.milwaukee.gov/der/Training/Enotify](http://www.milwaukee.gov/der/Training/Enotify).

Each City department has a **Training Information Coordinator** who serves as the liaison to Training & Development Services. Employees must register for in-house training programs through the **Training Information Coordinator**. For a list of departmental **Training Information Coordinators**, please go to [www.milwaukee.gov/der/Training](http://www.milwaukee.gov/der/Training) or see the latest Training Bulletin.



## **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 \$1200 per year for tuition, required textbooks, job-related licenses and certifications. *The tuition maximum may differ for sworn personnel.*

## **TUITION BENEFIT PROGRAM**(CONTINUED)

Most employees are eligible to begin using tuition reimbursement for classes that start immediately **after** their employment begins. Before you begin taking classes contact *Training & Development Services* at (286)-3650 or (286)-3387 if you have questions. Application instructions, guidelines and the tuition amounts chart are available on Employee Relations' Web site and were also included in New Employee Orientation materials: [www.milwaukee.gov/Benefits2018](http://www.milwaukee.gov/Benefits2018) (scroll to "T").

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## **VACATION AND TRANSITIONAL VACATION ACCOUNT (TVA) (R. 4/23/13)**

*The following applies unless covered by a contract elsewhere.*

### **Vacation and Transitional Vacation Account (TVA) Guidelines Effective Pay Period 07 - March 17, 2013 REVISED April 23, 2013**

#### **1) AUTHORITY: Milwaukee Code of Ordinances (MCO) 350-40**

#### **2) DEFINITIONS**

<b>Accrual Rate</b>	<b>Total Hours</b>	<b>Total Vacation Days</b>	<b>Years of Active Service</b>
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.

- a) **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.
- b) **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.
- c) **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.

**Transitional Vacation Account** - The Transitional Vacation Account or TVA is an account established on the payroll system to facilitate a change in the vacation accrual system as determined by the Department of Employee Relations (DER). TVAs are created and maintained according to DER Guidelines (MCO 350-40-3-a-1-i). TVA balances are determined by applying the current monthly vacation rate to the number of service months from each employee's Frozen Anniversary Date (FAD) through the end of the year prior to

## **VACATION AND TRANSITIONAL VACATION ACCOUNT (TVA) (continued)**

the transition. In addition, prior year carryover vacation is added to this amount. There is no time limit for using up the TVA balance. TVA hours are paid out at time of separation unless an employee is terminated or discharged.

- d) **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.
- e) **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.

### **3) DEPARTMENTAL AUTHORITY & RESPONSIBILITY - MCO 350-40-8**

- a) 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.
- b) 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.

### **4) SCHEDULING VACATION & TVA HOURS – MCO 350-40-4**

- a) It is the employee's responsibility to follow departmental rules and policies for scheduling vacation and TVA hours.
- b) New employees are eligible to use earned vacation benefits immediately upon employment.
- c) 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 expected to earn in that pay period year. In no case, may an employee's vacation account balance exceed 80 negative hours.
- d) 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

## **VACATION AND TRANSITIONAL VACATION ACCOUNT (TVA) (continued)**

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.

### **Example A:**

Employees with a negative vacation balance who also have a TVA balance at the end of the pay period year will have the negative vacation balance deducted from the TVA balance.

PP 26, 2013 **TVA Balance** = 80 hours & **Vacation Balance** (042) = - 20 hours

PP 02, 2014 **TVA Balance** = 60 (80-20 = 60)

### **Example B:**

Employees with a negative vacation balance and without TVA balance at the end of the pay period year will only be allowed to schedule the vacation that will be earned during the next pay period year.

An employee without a vacation or TVA balance who earns 3 weeks of vacation, is approved for a 2 week vacation beginning January 1, an unexpected emergency arises and the employee requests and is approved to take another 2 weeks in August.

PP 01, 2013 **TVA Balance** = 0 hours & **Vacation Balance** (042) = 0 hours

PP 26, 2013 **TVA Balance** = 0 hours & **Vacation Balance** (042) = - 40 hours

In 2014, the employee will only be allowed to schedule 2 weeks of vacation.

## **5) 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. (MCO 350-40-4)

## **6) VACATION BALANCE MONITORING**

- a)** 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 286-3371 or Victoria Robertson at 286-2105.
- b)** 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.



## **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 an onsite wellness center, traveling wellness center sites, year round coaching, access to registered dieticians, educational sessions, group fitness classes and department specific initiatives as well as an onsite Workplace Clinic and Injury Prevention Clinic. 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 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 the Department of Employee Relations (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. 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.

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### **HEALTH APPRAISAL PROCESS**

The Health Appraisal (Formerly 3-Step Process) 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, if employees take the City's health insurance they 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 done in one appointment starting July 31, 2018 and ending December 15, 2018 Results from the Health Appraisal can be viewed on the new Wellness Portal: [www.workforcehealth.org/cityofmilwaukee](http://www.workforcehealth.org/cityofmilwaukee)

### **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. Employees and spouses must complete the Health Appraisal process to be eligible to participate in the Healthy Rewards 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. Employees and spouses submit points via e-mail, fax or through the new wellness portal. Participants can submit points starting July 1, 2017 and ending June 30, 2018.

## **ONSITE CLINIC SERVICES**

### ***Workplace Clinic:***

The City offers an onsite Workplace Clinic staffed by a nurse practitioner(s) and a medical assistant through Froedtert Workforce Health to provide a wide variety of services to employees, spouses/partners. The clinic is located in the Zeidler Municipal Building and open Monday through Friday and staffed to provide 60+ hours of appointments. The Clinic is FREE for all employees and spouses/partners regardless of whether they take the City's health insurance.

Treatment Services Include:

- *Diagnosis and treatment of minor illnesses and injuries,*
- *First aid/triage of work related injuries (at the employee's choice),*
- *Administration of influenza/tetanus vaccinations,*
- *Provision of basic onsite lab tests,*
- *Coordination of care of chronic disease conditions, and*
- *Proactive outreach for prevention and early detection of illnesses/conditions*

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

### ***Injury Prevention Clinic (formerly Early Intervention PT Clinic):***

An Injury Prevention Clinic is also available to employees and spouses and provides preventive care to strains and musculoskeletal issues before they become a more serious health claim or injury. Services are FREE for employees and spouses and the clinic is located in the Zeidler Municipal Building 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.*

Treatment Services Include:

- *Perform 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*
- *Plan interventions, including specific stretching, strengthening and/or conditioning exercises*
- *Make recommendations for self-management of symptoms or provide 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\*\***



## MOVING UP WITH THE CITY

### TRANSFER/PROMOTIONAL OPPORTUNITIES AND PROMOTIONAL EXAMINATIONS

Only your own initiative and abilities in general 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 own job thoroughly and then 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. Every encouragement is given to improve you professionally. 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:***

<b>Web:</b>	<a href="http://www.milwaukee.gov/jobs">www.milwaukee.gov/jobs</a>
<b>E-Mail:</b>	<a href="http://www.milwaukee.gov/jobs/enotifyjobs">www.milwaukee.gov/jobs/enotifyjobs</a> <i>(Receive Job Announcements via e-mail)</i>
<b>Web:</b>	*Transfer/Promotional Opportunities: <a href="http://www.milwaukee.gov/jobs/TransPromo">www.milwaukee.gov/jobs/TransPromo</a>
<b>E-Mail:</b>	*Transfer/Promotional Opportunities: <a href="http://www.milwaukee.gov/Jobs/TRsubscribe">www.milwaukee.gov/Jobs/TRsubscribe</a> <i>(receive transfer/promotional opportunities via e-mail)</i>
<b>Phone:</b>	(414) 286-5555 (24-hour recording; <i>updated as needed</i> ) <i>Note: does not include transfer/promotional opportunities</i>
<b>In Person:</b>	Job announcements are posted on the bulletin board outside of Room 706, City Hall, <b>however</b> , applications must be completed <b>online</b> for both regular job announcements and transfer/promotional opportunities.



# SAFETY IN THE WORKPLACE

## EMPLOYEE SAFETY

We care about your safety! There is always a certain amount of confusion when you start a new job...But don't be confused about on-the-job safety. Remember -- no job is so important that it cannot be done safely.

Most departments and bureaus have written safe work procedures. If you work in one of these units, you will be given a copy. Heed what you read. Whether you're 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...Make a commitment to safety.

- 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 will always try to provide a safe work environment, and safe tools and procedures. However, we know from past experience that someone may be injured at some time. First aid supplies are nearby. 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. Affected employees are eligible each year 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 were established for your protection and are based on the painful experiences of other employees. If you

## **EMPLOYEE SAFETY** (*continued*)

favor long hair and you 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 and then always do it safely:

- 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 is one of these, you will be provided with what you need to work safely.

- |                  |                      |               |
|------------------|----------------------|---------------|
| • Safety Glasses | • Respirators        | • <i>Etc.</i> |
| • Hard Hats      | • Gloves             |               |
| • Safety Vests   | • Hearing Protection |               |

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:

1. Open doors slowly. Approach closed doors with caution.
2. Do not try to lift more weight than you can handle. Ask a co-worker to help you with heavy loads.
3. If you have to carry materials through a doorway, make sure there is adequate clearance on the sides and at the top.
4. When carrying supplies, etc., be sure the pile is light enough to handle easily and low enough to see over.
5. 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.
6. 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.
7. 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.
8. When working with the upper drawers of a file cabinet, open only one drawer at a time to prevent the cabinet from tipping over.
9. Close file drawers and cabinet doors open when not in use.
10. Use the file drawer handle to close the drawer to avoid finger pinch injuries.

## **EMPLOYEE SAFETY** *(continued)*

11. Sharp objects such as pencils, scissors, etc. should be stored in a manner that does not present a cutting hazard.
12. Do not carry a pencil behind your ear. When carrying a pencil in a pocket, keep the point down.
13. Never store pencils or sharp-pointed objects on a desk with the points outward.
14. 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.
15. Never test a jammed stapler with your thumb over the staple ejection slot. Remove staples with a staple remover, rather than your fingernails.
16. Pick up a sheet of paper by the corner to reduce the chance of getting a paper cut.
17. Use a letter opener to open envelopes or sealed packages.
18. Be sure to remove carbon, ink, or other chemicals from your hands before eating, rubbing your eyes, blowing your nose, etc.

***Remember...***Please contact your supervisor or the Employee Safety Section of the Department of Employee Relations, Worker's Compensation Division at (286)-2020.

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## **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 all 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. The call to 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 that 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

**For more information go to: [www.milwaukee.gov/WC](http://www.milwaukee.gov/WC)**

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# CITY POLICIES and GUIDELINES

## **AMERICAN WITH DISABILITIES ACT (ADAAA/WFEA)**

AMERICANS WITH DISABILITIES AMENDMENT ACT

WISCONSIN FAIR EMPLOYMENT ACT

May 30, 2012

To view the **Policy and Compliance Manual** go to [www.milwaukee.gov/der/Policies](http://www.milwaukee.gov/der/Policies)

### ***Policy Statement***

The City of Milwaukee is committed to providing equal employment opportunities for all employees and applicants for employment with the City regardless of disability. It is the City's policy, in compliance with the Americans with Disabilities Act (ADA), the American with Disabilities Amendment Act (ADAAA) and the Wisconsin Fair Employment Act (WFEA) to prohibit discrimination and harassment on the basis of disability, with regard to application and examination procedures, hiring, advancement, compensation, job training, discharge and other terms, conditions and privileges of employment. The City will reasonably accommodate a qualified individual where such accommodation does not create an undue hardship in accordance with applicable legal provisions.

This policy, consistent with applicable laws, also prohibits retaliation against an applicant or employee for asserting his/her rights under the law.

This policy regarding qualified individuals with disabilities will be coordinated with all other City policies such as safety, workplace violence prevention, pre-employment medical examinations, leave, etc. This policy will also be coordinated with other applicable laws such as the Family Medical Leave Act and the Wisconsin Worker's Compensation law. The City reserves the right to amend or interpret this policy as necessitated by individual circumstances and/or changes in state and federal laws.

### ***Definitions***

Individual with a disability - is a person who:

<b>Under the ADA/ADAAA (federal)</b>	<b>Under the WFEA (state)</b>
<ul style="list-style-type: none"><li>• Has a physical or mental impairment that substantially limits one or more major life activities;</li><li>• Has a record of such impairment; or</li><li>• Is regarded as having such impairment.</li></ul>	<ul style="list-style-type: none"><li>• Has a physical or mental impairment which makes achievement unusually difficult or limits capacity to work;</li><li>• Has a record of such impairment; or</li><li>• Is perceived as having such impairment.</li></ul>

Qualified individual with a disability - Under federal and state law, a "qualified individual" is one who possesses the required training, education, experience, knowledge, skills, and abilities or other job-related requirements of the job and who, with or without a reasonable accommodation, can perform the essential functions of the job.

Essential functions – the most important job duties and critical elements that must be performed to achieve the objectives of a job. Under federal and state law a function may be

## **AMERICAN WITH DISABILITIES ACT** (*continued*)

considered "essential" when the reason the position exists is to perform that function; a limited number of employees are available among whom the performance of that job function can be distributed; and/or the function is highly specialized and an individual is hired based on his/her ability to perform it.

Impairment - any physiological disorder or condition, cosmetic disfigurement, or anatomical loss affecting one or more body systems, such as neurological, musculoskeletal, special sense organ, respiratory, cardiovascular, reproductive, digestive, genitourinary, immune, circulatory, hemic, lymphatic, skin and endocrine. In addition, any mental or psychological disorder such as intellectual disability, organic brain syndrome, emotional or mental illness and specific learning disabilities.

Interactive process- a good faith communication process between the City or a City agency to identify a reasonable accommodation that allows an employee to perform effectively. The process requires participants to consider information such as: the essential functions of the job, the employee's functional limitations and medical information; possible accommodations; and the reasonableness and implementation of possible accommodations.

Major life activities- include, but may not be limited to, caring for oneself, performing manual tasks, walking, seeing, hearing, speaking, breathing, learning and working. They also include bodily functions such as the functions of the immune system, normal cell growth, digestive, bowel, bladder, neurological, brain, respiratory, circulatory, endocrine and reproductive functions.

Mitigating measures- medications and/or assistive devices that an individual uses to eliminate or reduce the effect of impairment.

Reasonable accommodation – modifications or an adjustment to the work environment or to the manner or circumstances under which the position held or desired is customarily performed, that enable a qualified individual with a disability to perform the essential functions of that position. A reasonable accommodation may also be a modification to the format or manner in which a test is given that does not require use of an impaired skill unless the test is designed to measure that skill.

Record of disability – An individual has a record of a disability if the individual has a history of, or has been misclassified as having, a mental or physical impairment that substantially limits one or more major life activities. An individual with a record of a substantially limiting impairment may be entitled, absent undue hardship, to a reasonable accommodation if needed and related to the past disability. For example, an employee with an impairment that previously limited, but no longer substantially limits, a major life activity may need leave or a schedule change to permit him or her to attend follow-up or "monitoring" appointments with a health care provider.

Regarded as - An individual meets the requirement of 'being regarded as" having an impairment' if the individual establishes that he or she has been subjected to an action prohibited under the ADA because of an actual perceived physical or mental impairment whether or not the impairment limits or is perceived to limit a major life activity.

## **AMERICAN WITH DISABILITIES ACT** (*continued*)

However “regarded as” does not apply to impairments that are transitory and minor. A transitory impairment is an impairment with an actual or expected duration of 6 months or less. To be covered, an individual only has to establish that an employer discriminated against him/her because of a medical condition, whether he/she actually has one or the employer just thought he/she did. The employee does not have to meet the substantially-limited-in-a-major-life activity standard.

**Substantially limiting** - an individual is “substantially limited” in a major life activity when the individual is unable to perform a major life activity as compared to an average person in the general population without regard to ameliorative (positive) effects of mitigating measures

**Undue hardship** – an action that is unduly costly, extensive, substantial, or disruptive, or that would fundamentally alter the nature or operation of the City department requiring significant difficulty or expense by the employer.

### ***Reasonable Accommodations***

A reasonable accommodation is a modification or adjustment to a job, an employment practice, or the work environment that makes it possible for a qualified individual with a disability to enjoy an equal employment opportunity. There are three categories of "reasonable accommodations":

- modifications or adjustments to a job application or selection process that enable a qualified applicant with a disability to be considered for the position such qualified applicant desires; ***or***
- modifications or adjustments to the work environment, or to the manner or circumstances under which the position held or desired is customarily performed, that enable a qualified individual with a disability to perform the essential functions of that position; ***or***
- modifications or adjustments that enable a covered entity's employee with a disability to enjoy equal benefits and privileges of employment as are enjoyed by its other similarly situated employees without disabilities.

Under federal and state law, a “reasonable accommodation” may include, but is not necessarily limited to making existing facilities used by employees or applicants readily accessible to and usable by persons with disabilities; job restructuring, modifying work schedules, reassignment to a vacant position for which the individual is qualified; and/or acquiring or modifying equipment or devices, adjusting, modifying examinations, training materials, or policies, and providing qualified readers or interpreters.

A modification or adjustment is reasonable if it seems reasonable on its face (if it appears to be feasible or plausible). An accommodation must also be effective in meeting the needs of the individual. However, it is important to recognize that the City of Milwaukee can choose among effective accommodation options and is not required to:

- provide the requested accommodation;
- provide accommodations that pose an undue hardship;
- make a testing accommodation that eliminates testing of a critical knowledge or skill;

## **AMERICAN WITH DISABILITIES ACT** (*continued*)

- make an accommodation for an individual who is not otherwise qualified for a position;
- remove essential functions, create new jobs, or lower production standards as an accommodation;
- grant indefinite leave as a reasonable accommodation;
- provide as reasonable accommodations personal use items needed in accomplishing daily activities both on and off the job; and,
- rescind disciplinary action or a less than satisfactory evaluation warranted by poor performance when a disclosure of disability happens after performance deficiencies are addressed.

The City may not require a qualified individual with a disability to accept an accommodation. If, however, an employee needs a reasonable accommodation to perform an essential function or to eliminate a direct threat, and refuses to accept an effective accommodation, s/he may not be qualified to remain in the job.

In order to qualify for a reasonable accommodation an individual must be covered under the “actual disability” or “record of disability” categories. Individuals who only meet the “regarded as” definition of disability are not entitled to accommodations.

### ***Factors in Determining whether a Condition Substantially Limits a Major Life Activity***

In determining whether a condition substantially limits a major life activity, the City will follow the following “rules of construction” provided by the EEOC.

- The term substantially limits shall be construed broadly in favor of expansive coverage.
- An impairment is a disability if it substantially limits the ability of an individual to perform a major life activity as compared to most people in the general population (not just a comparison to those similarly situated).
- Determining whether an impairment substantially limits a major life activity shall be done quickly without demanding extensive scientific, medical, or statistical analysis.
- The determination of whether an impairment substantially limits a major life activity requires an individualized assessment.
- When determining whether a person is substantially limited in a major life activity, the beneficial effects of mitigating measures (except for ordinary eyeglasses or contact lens) shall be ignored. However if the mitigating measure itself causes any limitations, then those shall be considered.
- An impairment that is episodic or in remission is a disability if it would substantially limit a major life activity when active.
- To be considered a disability an impairment needs to substantially limit only one major life activity.

For conditions that are not so obviously disabilities, the EEOC regulations state that in determining whether an individual is substantially limited in a major life activity, it may be useful in appropriate cases to consider, as compared to most people in the general population, the condition under which the individual performs the major life activity; the manner in which the individual performs the

## **AMERICAN WITH DISABILITIES ACT** (*continued*)

major life activity; and/or the duration of time it takes the individual to perform the major life activity, or for which the individual can perform the major life activity.

### ***Accommodations in the Employment Process***

Applicants for City of Milwaukee positions may request reasonable accommodations as part of examination process by completing the appropriate section on the employment application form. The City will provide a reasonable accommodation to a qualified applicant with a disability that will enable the individual to have an equal opportunity to participate in the selection process and to be considered for a job (unless it would cause undue hardship). Individuals with disabilities who meet initial requirements to be considered for a job will not be excluded from a selection process based on an accommodation needed to perform the job if hired.

During the interview process and before a conditional offer is made, the City may not ask an applicant whether s/he needs a reasonable accommodation for the job, except when the employer knows that an applicant has a disability -- either because it is obvious or the applicant has voluntarily disclosed the information -- and could reasonably believe that the applicant will need a reasonable accommodation to perform specific job functions. If the applicant replies that s/he needs a reasonable accommodation, the City may inquire as to what type.

The City will not ask disability-related questions during the interview process. The City will ask about the applicant's ability to perform specific job functions, other non-medical qualifications and skills, and may ask applicants to describe or demonstrate how they would perform job tasks. After a conditional offer of employment is extended, the City may inquire whether applicants will need reasonable accommodations related to anything connected with the job (i.e., job performance or access to benefits/privileges of the job) as long as all entering employees in the same job category are asked this question.

### ***The Interactive Accommodation Process for City Employees***

The City will engage in an informal, interactive process with qualified individuals with a disability in need of a reasonable accommodation. The goal of this process will be to identify the precise limitations resulting from the disability and potential reasonable accommodations that could eliminate any artificial barriers in the workplace that will allow the employee or applicant with a disability to perform the essential functions of the job. This process requires cooperation and participation by both the employee and the City.

An employee requesting a reasonable accommodation may make such a request orally or in writing to their department personnel officer, immediate supervisor, section manager, department head, or to Victoria Robertson, Human Resources Compliance Officer, Department of Employee Relations, City Hall, Room 706, (414) 286-6210, or email to [vrober@milwaukee.gov](mailto:vrober@milwaukee.gov). A request for a reasonable accommodation may be made by either the individual with a disability or a family member, health professional, or other representative acting on the individual's behalf.

If the employee request is made to his or her immediate supervisor or section manager, that person shall report the accommodation request to the Personnel Officer or Department Head so that the process outlined below can be followed.

## **AMERICAN WITH DISABILITIES ACT** (*continued*)

- The appropriate City representative will meet with the employee who has requested an accommodation;
- The City representative will request information about the condition or impairment and the limitations of the employee;
- The City representative will ask the employee what he or she specifically is requesting as a reasonable accommodation;
- The City representative shall then investigate the feasibility and reasonableness of the requested accommodation; and either;
- Make the accommodation, discuss available alternative that would also be effective reasonable accommodations or explain why the condition or impairment cannot be reasonably accommodated without imposing an undue hardship.

**Note:** *Before denying requests for accommodations, departments are strongly encouraged to consult with the Department of Employee Relations and/or the City Attorney's Office.*

The determination of a reasonable accommodation is a cooperative process in which both the City and the employee must make reasonable efforts to define an effective reasonable accommodation and exercise good faith during the process. The interactive process is meant to identify the individual's functional limitations and the potential reasonable accommodation that is needed. It does not guarantee that the employee will be given their favored accommodation, but that the City will attempt to reach a reasonable and effective accommodation where one can be given without creating an undue hardship.

The City may choose among reasonable accommodations as long as the chosen accommodation is effective. This means that the City may offer alternative suggestions for reasonable accommodations and discuss their effectiveness in removing the workplace barrier that is impeding the individual with a disability. If there are two possible reasonable accommodations, and one costs more or is more burdensome than the other, the City may choose the less expensive or burdensome accommodation as long as it is effective. Similarly, when there are two or more effective accommodations, the City may choose the one that is easier to provide. In either situation, the City does not have to show that it is an undue hardship to provide the more expensive or more difficult accommodation. If more than one accommodation is effective, the City will give the preference of the individual with a disability primary consideration. However, the City retains ultimate discretion to choose between effective accommodations.

The following is a list of some of the general factors to consider in determining accommodation issues within specific categories.

### Work-site Accessibility

- Evacuation plans should address the needs of employees with disabilities.
- Parking, if provided to all employees, should also be made available to employees with disabilities unless it poses an undue hardship to do so.
- Transportation as a reasonable accommodation is not required unless transportation is provided to all employees.

## **AMERICAN WITH DISABILITIES ACT** (*continued*)

### **Job Re-structuring** (subject to undue hardship provision)

- Redistribution of marginal functions that an individual can't perform because of a disability.
- Modified schedules, including part time work.
- Reassignment to an equivalent existing vacancy for which the individual is qualified.

### **Modified Work Schedules and Leave**

- Availability of part-time work (An existing full-time job does not have to be changed to part-time as a reasonable accommodation if it requires a fundamental change to the job).
- Leave time (beyond that required under FMLA) as an accommodation may provide unless doing so poses an undue hardship.

### **Modified Policies**

- Modification of attendance or sick leave policies may be a form of accommodation.
- Modification of dress code or hygiene requirements may be a form of accommodation unless the requirement is necessary for the job at issue.
- Allowing employees to work at home may be a form of accommodation for certain jobs.

### **Equipment and Services**

- Specialized work equipment or tool of the trades needed by an employee with a disability may need to be provided as a form of accommodation.
- An alternative means of communication may be considered a form of accommodation for an employee with a hearing impairment.
- Allowing an employee with a disability to use a personal need item (canes, walkers, wheelchairs) or service (personal attendant care, service animals) in the workplace may be a form of a reasonable accommodation.
- Allowing a job coach at a job site may be a form of a reasonable accommodation.

### ***Factors to Consider in Determining Undue Hardship***

The only statutory limitation on the City's obligation to provide "reasonable accommodation" is that no such change or modification is required if it would cause "undue hardship". "Undue hardship" must be based on an individualized assessment of current circumstances that show that a specific reasonable accommodation would cause significant difficulty or expense. A determination of undue hardship should be based on several factors, including:

- the nature and cost of the accommodation needed;
- the overall financial resources of the department making the reasonable accommodation; the number of persons employed at this location; the effect on expenses and resources of the department;
- the overall financial resources, size, number of employees, and type and location of facilities of the department;
- the structure and functions of the workforce, the geographic separateness, and the administrative or fiscal relationship of the department involved in making the accommodation to the employer;
- the impact of the accommodation on the operations of the department.

## **AMERICAN WITH DISABILITIES ACT** (*continued*)

If one particular reasonable accommodation will cause undue hardship, but a second type of reasonable accommodation will be effective and will not cause an undue hardship, then the City will provide the second accommodation. The City will not claim undue hardship based on the fears or prejudices of others toward the individual's disability. Nor can undue hardship be based on the fact that provision of a reasonable accommodation might have a negative impact on the morale of other employees.

### ***Applying Performance and Conduct Standards to Employees with Disabilities***

When an employee requests a reasonable accommodation in response to a discussion or evaluation of the person's performance, a supervisor may proceed with the discussion or evaluation but also should begin the "interactive reasonable accommodation process" by discussing with the employee how the disability may be affecting performance and what accommodation the employee believes may help to improve it. Supervisors cannot refuse to discuss the request or fail to provide a reasonable accommodation as punishment for the performance problem. Although the ADA does not require employees to ask for an accommodation at a specific time, the timing of a request for reasonable accommodation is important because the City does not have to rescind discipline or an evaluation warranted by poor performance. If a reasonable accommodation is needed to assist an employee in addressing a performance problem, and the department refuses to provide one, absent undue hardship, the department may be liable for violating the ADA.

The employee may need reasonable accommodation, for example, to enable him/her to meet a production standard or to perform an essential function. Where a lower performance rating results from an inability to perform a marginal function because of the disability, the appropriate accommodation would be to remove the marginal function and consider substituting one that the employee can perform.

### **Employee Responsibilities**

- Ensure complete and thorough understanding of ADA Policy.
- Adhere to performance and conduct standards that apply to all employees. (*The ADA does not protect employees from the consequences of violating conduct requirements even where the conduct is caused by the disability as long as the required conduct is job-related and consistent with business necessity*).
- Request a reasonable accommodation when s/he knows that there is a workplace barrier that is preventing him/her, due to disability, from effectively competing for a position, performing a job, or gaining equal access to a benefit of employment.
- Request a reasonable accommodation before performance suffers or conduct problems occur.
- Provide suggestions regarding the type of accommodation the department might be able to consider.
- Respond to medical inquiries by providing necessary documentation with regard to a disability and a reasonable accommodation.

### **Supervisor's Responsibilities**

- Ensure job descriptions are accurate and up to date.
- Define jobs and evaluate employees according to consistently applied standards governing performance and conduct.

## **AMERICAN WITH DISABILITIES ACT** (*continued*)

- Focus on performance or conduct problems that employees have and apply their policies in a uniform manner rather than assuming that a medical problem or disability is contributing to or causing the problem.
- Recognize when an employee may be requesting an accommodation although he or she may not mention the ADA or use the phrase “reasonable accommodation” and follow up accordingly.
- Engage in a process to clarify what an employee needs and identify the appropriate reasonable accommodation.
- Request medical documentation only when needed to evaluate the accommodation request.
- Request only relevant medical information that will facilitate the decision making process.
- Protect the confidentiality of medical information.
- Respond to reasonable accommodation requests in a timely manner.
- Ensure that the Personnel Officer or Department Head is consulted before an accommodation request is denied.

### ***Medical Inquiries and Medical Records***

The ADA permits the City to request medical information or order a medical examination when it is job-related and consistent with business necessity. Generally, this means that the City has a reasonable belief, based on objective evidence, that an employee is unable to perform an essential function or will pose a “direct threat” because of a medical condition. The scope and manner of any inquiries or medical examinations must be limited to information necessary to determine whether the employee is able to perform the essential functions of the job or can work without posing a direct threat.

The City must have objective evidence suggesting that a medical reason is a likely cause of the problem to justify seeking medical information or ordering a medical examination. In limited circumstances, the nature of an employee’s performance problems or unacceptable conduct may provide objective evidence that leads an employer to a reasonable belief that a medical condition may be the cause.

The City is entitled to require the employee/applicant to provide reasonable documentation with regard to the employee/applicant’s disability and functional limitations. The City may require documentation to establish that the employee has a qualified disability as defined under State or Federal law, and that the disability necessitates a reasonable accommodation.

Reasonable documentation means that the City may require only the documentation that is needed to establish that a person has an ADA disability, and that the disability necessitates a reasonable accommodation. Thus, in response to a request for reasonable accommodation, the department representative cannot ask for documentation that is unrelated to determining the existence of a disability and the necessity for an accommodation. This means that in most situations the City cannot request a person’s complete medical records because they are likely to contain information unrelated to the disability at issue and the need for accommodation. If an individual has more than

## **AMERICAN WITH DISABILITIES ACT** (*continued*)

one disability, the City can request information pertaining only to the disability that requires a reasonable accommodation.

When medical information or documentation provided is ambiguous or insufficient, the City representative should explain why the documentation is insufficient and allow the employee an opportunity to provide the missing information in a timely manner. Documentation is insufficient if it does not specify the existence of an ADA disability and explain the need for reasonable accommodation.

It is recommended that specific, job related questions be given to the employee for a response from the healthcare provider. As an alternative, the City may request the employee to submit to a job-related medical examination by a health care provider of the City's choice, at the City's expense. Any medical examination conducted by the City's health professional must be job-related and consistent with business necessity. This means that the examination must be limited to determining the existence of an ADA disability and the functional limitations that require reasonable accommodation.

All employee medical records are confidential and will be kept separate from employee personnel records. All medical records, requests for accommodation and reasonable accommodations will be kept confidential as required by law, except to the extent necessary to effectuate the reasonable accommodation. When a reasonable accommodation has been given to an employee with a disability pursuant to this policy neither the accommodation made nor the reason for the accommodation shall be discussed with co-workers or other employees. If asked why a job modification has been made, the responding supervisor, department head, etc. shall respond that the modification was made in compliance with state and federal laws, which also strictly prohibit disclosure of any further information.

The following exceptions may apply with regard to confidential medical records, conditions or accommodations:

1. Supervisors and managers may be informed regarding necessary restrictions on the work or duties of the employee and necessary accommodation;
2. First aid and safety personnel may be informed, when appropriate, if the disability
3. might require emergency treatment; and
4. Government official's investigation in compliance with the ADA and/or the WFEA shall be provided relevant information on request.

Results of pre-employment medical examinations will be subject to the above confidentiality provisions.

### **Safety**

All City employees are required to comply with all workplace safety standards. The City is committed to providing a safe work environment for all of its employees. The ADA permits the City to require that an individual not pose a direct threat to the health and safety of the individual or others in the work-place. A direct threat means a significant risk of substantial harm. The City

## **AMERICAN WITH DISABILITIES ACT** (*continued*)

cannot refuse to hire or fire an individual because of a slightly increased risk of harm to himself or others. The determination that an individual poses a direct threat must be based on objective, factual evidence regarding the individual's present ability to perform essential job functions. If an applicant or employee with a disability poses a direct threat to the health or safety of himself or others, the City must consider whether the risk can be eliminated or reduced to an acceptable level with a reasonable accommodation.

Any applicant who poses a direct threat to the health or safety of themselves or other individuals in the workplace that cannot be eliminated by a reasonable accommodation will not be employed in that position. Similarly, current employees who become disabled and pose a direct threat to themselves or others, which threat may not be eliminated by reasonable accommodation, will be placed on an appropriate leave or payroll status. An attempt will be made to place employees in positions for which they are qualified and in which they do not pose a direct threat to the safety of themselves or others.

### ***The ADA and Substance Abuse Problems***

Anyone who is currently using drugs illegally is not protected by the ADA and may be denied employment or fired on the basis of such use. The ADA does not prevent employers from testing applicants or employees for current illegal drug use, or from making employment decisions based on verifiable results. A test for the illegal use of drugs is not considered a medical examination under the ADA; therefore, it is not a prohibited pre-employment medical examination and the City does not have to show that the administration of the test is job related and consistent with business necessity. The ADA does not encourage, authorize or prohibit drug tests.

### ***Complaint Procedure***

Employees or applicants who believe that they have been the victim of discrimination or harassment on the basis of a real or perceived disability, or record of a disability should immediately contact their department personnel officer, supervisor or department head. In the alternative, individuals may contact the Department of Employee Relations to report any violations of this policy, or with questions or concerns regarding the City's ADA policy. The Department of Employee Relations will be responsible for implementing this policy, including investigation of claims, and resolution of reasonable accommodation, safety, and undue hardship issues.

The appropriate City representative will provide confidential assistance to individuals in an attempt to resolve issues regarding disability discrimination/harassment. In all cases, efforts should be made to resolve and correct the discrimination/harassment issues prior to filing a complaint. If an employee wishes to file a complaint, he or she may do so through DER or the appropriate departmental representative.

Investigation of complaints will begin with a signed, written statement by the complainant, and will include the parties involved in the complaint and any witnesses. Assistance in filling out the complaint will be provided if necessary. Retaliation against an employee who has filed a complaint or has assisted in an investigation is strictly prohibited.

Complaints will be investigated in a timely and confidential manner. All information concerning an applicant's medical condition or a current employee's medical condition will be kept strictly confidential unless that individual grants specific authorization to disclose it, to the extent

## **AMERICAN WITH DISABILITIES ACT** *(continued)*

necessary to efficiently investigate the complaint. In no event will information concerning a complaint be released to or discussed with anyone who is not involved with the investigation.

If an investigation reveals that a complaint is valid, the supervisors and the department head or the Department of Employee Relations will take immediate action to stop the discrimination/harassment, to prevent its recurrence and to discipline an employee found to have violated this policy. Disciplinary action may include a verbal or written warning, suspension or discharge. Complainants and witnesses should understand that they might be required to testify in legal proceedings if their complaint results in disciplinary action being taken against another individual.

Questions regarding this policy and compliance manual should be directed to Victoria Robertson, Human Resources Compliance Officer at (414) 286-6210 or [vrober@milwaukee.gov](mailto:vrober@milwaukee.gov).

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## **ANTI-HARASSMENT POLICY (05/2018)**

The City of Milwaukee is committed to maintaining a professional and positive work environment where all individuals are treated with respect and dignity. It is therefore the policy of the City of Milwaukee to provide a work environment that is free from sexual harassment and harassment or discrimination based upon age, race, national origin, disability, creed (religion), color, marital status, ancestry, sexual orientation, gender identity or expression, arrest record, conviction record, military service; the use or non-use of lawful products off the employer's premises during non-working hours; declining to attend a meeting or to participate in any communication about religious matters or political matters; genetic testing; lawful source of income, victimhood of domestic abuse or sexual assault, HIV status, domestic partnership, genetic identity, homelessness, familial status, or an individual's affiliation or perceived affiliation with any of these categories. These categories are protected under Section 703 of Title VII of the 1964 Civil Rights Act, as amended, the State of Wisconsin Fair Employment Relations Act and City of Milwaukee Code of Ordinances.

Harassment, including sexual harassment, whether verbal, physical or arising out of conduct at the workplace, at department or City sponsored social functions, or outside of the workplace is unacceptable and will not be tolerated by the City of Milwaukee. Such conduct, whether committed by employees, management, vendors, residents or other non-employees will not be tolerated. The City of Milwaukee is committed to ensuring that:

- (1) the appropriate accountability structure and protocols are in place to try to prevent harassment and respond appropriately when it occurs;
- (2) the appropriate resources and training options are available and used;
- (3) multiple avenues are easily accessible and available for employees to report allegations;
- (4) investigations are conducted by investigators formally trained in conducting harassment investigations;
- (5) employees who make claims of harassment or provide information related to such claims are not subjected to retaliation;
- (6) the identity of claimants and respondents will be kept confidential to the extent practical and appropriate under the circumstances, and as permitted by law;
- (7) thorough and impartial investigations are conducted as soon as practical, when allegations of harassment are filed;

- (8) those found to be in violation of the Anti-Harassment Policy are held accountable in a responsible, appropriate and meaningful way.

Discipline for violation of this Policy may not be progressive, depending on the severity or pervasiveness of the harassment. A first violation, depending on the facts and circumstances, may warrant suspension or discharge.

This Policy applies to all general city employees. Employees of the Police and Fire Departments should refer to their respective standard operating procedures for the applicable policies.

## **Prohibited Conduct**

Harassment based upon any protected category is not tolerated. Sexual harassment is a form of discrimination on the basis of gender and the conduct described below is prohibited. The term “sexual harassment” means any unwelcome sexual advance, request for sexual favors, or other conduct of a sexual nature including, but not limited to, written communication, displaying images or text, sending messages containing images, jokes, videos, sound clips, or any verbal or physical conduct, where:

- (1) Submission to such conduct is made either explicitly or implicitly a term or condition of employment;
- (2) Submission to or rejection of such conduct by an individual is used as the basis for an employment decision affecting the person; or
- (3) Such conduct is so severe or pervasive that it unreasonably interferes with a person’s work performance or creates an intimidating, hostile, or offensive work environment.

There are two forms of sexual harassment. They include “Quid pro quo” harassment and “hostile work environment” harassment. “Quid pro quo” harassment is when an employee’s benefits (i.e. raises, promotions and desirable working hours) are directly linked to compliance with sexual advances. Hostile work environment harassment is when the conduct is so severe or pervasive that it creates an offensive and unpleasant working environment. This conduct typically consists of verbiage of a sexual nature, the presence of unwelcome sexual materials or unwelcome physical contact that is accepted as a regular part of the work environment. Texts, e-mails, cartoons or posters of a sexual nature; vulgar or lewd comments or jokes; or unwanted touching or fondling all fall into this category.

Examples of sexual harassment include:

*Verbal: sexual innuendo, suggestive comments, jokes of a sexual nature, lewd remarks and threats, requests for any type of sexual favors (including repeated, unwelcome requests for dates), personal questions about an employee’s social or sexual life, and verbal abuse or “kidding” that is oriented toward a prohibitive form of harassment.*

*Nonverbal: the distribution, display or discussion of any written or graphic material, including calendars, posters, and cartoons that are sexually suggestive or show hostility toward an individual or group because of sex. Nonverbal harassment also includes suggestive or insulting sounds, leering, staring, whistling, obscene gestures, content in letters and notes, photos, text messages, tweets, and internet postings, or other form of communication that is sexual in nature and offensive.*

*Physical: Any unwelcome unwanted physical contact, including touching, tickling, pinching, patting, brushing up against, hugging, cornering, kissing, fondling, and forced sexual intercourse or assault.*

Examples of other types of harassment when focused on a protected group include:

*Verbal: slandering, ridiculing or making harmful and often untrue statements, persistent name calling, mocking or mimicking someone’s accent, using a person as butt of jokes, use of “hate*

*words,” and verbal abuse or “kidding,” or threat of harm that is oriented toward a protected group.*

*Nonverbal: the distribution, display or discussion of any written or electronic material, including calendars, posters, and cartoons that are offensive or show hostility toward a protected group; suggestive or insulting sounds, leering, staring, gestures that are offensive toward a protected group.*

*Physical: Any unwelcome unwanted physical contact, including pushing, shoving, kicking, poking, tripping, damage to work area or property; impeding or blocking normal work, access to tools and equipment or movement in workplace oriented toward a protected group.*

## **Roles and Responsibilities**

Everyone in the City of Milwaukee plays a role in preventing harassment and appropriately responding to it when it occurs. The following section of this Policy is designed to identify and list the most critical responsibilities of each level within the organization.

### **EMPLOYEES**

- (1) Read and understand the Anti-Harassment Policy and participate in education and training sessions available through their department or the Department of Employee Relations (DER).
- (2) Employees who are the target of harassing behavior should notify the offender of the offensive behavior and request that the behavior cease.
- (3) Employees who are not comfortable approaching the offender should immediately report it to any management employee or supervisor within their department.
- (4) Employees who are not comfortable reporting the complaint within their chain of command have the right and responsibility to report it to the DER.
- (5) Employees who directly observe behavior that they believe may represent a violation of this Policy are encouraged to report it to any management employee or supervisor within their department, the department's Personnel Officer or the designated departmental representative performing HR functions, or to the DER.
- (6) Employees are expected to cooperate and participate in harassment and other workplace investigations when asked.

### **EMPLOYER (THE CITY)**

*Managers and Supervisor*

- (1) Exhibit behaviors that demonstrate support for the City’s commitment to a professional and positive work environment where all individuals are treated with respect and dignity.
- (2) Clearly define behavioral expectations in the workplace, enforce applicable work rules and policies and promptly address violations when they occur.
- (3) Respond appropriately to behavior which may not rise to the level of severe or pervasive so as to rise to legally actionable “harassment” but which, if left unchecked, may lead to same.
- (4) Exercise their affirmative duty to refer for investigation reported harassing behavior, or observed harassing behavior, even in the absence of a complaint.
- (5) Take every complaint seriously. Review, look into, and document all complaints or concerns of alleged or possible harassment or discrimination no matter how minor or who is involved.
- (6) Take necessary steps to ensure the confidentiality of the complainant, witnesses and respondent to the extent possible during an investigation.
- (7) Take necessary steps to prevent continuing harassment during and after any investigation or complaint.
- (8) Take the necessary steps to protect all parties from retaliatory actions stemming from their participation in the complaint process.

**Note: Managers and supervisors who knowingly allow or tolerate sexual harassment or retaliation,**

**including failure to immediately report such misconduct to their Personnel Officers or DER, are in violation of this Policy and subject to discipline, including discharge or demotion to a position with no supervisory authority.**

*Personnel Officers and departmental representatives performing HR functions*

- (1) Ensure employees understand their roles and responsibilities in compliance with this Policy.
- (2) Attend mandatory technical training on how to investigate complaints of harassment as required by the DER.
- (3) Ensure that allegations are promptly and thoroughly investigated.
- (4) Take every complaint seriously. Review, look into, and document all complaints or concerns of alleged or possible harassment or discrimination no matter how minor or who is involved.
- (5) Take necessary steps to ensure the confidentiality of the complainant, witnesses and respondent to the extent possible during an investigation.
- (6) Take necessary steps to prevent continuing harassment during and after any investigation or complaint.
- (7) Take the necessary steps to protect all parties from retaliatory actions stemming from their participation in the complaint process.
- (8) Provide complainant of alleged harassment with information on available supportive City services/resources. This may include a suggested referral to EAP, information on City's workplace clinic, traveling clinic, and UHC's registered nurse liaison.
- (9) Notify the DER when an investigation of allegations of harassment is going to be conducted and notify the DER of the preliminary findings of the investigation before its conclusion.

*Department Heads*

- (1) Proactively create a culture of civility and respect and make every effort to increase the diversity and inclusion at all levels of the workforce.
- (2) Ensure that an appropriate notice of the Anti-Harassment Policy is posted in a conspicuous place where employees work and congregate.
- (3) Ensure that departmental managers and supervisors understand and comply with their responsibilities in preventing sexual harassment and any other form of harassment.
- (4) Ensure that job descriptions and performance evaluation forms for management and supervisory personnel clearly and thoroughly document responsibilities and expectations established by this Policy.
- (5) Ensure that managers and supervisors are properly trained to promptly refer allegations of harassment for investigation and that they take the necessary steps to prevent continuing harassment or retaliation during and after any investigation and complaint.
- (6) Ensure that at least one official outside of the employee's chain of command is authorized and available to receive claims of harassment.
- (7) Ensure that risk factors that contribute to the prevalence of harassment in their workplaces are identified and take corrective action before offensive behavior reaches a legally-actionable level.
- (8) Enforce workplace rules, regardless of level or position of the respondent in the department.
- (9) Collaborate with representatives from the DER when investigating allegations of harassment and implementing corrective action when findings of an investigation call for it.

*DER*

- (1) Issue and oversee the enforcement of the City's Anti-Harassment Policy.
- (2) Investigate allegations of harassment; prepare reports summarizing the results of investigations, and issue recommendations to appointing authorities.
- (3) Ensure appropriate training resources are available for employees, managers and supervisors, and Personnel Officers.

- (4) Ensure the Anti-Harassment Policy is shared with new general city employees at time of New Employee Orientation.
- (5) Ensure that departmental work rules and policies address potentially harassing behavior and conduct.

## **Complaint Procedure**

Employees who believe they are being harassed are encouraged to clearly and promptly notify the offender that the behavior is unwelcome and ask offender to stop the unwelcome behavior. If for any reason, an employee does not wish to approach the offender directly or if such discussions do not successfully end the harassment, the employee should inform his or her supervisor, a department manager, or the DER HR Compliance Officer, by calling 286-6210 or in person at City Hall, Room 706. These parties will provide assistance to individuals in an attempt to resolve issues of sexual harassment or other types of harassment. In all cases, efforts should be made to resolve and correct sexual harassment or other types of harassment issues prior to the filing of a complaint. Employees should understand that reports of alleged harassment should be made soon after the behavior occurs as it facilitates an expedited investigation and timely resolution. However, it is important to recognize that behavior that represents a violation of this Policy can be reported at any time. To initiate a formal investigation into an alleged violation of this policy, employees may be asked to provide a written statement about the alleged misconduct or complete a complaint form. Employees may request assistance in completing the statement. The statement should include as much of the following information as possible:

- (1) The name, department and position of the person or persons allegedly causing the harassment.
- (2) A description of the incident(s), including the date(s) and location(s) where the incident(s) occurred.
- (3) The names, titles, and contact information of any witnesses and their contact information (email and/or phone numbers).
- (4) The effect of the incident(s) on the complainant's ability to perform his or her job, or other terms or conditions of employment.
- (5) The names of other individuals who might have been subject to the same or similar harassment.
- (6) The steps, if any, the complainant has taken to try to stop the harassment, including the names and contact information of the individuals made aware of the allegation(s) and their respective response(s).
- (7) Any other information the complainant believes to be relevant.

## **Investigation and Findings**

Complaints will be investigated in a timely and confidential manner. In no event will information concerning a complaint be released to or discussed with anyone who is not involved with the investigation while the investigation is pending.

Investigations shall only be conducted by the DER or by departmental human resources professionals or other managers who function in the capacity of HR professionals who have been formally trained in conducting investigations into harassment complaints. The investigation will be prompt, objective, and thorough. The investigation will include the following:

- (1) Notification to the department head and the DER that a complaint has been received and will be investigated.
- (2) Implementation of action steps to protect the complainant from retaliatory behavior or conduct and to protect the integrity of the investigation.
- (3) Interviews with all relevant parties involved in the complaint including witnesses.
- (4) A report summarizing the investigation process, evidence reviewed, findings, and recommendations.
- (5) Notification to relevant parties of findings and recommendations, as appropriate.

If an investigation reveals that a harassment complaint is valid, supervisors and the department head will take immediate action to stop the harassment and to prevent its recurrence. The DER will recommend the appropriate corrective action, including but not limited to disciplinary action. The level of discipline to be considered will depend on: a) the severity, frequency, and pervasiveness of the conduct; b) prior instances when a respondent has been found to have harassed; c) other mitigating circumstances; and d) the preponderance of the evidence. Recommended action may include a verbal or written warning, suspension, demotion, or discharge. If the

investigation is inconclusive or if it is determined that there has been no violation of policy but potentially problematic conduct may have occurred, the appropriate preventive action may be recommended by the investigator. If an investigation results in a finding that the reporting individual falsely and maliciously accused another individual of sexual harassment, the reporting individual will be subject to disciplinary action.

## **Retaliation**

Retaliation or attempted retaliation in response to lodging a complaint or involvement in the complaint process is a violation of this Policy. Retaliation includes the imposition of any hardship, loss, benefit or penalty on an employee in response to filing or responding to a bona fide complaint of discrimination or harassment or appearing as a witness in the investigation of a complaint. Retaliation also includes adverse action taken against someone who is associated with the individual opposing the discrimination or harassment, such as a friend or family member.

## **Confidentiality Considerations**

During the complaint process, the confidentiality of the information received and the privacy of the individuals involved will be protected to as great a degree as is possible. The wishes of the complainant for confidentiality will be considered in the context of the City's legal obligation to act on the charge and the right of the respondent to obtain information.

The investigation will protect the privacy of individuals who file complaints or reports, individuals who provide information during the investigation and the person(s) alleged to have engaged in harassment, to the extent legally possible. However, some of the records obtained or created during the investigation may be subject to disclosure under applicable Wisconsin Public Records statutes.

## **Records Retention**

Investigative records are retained separately from the personnel files and should be destroyed under supervision in accordance with the applicable retention schedule, provided that no legal action is pending.

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## **CITY SERVICE RULES (Amended 1.8.18)**

To view the City Service Rules go to [www.milwaukee.gov/der/Policies](http://www.milwaukee.gov/der/Policies)

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## **DOMESTIC VIOLENCE AWARENESS PROGRAM: BREAKING THE SILENCE (City of Milwaukee)**

### ***Can you name a crime that...?***

- Contributes to low birth weight in children?
- Causes business losses of 3 to 5 billion dollars per year?
- Generates thousands of calls to the Milwaukee Police each year?

The answer is **domestic violence**, the leading cause of injury to women in the United States. In Wisconsin, domestic violence is a **crime**.

During the past few years, we all have become more aware and more concerned about how domestic violence (sometimes called wife abuse) affects our workers. Some estimates place the number of women battered by their partners at **1 in 10**. Other research indicates that the number of battered women in our country may be as high as **1 in 5**. With a city workforce of over 8,000

employees, it is likely that many of us are affected by domestic violence, as victims, batterers, or friends and family members.

Since most domestic violence occurs in the home, the worksite may be one of the few places where a victim feels safe. Imagine, though, how difficult it must be for a victim of continuing abuse to focus on their work. Absenteeism, lateness, injury, emotional upheaval, frequent personal phone calls, and general distraction, are some of the possible problems on the job that could be related to domestic violence. Batterers, too, may demonstrate their problems through anxiety and inconsistent job performance.

## **DOMESTIC VIOLENCE AWARENESS PROGRAM: BREAKING THE SILENCE (City of Milwaukee)** – *continued*

The City of Milwaukee is working to create an environment supportive of victims who are facing these problems. The "Breaking the Silence" project is aimed at helping coworkers, supervisors, victims and batterers themselves to better understand the problems that cause and come from domestic violence. City workers can help those in trouble find necessary services. Intervention in domestic violence cases may help victims maintain a commitment to the job and to put some desperately needed order into their lives.

***What is domestic violence?*** Domestic Violence is the **abuse of power** in a relationship. Abuse includes any intentional bodily harm or pain caused to another person. Threats of violence, stalking, excessive control over daily activities and forced sexual relations are often present in domestic violence situations.

**Examples:** Hitting, choking, slapping, punching, hair pulling, biting, restraining, kicking, rape, withholding resources/money, controlling victim's comings and goings, isolating victim from family and friends.

***Why do victims often stay in violent relationships?*** Family, friends, and coworkers must understand that many factors make it very difficult for a victim to leave an abuser. Reasons given by victims for staying with batterers include:

- Economic dependence
- Fear of greater physical injury to themselves and their children if they leave
- Fear of losing custody of children
- Belief that the batterer will change
- Acceptance of abuse as a way of life
- Pressure from family to "stay together for the children"
- Fear of the criminal justice system
- Cultural and religious beliefs
- Fear of loneliness
- Shame, guilt

***Aren't there as many battered men as battered women?*** Men are also victims of domestic violence and they, too, must seek help from police and counselors. U.S. Department of Justice figures show, however, that up to 95% of victims of battering are women.

***Doesn't most domestic violence occur among poor people?*** Domestic violence is a serious problem in cities and suburbs, in farming communities and small towns. People of all ethnic groups, economic classes, and religious denominations are victims and batterers.

***What can I do to help a coworker who has been battered?*** Tactfully approach a coworker you believe is a victim and stress the importance of getting help. The longer the violence continues, the more brutal it is likely to get.

- Report harassing phone calls to supervisors or security staff.
- If a known abuser is on the premises, contact security staff or police.
- Listen non-judgmentally. Remember that it is very tough for victims to admit that they are being abused.

## **DOMESTIC VIOLENCE AWARENESS PROGRAM: BREAKING THE SILENCE (City of Milwaukee) – continued**

Although it is not your responsibility to solve your coworkers' problems for them, awareness of legal and social service resources can help victims of domestic violence help themselves.

**To victims:** Domestic violence is a crime. If you are in danger, call 911. Tell the police it's an emergency. When they arrive, tell them the complete story. While they are at the scene, the police will connect you with the Domestic Violence Hotline. The Hotline worker will give you information about counseling, restraining orders, the criminal justice process, and will help you to determine if you need emergency shelter. If you are injured, you will be transported for medical assistance.

If you choose not to call the police, be sure you have a safe place to go. You can call one of the domestic abuse hotlines for help, even if you don't involve the police. You can also call the City's

Employee Assistance Program and the Common Council Task Force on Sexual Assault and Domestic Violence for information on programs for both victims and batterers. Whether or not you want to stay with your partner, you need counseling and support. **YOU ARE NOT ALONE.**

**To abusers:** When you are frustrated, angry, or depressed do you find yourself striking out at the person you love? When you lose your temper and lose control, have you hit, punched, or behaved in a way that scares you, your partner, or your children? If you have answered "yes" to either of those questions, it's time to make some changes in your life. In order to stop hitting, you must first do some honest thinking and take responsibility for your behavior. There are several confidential programs in Milwaukee designed to help you learn alternatives to hitting. By learning to avoid abuse, you can help to put an end to your suffering and the suffering of those you care about. Remember -- by hurting someone you love, you are not only destroying that relationship, but if you have children, you are teaching them that violence is acceptable behavior. That lesson may last their lifetime. Reach out -- it can help you to stop hurting.

### **AREA RESOURCES FOR VICTIMS AND BATTERERS**

#### ***Shelters and 24-Hour Hotlines:***

Domestic Violence Hotline	933-2722
Women's Crisis Line & Shelter	671-6140

#### ***Counseling:***

Sojourner Family Peace Center	933-2722
Milwaukee Women's Center Refuge	671-6140
Asha Family Services	875-1511

#### ***Restraining Orders:***

Sojourner Family Peace Center	278-5079
Lawyers Referral of the Milwaukee Bar Association	274-6768

#### ***Programs for Abusers:***

Beyond Abuse	276-1911
Nevermore	828-5190
Alma Center	265-0100

#### ***City Government Resources:***

Employee Assistance Program, <i>City of Milwaukee employees</i>	286-3145
Milwaukee Commission on Domestic Violence and Sexual Assault	286-2997

***For a complete list of counseling/support, shelters, 24-hour Crisis Help Lines, Legal Information, Health and other resources go to: <http://city.milwaukee.gov/staysafe>***

## **DRUG FREE WORKPLACE ACT OF 1988** (5/1996)

Under the Drug Free Workplace Act of 1988, the City of Milwaukee is required to maintain a drug-free workplace.

It is the City of Milwaukee's policy that the unlawful manufacture, distribution, dispensing, possession or use of a controlled substance by employees is prohibited in all City of Milwaukee workplaces. As a condition of employment, City employees are required to abide by the terms of this policy.

Drug abuse in the workplace is not only illegal but poses a safety threat to the employee, to the employee's co-workers and to the public. City employees must notify their supervisor of any criminal drug statute conviction for a violation occurring in the workplace no later than five days after such conviction.

Any City employee who is convicted of a criminal drug statute violation which occurs in the workplace will have appropriate disciplinary action taken against them up to and including discharge from employment. In lieu of disciplinary action, an employee could be required to participate satisfactorily in an approved drug abuse assistance or rehabilitation program.

The City of Milwaukee's Employee Assistant Program (EAP) is available to help City employees who develop behavioral/medical problems that may directly affect their work. Employees may use the EAP by self-referral. However, in the case of a criminal drug statute violation, management may make a formal referral to the EAP in lieu of disciplinary action.

For further information on the EAP, employees may contact Cris Zamora, *Employee Assistance & Resource Coordinator* at 286-3145 or go to [www.milwaukee.gov/der/EAP](http://www.milwaukee.gov/der/EAP).

**Questions** on the Drug Free Workplace Act of 1988 may be directed to the Department of Employee Relations at 286-3394.



## **E-MAIL USE POLICY, CITY OF MILWAUKEE**

**October 19, 2009**

### **Introduction**

In a given day, approximately 6,200 City of Milwaukee e-mail users exchange almost 125,000 e-mails with their coworkers. They also send or receive an additional 115,000 e-mails to/from users outside City government. These numbers translate into a staggering volume of e-mails received or sent by City employees, more than 87,000,000 messages annually, and an enormous amount of public information.

Over the past two decades e-mail has evolved from an occasional convenience to a business necessity. Growth in e-mail use comes in response to a critical business need. It facilitates sharing of information by providing City employees with an opportunity to communicate quickly and efficiently. It also offers constituents a convenient means of communicating with elected officials and City staff.

However, use of e-mail does not come without risk. Approximately 85 percent of all e-mails received at the City from external sources consist of spam or contain some form of virus, malware, or inappropriate content. The City also incurs considerable risk as e-mail content increasingly

## **E-MAIL USE POLICY, CITY OF MILWAUKEE** (*continued*)

becomes recognized as public record. To protect the City from liability and information systems from damage, employees and the departments for which they work must ensure that the City's e-mail resources are used responsibly and in accordance with the following standards.

### **Authorization and Access**

City departments will decide which of their employees shall receive access to the City's e-mail system. Departments and employees should not consider access to e-mail a "right" of employment; decisions on allowing access should be based on whether the use of e-mail is consistent with the Employee's job responsibilities, will improve employee performance, increase departmental efficiency, and best serve the needs of City customers.

Departments should routinely review employee access privileges to determine if continued access to e-mail remains consistent with the duties of the position, has enhanced the productivity of the employee and to ascertain whether the employee has used the resource effectively. Departments must ensure that access to the e-mail system benefits and does not impair the employee's ability to fulfill his or her job responsibilities and does not impose any additional costs or liabilities on the city.

Once granted access by the department, employees may use the City's e-mail system to send and retrieve business-related messages from users inside or outside of City government. Employees who do not receive access to e-mail as part of their official duties may not, under any circumstances, use the e-mail account of another city employee to send or receive e-mail. Departments should review regularly their roster of e-mail users and authorize deletion of accounts for employees who no longer work for the City.

City departments must also ensure that any and all contractors, vendors, or agents of the City will comply with all policies, rules, and requirements regarding use of the City's e-mail system. Any violation by an employee of an outside agency will result in immediate termination of access. Any Reference in this document to "employee" or "City employee" shall be considered to include any contractor, vendor, or agent working for or representing the City but not in City employ.

### **Official and Acceptable Use**

The City of Milwaukee encourages its employees to use e-mail for work-related communications, to assist in providing services to citizens, and for any other activity that supports the city's mission. City departments may also choose to authorize limited incidental use of the city's computer resources for personal purposes as deemed appropriate. However, departments must ensure that such use does not impair the employee's ability to fulfill his or her job responsibilities.

City employees must use only the City's e-mail to send and receive messages for work-related communication or for official communication with constituents. Employees may not use internet-based e-mail services to conduct any type of official City business. Under no circumstances will employees be permitted to use city equipment and e-mail systems for illegal activities, profit-making ventures or political endeavors.

Employees must also abide by all applicable laws, policies, and guidelines regarding the appropriate use of e-mail. They may not send messages that can be construed as scandalous, defamatory,

## **E-MAIL USE POLICY, CITY OF MILWAUKEE** (*continued*)

libelous, obscene, immoral or in violation of any intellectual property rights. E-mail users may not knowingly misrepresent themselves or their employment by the city; in messages sent they must always identify themselves honestly, accurately, and completely.

### **Privacy and Security**

All e-mail sent from or received through city-owned computers (including any personal messages either sent or received using an internet-based e-mail service) are considered City property. City and departmental management reserve the right to examine, at any time and without prior notice, all e-mail, directories, files and other information stored on data disks, computers, and/or other media.

Moreover, at times during the course of performing their job duties, e-mail administrators may sometimes view the content of e-mail messages. As a consequence, users should not assume any privacy or confidentiality for messages they transmit or receive via the City's e-mail system or when using City-owned computers.

E-mail does not offer an inherently secure medium for communicating information. Users should always consider that someone other than the intended recipient may intercept and read their messages; they can have no expectation of confidentiality. Therefore, users should never send confidential or sensitive information via unencrypted e-mail.

### **Public Record Requests**

Any e-mail messages transmitted or received using city systems are subject to public records laws and any record keeping requirements that these laws entail. Requests from outside the city for access to electronic files should be handled through the same procedures as requests for any other public record. Thus, employees should not send out files containing city information without prior approval of the department manager.

The City's e-mail archival system will automatically store all e-mail messages sent or received through the City's e-mail system. All e-mails contained in the archival system will be subject to public disclosure under open records laws.

### **Employee Responsibilities**

E-mail remains a common method of coming into contact with computer viruses or malware, particularly via links embedded in e-mails or through the use of attachments. Messages that appear to come from trustworthy or known senders may instead originate from malicious sources – due to e-mail address “spoofing” – and contain serious security risks. Users should exercise extreme caution before opening links contained within an e-mail message, even if the message comes from a known source. Employees should also not open or attempt to read any file received as an attachment to e-mail unless specifically requested or received from a trustworthy source. If in doubt, users should attempt to verify the validity of an e-mail message with the sender.

## **E-MAIL USE POLICY, CITY OF MILWAUKEE** (*continued*)

The City of Milwaukee trusts that its employees will act responsibly, and always in the best interests of the taxpayers who support them and the customers who depend on them. Each individual is responsible for complying with all applicable state and federal laws, and all City policies and standards when using the City's e-mail system. City departments will be held accountable for the actions of individual employees to ensure that conduct meets guidelines established for appropriate use of e-mail.

**The city will establish any and all policies necessary and monitor operations to protect employees from creating legal liabilities and negative publicity for themselves and the city. Violations of any policies or standards can result in disciplinary action against the employee in accordance with local, state, and federal law and City administrative rules. Persistent abuse of e-mail by City employees can result in permanent revocation of e-mail privileges for the person or persons involved.**

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## **CLOUD POLICY (04.15.14)**

To view the Cloud Policy go to [www.milwaukee.gov/der/Policies](http://www.milwaukee.gov/der/Policies)

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## **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 citizens it serves.

## **EQUAL EMPLOYMENT OPPORTUNITY** (*continued*)

**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 286-6210.

You may also contact the following agencies:

**Wisconsin Dept. of Workforce Development**  
Equal Rights Division  
819 North 6th Street  
(414) 227-4384

**Equal Employment Opportunity Comm. (EEOC)**  
Milwaukee District Office  
310 West Wisconsin Avenue, Suite 800  
(414) 297-1111

## **FAMILY AND MEDICAL LEAVE ACT (FMLA) POLICY FOR GENERAL CITY EMPLOYEES**

Go to the following web site to view: [www.milwaukee.gov/der/FMLA](http://www.milwaukee.gov/der/FMLA)

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## **DISCIPLINE AND GRIEVANCE PROCEDURE FOR GENERAL CITY EMPLOYEES**

**(01.01.12, r. 05.05.16)**

### ***-Summary-***

Disciplinary Grievance procedure applicable to regularly appointed City of Milwaukee employees who receive disciplinary actions that are not appealable to the Board of City Service Commission. Under Wisconsin State Statute 63.43, an employee receiving a suspension exceeding fifteen working days or two or more suspensions within a six month period can appeal to the City Service Commission. Only written warning notices and disciplinary suspensions without pay that fall outside those that can be appealed to the Commission may be subject to this Grievance Procedure. This Procedure is not intended to give rights or protections to employees not covered by Commission rules including those who do not hold regular appointments under City Service Commission rules. This Procedure does not apply to employees of the Fire and Police Departments.

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 this 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 under 63.27 of the Wisconsin state statutes are not covered by this Procedure.

Regularly appointed employees, who have passed probation, may use this 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 XIV, 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.

### **Step 1**

If discussions with the employee's supervisor do not resolve the grievance, a grievance initiation may be filed within seven (7) working days from the employee's receipt of the disciplinary notice at a management level just above the chain of command at which the discipline was administered. In some instances this will be the Department Head or designee. The grievance will be processed in accordance with Step 2 of this Procedure. The manager may confer with the grievant and shall provide a written disposition to the grievant within fifteen (15) working days of such meeting or within fifteen (15) working days of receiving the grievance initiation.

## **DISCIPLINE AND GRIEVANCE PROCEDURE FOR GENERAL CITY EMPLOYEES**

**(01.01.12, r. 05.05.16) - continued**

### **Step 2**

If the grievance is not resolved at Step 1 or the grievant does not receive a grievance disposition, the grievant may appeal in writing to the Department Head or designee within seven (7) days of receiving the grievance disposition, or for lack of receipt. The Department Head or designee shall confer with the grievant and other department personnel as necessary and will provide a written response within fifteen (15) working days of such meeting or within fifteen (15) working days of receiving the grievance appeal.

### **Step 3**

If the grievance is not resolved at Step 2 or the grievant does not receive a grievance disposition, the grievant may appeal in writing within seven (7) working days of the receipt, or lack of receipt, of the disposition from the Department Head or designee to the City's Labor Negotiator, who will act as the independent reviewer for the appeal. The review by the Labor Negotiator will be the final step of the grievance process. This review shall be conducted as soon as administratively practicable. The Labor Negotiator may allow for the presentation of information in person or in writing. The Labor Negotiator shall determine whether the discipline was reasonable under the circumstances and shall issue a decision in writing as soon as practicable either affirming, reducing, or overturning the discipline, upon conditions the independent reviewer deems appropriate for the circumstances.

### **Documentation and Timeline**

All grievance initiations and dispositions will utilize the appropriate forms provided by the Department of Employee Relations. A grievance will be processed pursuant to the established timelines. A grievant may not file or advance a grievance outside of the designated timeframes. Any grievance having been answered and not appealed to the next step within the allotted time shall be considered resolved as of the previous disposition. Failure to process a grievance by an employee within the time limits set forth under this procedure, or agreed upon extensions, shall constitute Termination of the grievance. Time limits may be extended by agreement in writing of the parties at any step of the procedure.

### **Employee Representation**

The grievant may be accompanied by a representative at any step of the grievance procedure. This representative shall have the ability to ask questions of both management and the grievant in order to help clarify any points of dispute or to encourage open dialogue between the grievant and management. At no time should the representative be speaking for the grievant. If the grievant desires an employee of the City to represent him/her, the employee representing the grievant will have to receive permission to be excused from his/her regular duties and may be required to act on his/her own time. Meetings under provisions of this Grievance Procedure should be scheduled at the beginning or ending of work shifts or in a manner that minimizes the disruption to departmental operations.

### **Summary report to CSC**

The City Service Commission shall receive an annual report of the number of grievances reviewed at Step 3 and the nature of the resolution at that step.

The Grievance forms can be found at: [www.milwaukee.gov/der/Forms](http://www.milwaukee.gov/der/Forms)

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## **INTERNET USE GUIDELINES**

The Internet represents a value-added working tool that offers great benefits to its users and to the city. Unfortunately, Internet access can also divert attention from productive work practices and heighten security risks. Inappropriate use of Internet resources can also increase the city's exposure to liability and make city networks more vulnerable to hackers, virus infections, and other dangers.

Departments should make all Internet users aware of the following specific guidelines. Users must understand the potential liability and security risks associated with use of City equipment to access the Internet. The following guidelines represent "best-practices" that will help to ensure appropriate Internet use so as to avoid exposing individual employees, the department and the city to undue risks.

State law, federal laws, regulations and legal decisions, City of Milwaukee Ordinances and Information Security Policies provide the basis for many of the following guidelines.

Consequently, departments are strongly encouraged either to adopt the guidelines as written or to use the guidelines as the basis for developing department-specific policy statements.

**Authorization:** City department managers will determine whether Internet access is consistent with the duties of and will enhance the productivity of an employee. Departments should routinely review employee access privileges to determine if the employee has used the resource effectively and whether continued access to E-mail is warranted.

**Access:** Authorized users connected to the City's Wide Area Network will receive Internet access privileges. Employees who do not receive access to the Internet as part of their official duties should not be allowed to access the Internet using another employee's account and equipment. When an employee assumes a new position or responsibilities, the department should review his or her Internet authorization to determine the need for continued access. Access terminations are accomplished by departmental notification to their respective city Internet service provider.

**Official Use:** The City of Milwaukee encourages its employees to use the Internet for work-related research, to provide services to citizens, and for any other activity that supports the City's mission. City departments may also choose to authorize limited incidental use of the city's Internet resources for personal purposes as deemed appropriate. However, departments must ensure that such use does not impair the employee's ability to fulfill his or her job responsibilities and does not

Impose any additional costs or liabilities on the city. Under no circumstances should employees be permitted to use city equipment and Internet access for illegal activities, profit-making ventures or political endeavors. Departments should also prohibit use of city resources for playing games against opponents over the Internet. The Information and Technology Management Division of DOA, if requested, can assist departments in monitoring employee use of Internet resources with tracking software.

**Viruses:** Virus infection represents one of the most well-documented threats of Internet use. Employees must scan all incoming files for viruses, whether downloaded or attached to electronic mail messages. Users should not open or attempt to read any files received over the Internet that they did not specifically request, and should immediately contact their network administrator upon receiving an unrequested file.

## **INTERNET USE GUIDELINES- CONTINUED**

**Copyright:** Information placed on the Internet is the intellectual property of the person or organization posting it. Users must be sure to cite their sources when using any text, ideas, software, or graphics copied from the Internet.

**City Property:** All Internet transmissions sent from or received through City computers are considered City property. City and departmental management reserve the right to examine, at any time and without prior notice, all directories; downloaded text, image, audio and video files; and other information (business-related or personnel) stored on data disks, computers, and/or other media.

**Public Record Requests:** Requests from outside the City for access to electronic files should be handled through the same procedures as requests for any other public record. Thus, employees should not send out files containing city information without prior approval of the department manager.

**Security:** Employees may not deliberately propagate any virus, worm, Trojan horse, or other program code that interferes with or degrades operation of the city's computer systems or systems of another entity. Likewise, users may not deliberately expose systems of the city or other entities to neither risk nor use city systems to attempt unauthorized entry into secure areas of the city system or similar areas of other non-city systems.

**Fee Resources:** Access to some resources requires payment of an additional fee. Department managers may want to require that staff seek prior approval for access to any fee-based Internet resources.

**File Transfers:** Large file transfers should be done at times when they will not significantly degrade the performance of the City network. Non-peak network hours are from 6:00 p.m. to 8:00 a.m. weekdays and any time on Saturday or Sunday.

**Discussion Groups:** The Internet contains numerous discussion groups or forums where users may post messages and exchange ideas. Many of these are useful places for research on topics of interest to City departments. However, users may not knowingly misrepresent themselves or their employment by the city; they must always identify themselves honestly, accurately, and completely.

As with any other form of communication, departments are responsible for any misrepresentation of official City policy made by employees and posted to the Internet. Department managers may want to require prior approval for employees to post messages to such locations.

**Responsibilities:** The City of Milwaukee trusts that its employees will act responsibly, and always in the best interests of the taxpayers who support them and the customers who depend on them. Each individual is responsible for complying with all applicable state and federal laws, and all City policies and standards when using City equipment to access the Internet. City departments will be held accountable for the actions of individual employees to ensure that conduct meets guidelines established for appropriate use of Internet.

The city will establish any and all policies necessary and monitor operations to protect employees from creating legal liabilities and negative publicity for themselves and the city. Violations of any policies or standards can result in disciplinary action against the employee in accordance with local, state, and federal law and City administrative rules. Persistent abuse of Internet access by City employees can result in permanent revocation of Internet privileges for the person or persons involved.

## **PAY POLICY FOR TIME NOT WORKED DUE TO INCLEMENT WEATHER (r. 01.08.12)**

When departmental operations are maintained and employees either arrive late or are allowed to leave early, the following pay policies apply:

- A. FLSA nonexempt employees may use vacation, "Comp Time," or take the time off without pay for time not worked.
- B. FLSA exempt employees cannot have a pay deduction for a partial day absence and may use the "flexible schedule" provision established by Chapter 350-5 of the Milwaukee Code of Ordinances for time not worked. These employees may also elect to use vacation or "comp time", if the hours are available. When non-essential City operations are shut down by the Mayor the following pay policies apply. (Note: The determination as to the personnel and/or activities deemed non-essential rests with the Department Heads).

**NON-ESSENTIAL CITY OPERATIONS ARE OFFICIALLY SHUT DOWN BY THE MAYOR:**

The determination as to the personnel and/or activities deemed non-essential rests with the Department Heads. When non-essential City operations are shut down by the Mayor the following pay policies apply:

A. **FLSA NON-EXEMPT EMPLOYEES**

1. Employees who report to work prior to the announcement that City operations are shut down shall be paid for all time actually worked or shall be credited with two hours of pay, whichever is greater.
2. Regularly scheduled straight-time hours not worked because of the shutdown shall be charged to vacation, compensatory time, or taken off without pay.
3. On inclement weather days, when partial time is allowed for reporting to work, employees who call in sick will be granted sick leave time in the amount equivalent to the actual time allowed for those reporting to work. However, employees who were on sick leave the previous day or who provide a doctor's certificate will be allowed full sick leave for that day.

B. **FLSA EXEMPT EMPLOYEES**

FLSA exempt employees who report to work prior to the announcement that City operations are shut down or who are released before the end of the work day cannot have a pay deduction for a partial day absence. These employees may elect to use vacation or any "comp time" balance available to them or may use the "flexible schedule" provisions established under Chapter 350 of the Milwaukee Code as determined by the Department Head. Full day absences due to a shutdown are to be charged to vacation or comp time balances available to employees.



## **POLICY PROHIBITING FIREARMS AND DANGEROUS WEAPONS IN THE WORKPLACE -**

November 10, 2011 (R. 02.27.12)

### ***Policy Statement***

The City of Milwaukee has a zero tolerance policy for firearms and dangerous weapons in the workplace. Accordingly, the City of Milwaukee prohibits employees from carrying or possessing a firearm or dangerous weapon while acting in the course and scope of their employment for and on behalf of the City of Milwaukee. This policy applies to all general city employees, including students, volunteers, staffing agency workers or contractors working in the course and scope of their employment with the City of Milwaukee.

### ***Definitions***

Employee - Employee includes any person, excluding law enforcement personnel, who performs services for the City of Milwaukee, either compensated or uncompensated.

Firearm or dangerous weapon – for purposes of this policy a firearm or dangerous weapon includes, but is not limited to, the following:

Firearm or dangerous weapon –for purposes of this policy a firearm or dangerous weapon includes, but is not limited to, the following:

- (1) A firearm, whether loaded or unloaded, from which a shot may be discharged including but not limited to handguns, pistols, revolvers, shotguns, rifles, and bb guns;
- (2) A gun that can discharge a shot or a projectile by means of an explosive or gas, or compressed air;
- (3) A device designed to be used as a weapon, from which can be expelled a projectile by the force of any explosion or force of combustion;
- (4) Any weapon (including a starter gun) which will or is designed to or may readily be converted to expel a projectile by the action of an explosive;
- (5) Any destructive device;
- (6) Any device designed as a weapon and capable of producing great bodily harm,
  - (a) Including but not limited to, stun guns, stun batons;
- (7) An electric weapon such as a Taser gun;
- (8) Any combustible or flammable liquid, or other substance, device, or instrumentality that, in a manner it is used or intended to be used, is calculated or likely to produce death or great bodily harm, or any fire that is used to produce death or great bodily harm; and,
- (9) Any knife *that is carried with intention or calculation to produce death or great bodily harm. Switchblades are specifically prohibited. (A Leatherman or other small pocket knife is permissible, as long as the blade is 3 inches or less in length. Knives intended to be used as eating utensils, and stored or maintained in office kitchens or lunchrooms do not represent a violation of this policy.)*

## **POLICY PROHIBITING FIREARMS AND DANGEROUS WEAPONS IN THE WORKPLACE -**

*November 10, 2011 (R. 02.27.12) – Continued*

### ***Prohibitions***

Regardless of whether a city employee possesses a concealed weapons license or is allowed by law to possess a weapon, all employees are prohibited from possessing, transferring, carrying, selling and storing firearms or dangerous weapons while working on city property or while acting within the course/scope of their employment when not on City of Milwaukee property. This prohibition applies anywhere City business is conducted as summarized below:

- working on property owned, leased or controlled by the City;
- performing work for the City at any location including private residences and commercial establishments and other customer or client locations;
- driving or riding as a passenger in a city vehicle;
- attending trade shows, conferences, or training on behalf of the City;
- attending City of Milwaukee directed or sponsored activities or events (intended for city employees only and not the general public) independent of venue;
- Riding any type of mass transit while on City business;
- Working off-site on behalf of the City (excluding the employee's residence);
- performing emergency or on-call work for the City after normal business hours and on weekends;
- Attending training or conferences on behalf of the City.

City employees may possess, carry and store a firearm or dangerous weapon in their own motor vehicles if they have obtained the appropriate license as required by applicable state and federal laws. Employees who use a personal vehicle in the course and scope of their employment are

## **POLICY PROHIBITING FIREARMS AND DANGEROUS WEAPONS IN THE WORKPLACE -**

*November 10, 2011 (R. 02.27.12) – Continued*

An employee who feels an immediate risk to his or her own safety or the safety or security of others, should avoid any interaction with the individual. Steps should be taken to secure their area and immediately contact the Police Department by calling 9-911 and their assigned building security (where applicable).

### ***Report of Violations***

#### ***Employee Violations***

Employees are required to report violations of this Policy without regard to the relationship between the individual who initiates the prohibited behavior and the individual reporting it.

An employee who believes that another employee may be in violation of this policy should report the alleged violation to the employee's manager or supervisor, the department head, or the appropriate departmental Human Resources representative.

The City will promptly investigate allegations of violations of this policy. Supervisors and managers are responsible for establishing and modifying procedures as necessary to carry out and comply with this Policy in accordance with applicable laws and City ordinances. Departments are responsible for implementing protocols for handling a prohibited weapon upon discovery.

The City reserves the right to authorize searches for prohibited weapons on its property when a violation is reported or when probable cause or reasonable suspicion is present consistent with law. Employees should be aware that there is no reasonable expectation of privacy with respect to weapons in the workplace. The City's right to conduct searches includes, but is not limited to, such areas and items as lockers, desks, workstations, purses, briefcases, bags, and toolboxes, and lunch bags. Searches of the employee's work area and belongings, as described above, may be required to keep the permitted firearm or dangerous weapon stored out of sight and in a secure location.

Violation of this Policy is considered a serious offense that endangers the safety of employees and others. Therefore, this any offense may result in severe disciplinary action up to and including discharge from employment. When appropriate a referral to law enforcement may be made which may result in criminal charges.

### ***Safety First***

In applying this policy, no employee shall take any action that will risk his or her own safety or the safety of other individuals. No attempt should ever be made by an employee to restrain or forcibly evict an armed person from City premises. Employees in facilities without a designated Police or security force may inform individuals carrying weapons of the law and ask for their compliance. This should be done in an informative, calm and non-confrontational manner. An individual's continued non-compliance after being properly informed of the law should result in notification to the Police Department. Employees in facilities with a designated Police or security force should make all attempts to defer intervention in concealed or open carry situations to those groups by contacting designated security personnel via established reporting mechanisms.

## **POLICY PROHIBITING FIREARMS AND DANGEROUS WEAPONS IN THE WORKPLACE -**

*November 10, 2011 (R. 02.27.12) – Continued*

conducted by the employee's supervisor and another member of management. Searches of all types, including surrounding City property, personal property and the employee may be conducted by law enforcement in accordance with law should reasonable suspicion be present. Any weapon found in violation of this Policy may be confiscated. Refusal to permit a search may result in discipline up to an including discharge.

### ***Visitor Violations***

Visitors to posted no-carry City facilities are not allowed to carry a weapon on the premises. If a Visitor does bring a weapon into a City facility a determination will need to be made as to the level of risk the visitor carries.

Any visitor carrying a weapon into a posted no-carry City facility is creating an elevated risk to security and safety that warrants a response leading to compliance with the law. If the visitor poses an immediate risk to security or safety the Police Department should be notified immediately by calling 9-911. The visitor should be considered an immediate risk to safety and security if he/she is acting in an aggressive, belligerent, confrontational, suspicious or in an otherwise questionable manner while carrying a weapon.

### ***Anti-Retaliation Provision***

No employee or City official may retaliate against an employee who has reported a possible violation of this policy.

### ***Roles and Responsibilities***

Employees are responsible for understanding and complying with the Policy Prohibiting Firearms and Dangerous Weapons in the Workplace. Whenever there is a question as to whether an instrument, article or substance is considered a weapon in violation of this policy, it is the employee's responsibility to seek clarification. Employees seeking clarification should direct their questions to their Department Head or the City's Security Operations Manager at 286-2145 prior to bringing the item(s) to City work sites and events, as well as City-owned or leased facilities or vehicles.

City departments shall ensure that employees complete a statement acknowledging receipt and understanding of this policy.



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## **WORKPLACE VIOLENCE PREVENTION POLICY (2/05; UPDATED 12/12), CITY OF MILWAUKEE**

### ***Policy Statement***

It is the policy of the City of Milwaukee and all of its agencies to provide a safe environment for its employees and visitors, which is free of verbal or physical intimidation, threats, or violent behavior.

The City is committed to a zero tolerance policy for incidents or threats of violence by employees, visitors, and the general public. In order to promote and support a workplace where dignity and respect are observed, the CITY OF MILWAUKEE will not tolerate any acts of intimidation, threats, or

## **WORKPLACE VIOLENCE PREVENTION POLICY (2/05; UPDATED 12/12), CITY OF MILWAUKEE (continued)**

bullying. All employees are responsible for maintaining a safe work environment. All reported incidents in violation of this policy will be taken seriously and will be investigated. City employees found to have engaged in intimidating, threatening or violent behavior will be subject to discipline, up to and including discharge, for the first offense.

The possession and or use of weapons by employees or visitors is strictly prohibited in all city owned or leased buildings with the exception of law enforcement personnel. The possession of weapons on their person is strictly prohibited for city of Milwaukee employees who are engaged in the course and scope of city of Milwaukee employment while not on city property (e.g. public health nurses, inspectors, etc.). Employees and visitors with proof of a license to carry a concealed weapon are allowed to store their weapons securely in their vehicle while on city property.

### ***Prohibited Conduct***

The following list of behaviors, while not all-inclusive, provides examples of conduct that is prohibited:

- Causing physical injury to another person;
- Engaging in bullying or intimidating acts (whether directed at a specific person or not);
- Aggressive or hostile behavior that creates a reasonable fear of injury to another person or subjects another individual to emotional distress;
- Comments (even if "joking") about violence or the possession of weapons in the workplace;
- Physical or verbal abuse;
- Stalking;
- Engaging in behavior motivated by, or related to domestic violence;
- Intentionally damaging City property or property of another employee or citizen;
- Sabotage;
- Possession or use of a weapon, firearm or dangerous instrument in a City owned or leased building or while on City business is prohibited except for law enforcement personnel.

### ***Reporting Requirements***

It is the responsibility of every employee to adhere to the standards set forth in this policy and to report violent, threatening, intimidating, or other disruptive behavior. The following procedure must be followed:

- Call 9-911: If there is immediate danger.  
Call 5522: If in City Hall complex and there is no immediate danger.  
Call 933-4444: If at other City location and there is no immediate danger.  
*(MPD Non-emergency Number)*

If you reasonably believe another individual's behavior, actions or statements violate this policy but do not believe there is an immediate danger (or if you have questions about this policy) report to

## **WORKPLACE VIOLENCE PREVENTION POLICY (2/05; UPDATED 12/12), CITY OF MILWAUKEE (continued)**

your supervisor, department manager, department head, or department personnel officer. You may also call the DER Human Resources Compliance Officer at 286-6210.

Complaint forms and additional information is available on the web at: [www.milwaukee.gov/der/ODO](http://www.milwaukee.gov/der/ODO). Disciplinary action may result if the employee having knowledge of a suspected violent act fails to report it or refuses to cooperate with the investigation.

### ***Threat Assessment & Response Team***

**Purpose:** A Threat Assessment & Response Team is an ad hoc team that is convened to assess a potential workplace violence threat and to develop a management response plan.

**When Activated:** The team will typically be activated by the Director of DER or her designee at the request of a department or division head or his/her designee in response to the manager's concerns about a potential workplace violence threat and/or actual workplace violence.

**Composition:** The composition of the Threat Assessment Team will depend on the nature and origin of the reported threat. The team would typically include representatives of the department affected, the Department of Employee Relations (DER), the Police Department, the EAP, and the City Attorney's office.

### ***Applicability***

All employees, regardless of their position, are covered by and must comply with this policy. For purposes of this Policy, the term "employee" shall cover current employees (civil service and non-civil service), applicants, temporary workers, interns, independent contractors, vendors, and volunteers, members of boards and commissions, and elected officials.

### ***Investigation***

Any reported violation of this policy will be investigated in a timely and confidential manner by staff within the Department DER staff, or in appropriate circumstance, by an outside investigator. Employees are required to cooperate in investigations relating to this policy. Confidentiality will be maintained throughout the investigatory process to the extent consistent with adequate investigation and appropriate corrective action. The purpose of this provision is to protect the confidentiality of the complainant as well as the accused, to encourage the reporting of incidents in violation of this policy, and to protect the reputation of an employee mistakenly or wrongfully accused.

### ***Action Following Investigation***

Any individual or group who endangers the physical and/or emotional health, safety and well-being of another may be subject to one or more of the following actions: Conflict resolution; counseling; administrative leave; a referral to EAP; discipline; termination; physical removal; fines and/or civil and criminal penalties as provided by law.

### ***Retaliation Prohibited***

There will be zero tolerance for retaliation against an employee who has in good faith filed a complaint of a violation of this policy, or who has assisted in an investigation. Employees who report a violation of this policy, or who cooperate in an investigation in compliance with this policy and who believe they have been retaliated against should report this conduct as outlined above.

## **WORKPLACE SAFETY GRIEVANCE PROCEDURE FOR GENERAL CITY EMPLOYEES**

(10/01/11)

### **Policy Statement**

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 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

Grievance Procedure has been adopted pursuant to Civil Service Commission Rule XIX. This 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.

### **Grievance Procedure**

Every reasonable effort should be made by employees and supervisors to resolve workplace safety concerns or problems before filing a grievance. Safety concerns or problems requiring immediate action or follow-up shall not be delayed by the steps outlined in this procedure. It is the employee's responsibility to immediately notify the supervisor or a Safety Specialist of the safety hazard. It is the supervisor's responsibility to respond accordingly and without delay.

#### **Step 1**

If discussions with the employee's supervisor do not resolve the workplace safety grievance, an employee must prepare and file a written grievance within five (5) working days of actual knowledge of the workplace safety concern or when the employee should have reasonably known of the workplace safety concern. The grievance initiation must be provided to the manager just above the chain of supervision at which the concern was discussed and a copy shall be provided to

## **WORKPLACE SAFETY GRIEVANCE PROCEDURE FOR GENERAL CITY EMPLOYEES**

(continued)

the Department's Safety Officer, where applicable. The grievance shall contain a clear and concise statement of the pertinent facts including the workplace rules allegedly violated, if applicable. The grievance should identify a proposed remedy for the alleged violation or safety concern. The manager may confer with the employee and relevant personnel, including a representative of the employee's choosing, in an attempt to resolve the grievance. Within ten (10) working days of the grievance initiation, the manager shall provide a written disposition.

### **Step 2**

If the issue remains unresolved, the employee may within five (5) working days of receiving the grievance disposition, forward a written request for review to the Department Head. The

Department Head or designee may confer with the employee and relevant personnel, including a representative of the employee's choosing, and shall provide a written disposition of the grievance within ten (10) working days of receiving the request for review or within ten (10) working days of a meeting to discuss the grievance, whichever is later.

### **Step 3**

If the issue remains unresolved, the employee may submit a written appeal within five (5) working days of receiving the written disposition from the Department Head or designee to the Director of Employee Relations. The Director of Employee Relations or his/her designee will act as the independent reviewer for the appeal. The Director or designee may confer with the employee and departmental personnel as necessary and notify the employee and the department of the decision in writing within thirty (30) working days from the date of the appeal or the date a meeting is held. The Director or designee shall issue a final disposition instructing the department of necessary steps to resolve the grievance. There is no right to a hearing before the City Service Commission.

### **Administrative Considerations**

Any grievance filed regarding workplace safety must relate to issues personal to the grievant filing the grievance. A grievance filed regarding workplace safety must be filed by the grievant claiming he or she has been personally affected by or witnessed the alleged workplace safety violation. The resolution of the issues may take into account relevant risk factors, including, but not limited to:

- whether the concern or hazard can be isolated;
- the number and location of employees affected;
- whether appropriate temporary measures are possible or desirable;
- whether environmental monitoring is desirable; and,
- the time that may elapse before the hazard or risk is permanently corrected.

### **Documentation and Timeline**

All grievance initiations and dispositions will utilize the appropriate forms provided by the Department of Employee Relations. A grievance will be processed pursuant to established timelines. A grievant may advance a grievance to the next step if a response is not provided within the designated timeframes. An employee may not file or advance a grievance outside of the designated timeframes. Any grievance having been answered and not appealed to the next step

## **WORKPLACE SAFETY GRIEVANCE PROCEDURE FOR GENERAL CITY EMPLOYEES**

(continued)

within the allotted time shall be considered resolved as of the previous disposition. Time limits for any step in the procedure may be extended by agreement of the parties.

### **Changes to Grievance Procedure**

Any changes to the Workplace Safety Grievance Procedure must be approved by the City Service Commission before they can be implemented by the Department of Employee Relations.

### **Annual Report**

The City Service Commission shall receive an annual report of the volume and nature of grievances filed under this Workplace Safety Grievance Procedure.

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## **WORKPLACE CLINIC EXCUSE POLICY (02.21.17)**

The City's Workplace Clinic is a valuable resource for employees and spouses/partners providing convenient and immediate access to high quality medical care focused on prevention, wellness, early intervention and chronic condition management. The Workplace Clinic complies with the standards, regulations and requirements applicable to other healthcare providers and medical groups. The Workplace Clinic Nurse Practitioners use their best clinical judgment, including a patient's current symptoms and past medical history, to determine the need for work restrictions or absence on a case by case basis.

The City of Milwaukee and the Workplace Clinic are committed to ensuring and protecting the patient's right to privacy in compliance with all applicable federal and state laws and regulations. Work excuses, when provided, will follow a standardized format indicating the patient was seen at the clinic and documenting a work excuse or restriction(s).

Work excuses will only be provided if and when the patient is actively exhibiting symptoms of illness or injury while under the care of the Nurse Practitioner at the City's Workplace Clinic.

Generally a work excuse will only be provided when:

- The patient has a high fever;
- The patient has a contagious bacterial illness (pink eye, strep, etc.);
- An illness or injury is diagnosed at the Workplace Clinic or a medication is prescribed to treat that illness or injury that interferes with the patient's ability to perform job functions.

A work excuse will not be provided on the basis of the patient's request or preference. Furthermore a work excuse will not be provided when:

- The patient is not seen at the clinic;
- The patient requests an excuse for a past illness or injury that has caused the patient to miss work;
- A patient is acutely ill (viral or bacterial) but is without fever and does not pose any risk of transmission of illness.

## **WORKPLACE CLINIC EXCUSE POLICY (continued)**

Forms or documentation required by an employee for purposes of “fitness for duty” certifications, requests for accommodations under the Americans with Disabilities Act, the Americans with Disabilities Amendment Act, and the Wisconsin Fair Employment Act, and medical certification forms for leave under the Family and Medical Leave Act will not be completed at the Workplace Clinic.

For an example of a “Return to Work” certificate, go to [www.milwaukee.gov/der/Policies](http://www.milwaukee.gov/der/Policies), and download the “Workplace Clinic Excuse Policy” document (page 3).

## **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:** ☎ 286-3440

**Web:** [www.milwaukee.gov/fraudhotline](http://www.milwaukee.gov/fraudhotline)

**Video:** [www.milwaukee.gov/fraudhotline/info](http://www.milwaukee.gov/fraudhotline/info)

**E-mail:** [hotline@milwaukee.gov](mailto:hotline@milwaukee.gov)

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### **HOW TO GET STARTED WITH CITY SYSTEMS**

- Outlook Web App for Office 365: <http://mint.milwaukee.gov/admintoools/Outlook-Web-App-for-Office-365> -- *this link can only be accessed on the City's intranet*
  - Office 365 Portal: <https://portal.microsoftonline.com>
- Links to Common City Web Pages: [www.milwaukee.gov/DER/Logins](http://www.milwaukee.gov/DER/Logins)
- 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](http://www.parkmilwaukee.com)

## **VOICE MAIL INFORMATION FOR AVAYA TELEPHONES**

1. Accessing voice mail from your desk, either press the *messages button*, or dial *6300*. The system will prompt you to enter your *pass code*.
2. 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*.
3. 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*
4. *Check and Delete or Save* messages every day.
5. Your Voice Mail box number is the same as your extension.
6. 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.
7. Keep greetings short and to the point. There are three (3) types of greeting you can record; *Unavailable*, *Busy* and *Temporary*.
  - a. *Unavailable* - will play if you don't answer the phone.
  - b. *Busy* - will play if you are on the phone.
  - c. *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.
8. 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.
9. 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.
11. 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.
12. *Always press the "#" button to exit the Voice Mail system.*
13. If you have additional questions, contact: Glenn Sietmann at x3245 or Cathy Portz at x3274.
14. 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.
15. Your mail box can only store 99 messages.

## **FEATURES OF DIAL PAD ON AVAYA 2402 PHONE**

Dial Pad Key	Dial Pad Key Features
①	Call Pick-Up
②	Direct Call Pick-Up
③	Call Park
④	Auto - Call Back
⑤	Send Calls
⑥	Send Calls - Off
⑦	Call FWD + Extension
⑧	Call FWD Cancel
⑨	Retrieve Park + EXT

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### **BLOOD DRIVES**

A blood drive is held at City Hall twice a year (***January and July***). Employees who are in good health and under 65 years of age are encouraged to donate. Blood drive flyers are posted around City Hall usually 3-4 weeks prior to a drive and notices are also posted on the **MINT** (<http://mint.milwaukee.gov>), and on Employee Relations' web site: [www.milwaukee.gov/der](http://www.milwaukee.gov/der).

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### **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.

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### **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.