



25-276 - B. EMPLOYEE HANDBOOK

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CHAPTER 1: HANDBOOK ADMINISTRATION

SECTION 100: WELCOME

For employees who are just beginning their employment career with Town of Paradise Valley ("Town"), on behalf of Town Mayor and Council, please accept our warmest welcome. We are grateful you have made the choice to serve our amazing community.

For employees who have been with us, thank you for your past and continued dedicated service.

We understand that it is our employees who provide the public services that our residents rely upon, and who will enable us to enrich the community we all serve. Thank you again and we look forward to the ongoing success of this great organization.

SECTION 101: PURPOSE

- A.** This Handbook summarizes fundamental employment policies that align with Town Council expectations and Town Code, in addition to state and federal requirements.
- B.** The Handbook is not intended to address every possible topic, and many matters covered by this Handbook are addressed in other documents, including administrative policies, departmental directives, and supervisory and regulatory requirements. Employees are strongly encouraged to direct questions to supervisors and Human Resources.
- C.** Neither this Handbook nor any other verbal or written communication by a Town representative is, nor should it be considered, an agreement, contract of employment, expressed or implied, or a promise of treatment in any particular manner in any given situation, nor does it confer any contractual rights.

SECTION 102: REVISIONS TO THIS HANDBOOK

- A.** The Town Council reserves the right and authority to amend, change, or discontinue any provision of this Handbook. Approved changes will be communicated to all Town employees.
- B.** The provisions of this Handbook should comply at all times with relevant state and federal law. Therefore, the Town Manager is authorized to amend any provision of this Handbook, with the advice of the Town Attorney, to reflect, incorporate, or comply with a change to state or federal law. Any such amendment will be listed on the next Town Council meeting agenda.

SECTION 103: ADMINISTRATIVE POLICIES

- A.** The Town Manager is authorized to implement, clarify, and interpret the provisions of this Handbook by establishing the administrative policies identified in this Handbook.
- B.** Administrative policies will be signed by the Town Manager and made accessible electronically to all members of the Town Council and Town Staff. New administrative policies and updates to existing policies will be communicated to all Town employees.
- C.** In the event of any conflict between the provisions of this Handbook and the provisions of an administrative policy, this Handbook will prevail.

SECTION 104: SAVINGS CLAUSE

- A.** Should any provision of this Handbook or the application of the same to a particular set of persons or circumstances be declared invalid for any reason, the remainder of this Handbook will not be affected.
- B.** This Handbook supersedes all prior handbooks.

CHAPTER 2: GENERAL INFORMATION

SECTION 200: HOURS OF BUSINESS

Subject to closures due to the observance of the Town's designated holidays, business hours are as follows:

- A.** Town Hall: Monday through Friday, 7:00 a.m. to 4:00 p.m.
- B.** Town Hall Post Office: Monday through Friday, 8:00 a.m. to 4:00 p.m.
- C.** Police Administration Office: Monday through Thursday, 7:00 a.m. to 6:00 p.m.
- D.** Municipal Court: Monday through Thursday, 7:00 a.m. to 6:00 p.m.
- E.** Public Works Building: Monday through Thursday, 6:00 a.m. to 4:00 p.m.

SECTION 201: PARKING

Parking is available on a first-come, first-served basis, other than parking spots designated for disabled drivers or carpool.

SECTION 202: SMOKE-FREE WORKPLACE

- A.** Smoking and vaping are prohibited in Town vehicles and on Town premises, except as defined below.
 - 1)** Employees may only smoke/vape on Town premises only if at least 25 feet away from any exterior entrances, open windows, and ventilation systems.
 - 2)** Employees may smoke/vape in their personal vehicles, provided the conditions in subsection 1 above are also met.
 - 3)** Employees may smoke/vape in the outdoor seating area between Town Hall and the Police Department.
- B.** Employees are responsible for the safe and sanitary disposal of all smoking items.

SECTION 203: HOUSEKEEPING

- A.** The Town takes pride in its buildings and facilities. Employees are expected to keep their workspaces safe, clean, and free of slip, trip, and fall hazards.
- B.** Employees who use the break areas are to clean up after use, to include food, dishes, and other items are washed and/or properly disposed of.

SECTION 204: EMPLOYMENT FILES

- A. The Town maintains a file for each employee, which consists of records related to salary, benefit elections and accruals, and discipline. The confidentiality and security of these files is maintained by the Human Resources Department. Access to all employment files is limited to those who are authorized to view the records, have a business reason to do so, and is allowed by statute.
- B. The Town Manager is hereby authorized to implement this section through an administrative policy.

SECTION 205: DIRECT DEPOSIT AND PAYDAYS

- A. The Town maintains a bi-weekly payroll schedule and payday is every other Friday.
- B. The Town finds that the electronic deposit of employee earnings is an efficient and reliable method of payment and requires direct deposit enrollment for all employees.

CHAPTER 3: CODE OF ETHICS

SECTION 300: EMPLOYEE OATH

- A. Employees will uphold the Constitution of the United States of America, the Constitution of the State of Arizona, and the Ordinances of the Town of Paradise Valley. Goals and policies established by the Town Council will also guide employee actions.
- B. Employees will:
 - 1) Uphold the public trust.
 - 2) Act with honor, integrity, and respect for others.
 - 3) Conduct themselves in a manner that reflects positively on the Town.
 - 4) Respect private, confidential, and proprietary information to which they are privy.
 - 5) Take and abide by the oath of office in accordance with *ARS 38-231, Officers and employees required to take loyalty oath*

SECTION 301: TOWN MISSION AND VISION

- A. The mission of the Town is to provide high-quality public service to a community which values limited government. The vision of the Town of Paradise Valley is to make every effort to enhance the community's unique character for its residents and people from around the world.
- B. Town employees will provide public service to the Town in support of the Town's mission and vision.

SECTION 302: EMPLOYEE VALUES

The Town has established employee values to guide employee performance throughout their employment. Employees of the Town dedicate themselves to:

- A. **PROFESSIONALISM**
 - 1) Seeking opportunities to enhance ourselves through education and training for improved performance, organizational results, and career growth.
 - 2) Proactively identifying and creating ways to overcome obstacles and provide solutions.
 - 3) Becoming known as very knowledgeable within our own areas.
 - 4) Remaining current on "best practices."
 - 5) Being flexible and open to new responsibilities.
 - 6) Acting and behaving in ways that promote positive working relationships.
 - 7) Recognizing and rewarding accomplishments.

B. HIGH-QUALITY CUSTOMER SERVICE

- 1) Continuing to make our customers' needs our primary focus.
- 2) Developing trust and credibility with our customers.
- 3) Being courteous, respectful, and helpful in all customer interactions (both internal and external).
- 4) Responding to customer questions and requests in a timely manner and making helpful referrals when appropriate.
- 5) Staying in touch with the "public service spirit."
- 6) Valuing and actively seeking out customer feedback.

C. TEAMWORK

- 1) Collaborating across departments, programs, and services to accomplish common goals.
- 2) Working towards solutions that all team members can support.
- 3) Addressing conflict positively and quickly to make best use of team effectiveness.
- 4) Recognizing and encouraging behaviors that contribute to teamwork.
- 5) Maintaining positive relationships with coworkers.
- 6) Understanding how our actions and decisions affect other work groups and working with those groups toward solutions.

D. RESPECT

- 1) Creating an environment of mutual respect and honesty in how we communicate with each other.
- 2) Listening to what is said at all levels of the organization and the citizens we serve.
- 3) Remaining open to different perspectives.
- 4) Fostering and celebrating the diversity of our workforce
- 5) Keeping the workplace free from harassment.
- 6) Interacting with other employees and the public with respect and dignity at all times.

E. ACCOUNTABILITY

- 1) Taking responsibility for our actions and decisions.
- 2) Following through on our commitments.
- 3) Ensuring our work and information is complete and accurate.
- 4) Achieving results stated in our performance plans.
- 5) Continually striving to improve efficiency and cost effectiveness.
- 6) Committing to the highest standards of ethical conduct in all that we do.

F. TRANSPARENCY

- 1) Building a common understanding of administrative processes between the Town's residents and their government.
- 2) Ensuring that internal controls are established, properly documented, and maintained.
- 3) Avoiding both actual conflicts of interest and the appearance of such conflicts.
- 4) Making decisions at the level closest to the customer whenever possible.
- 5) Improving access to public records through enhanced public communication and web-based solutions.

G. APPRECIATION OF THE TOWN'S HERITAGE

- 1) Knowing about the people in the community who have made significant contributions to the Town and its history.
- 2) Being aware that the community's current values are shaped by its history and heritage.
- 3) Understanding that the Town's resort community has played an integral role in developing Paradise Valley into a world class destination.
- 4) Appreciating the involvement of past and current citizens who have helped shape the Town's vision and continue to affect the Town's future through civic engagement.
- 5) Respecting the community's values of limited government, low density, and open space, in a residential desert setting.

CHAPTER 4: CODE OF CONDUCT

SECTION 400: WORKPLACE CONDUCT

- A. The Town is committed to providing a safe and healthy work environment for all employees, regardless of background, position, or employment status. The Town finds that there are fundamental expectations in the workplace that employees are expected to follow to ensure a safe, productive, and healthy workplace.
- B. These fundamental employee expectations include, but are not limited to, the expectation that all employees will:
 - 1) Follow all lawful Town policies, procedures, rules, directions, and expectations.
 - 2) Subscribe to the oath of the State of Arizona or other affirmations required by the Town.
 - 3) Display a positive, courteous, and respectful attitude, maintain professionalism, and foster a collaborative work environment.
 - 4) Encourage representation and participation of different groups of individuals within the Town.
 - 5) Maintain required licenses, certifications, and other credentials.
 - 6) Adhere to emergency availability and duty reporting requirements.
 - 7) Refrain from engaging in discriminatory, harassing, abusive, retaliatory, defaming, threatening language, behavior, or conduct toward any person.
 - 8) Maintain a well-groomed, clean, and professional appearance including appropriate attire and, if applicable, well-kept uniforms, workwear, and equipment.
 - 9) Strive to be good stewards of public funds.
 - 10) Comply with all technology resource policies regarding computers and electronic communication.
 - 11) Use Town vehicles for official business only.
 - 12) Maintain an acceptable driving record.
 - 13) Be forthcoming and truthful in all communications related to the Town and Town business.
 - 14) Maintain the confidentiality of sensitive or non-public information.
 - 15) Comply with guidance regarding publicity and media interactions.
 - 16) Comply with guidance on recording communications with employees and the public.
 - 17) Comply with all Town policies and rules regarding the use of social media for Town business.
 - 18) Report fit for duty, on time, and as scheduled.
 - 19) Accurately record and submit their time.
 - 20) Maintain satisfactory work performance and strive to exceed expectations.
 - 21) Refrain from conduct, on or off-duty, that may cause discredit to the Town.
 - 22) Perform duties safely and properly; report safety concerns.
 - 23) Immediately report damage to Town property.
 - 24) Immediately report all workplace injuries and accidents.
 - 25) Maintain a drug and alcohol-free workplace.
 - 26) Report all criminal convictions within five calendar days of ruling.
 - 27) Comply with provisions for employment outside of the Town.
 - 28) Refrain from inappropriate political activity.
 - 29) Take steps to avoid any appearance of any conflict of interest.
 - 30) Abide by Town's policy of receiving gifts, gratuities, fees, services, or goods of any value.
 - 31) Refrain from hiring or appointing any relative, by blood or marriage, of any member of the Town Council to any Town position and immediately report any personal relationship that may constitute nepotism in the workplace.
 - 32) Refrain from inducing, influencing, planning, supporting, or participating in a strike, work stoppage, or any concerted activity intended to interfere with Town business, including but not limited to its working conditions, compensation, rights, privileges, or obligations of employment.
 - 33) Understand that all records, regardless of form created, are subject to *ARS Title 39 – Public Records, Printing, and Notices* and must comply with retention, disclosure, and disposal requirements of Town records.

- 34) Be familiar with guidance regarding artificial intelligence.
- 35) Comply with purchasing requirements.
- 36) Comply with guidance regarding solicitation and distribution of materials and information on Town property.
- 37) Abide by the travel policy, when traveling for Town business.
- 38) Comply with security provisions.
- 39) Comply with work rules regarding pets and service animals on Town property.

- C. The Town Manager is hereby authorized, subject to established budget limitations, to implement this section through one or more administrative policies.

SECTION 401: EMPLOYEE CONDUCT POLICIES

- A. In furtherance of the Town's commitment to a safe and healthy workplace, the Town Manager will implement the following administrative policies:
 - 1) Employee code of conduct
 - 2) Equal employment opportunity and harassment prevention
 - 3) Reasonable accommodation
 - 4) Drug and alcohol-free workplace
 - 5) Loss control and safety
 - 6) Worker's compensation benefits and transitional duty
- B. The Town Manager is hereby authorized, subject to established budget limitations, to implement this section through one or more administrative policies.

SECTION 402: PERSONAL PRIVACY AND INSPECTIONS

- A. The Town makes facilities, vehicles, equipment, and office amenities available to employees to improve the delivery of public services and to support employees in the performance of their duties. Employees have no expectation of privacy when using such property or facilities, which may be inspected at any time.
- B. Employees are expected to fully cooperate in the conduct of any search or inspection for cause, of their persons, personal possessions, and property, including personal vehicles parked on Town property
- C. The Town Manager is hereby authorized to implement this section through an administrative policy.

SECTION 403: REPORTING IMPROPER GOVERNMENTAL ACTIONS

- A. The Town encourages reporting by its employees of improper governmental action (commonly referred to as a "whistleblower") taken by Town officers or employees and to protect Town employees who have reported improper governmental actions, as provided for in *ARS 23-425, Employee discharge or discrimination*.
- B. The Town Manager is hereby authorized to implement this section through an administrative policy.

CHAPTER 5: CONDITIONS OF EMPLOYMENT

SECTION 500: UNCLASSIFIED SERVICE

- A. The unclassified service includes employees in positions which must be responsive to Town Council. Unclassified employees serve at-will, and their employment is subject to termination at any time, for any lawful reason or for no reason, unless otherwise stated in a written contract of employment.

B. The following positions are unclassified:

- 1) Town Officers appointed by the Town Council:
 - a. Town Manager
 - b. Town Attorney
 - c. Town Magistrate
- 2) Town Officers appointed by the Town Manager, on or after July 8, 2023. Such officers will include (working titles may vary):
 - a. Chief Financial Officer
 - b. Chief Information Officer
 - c. Chief of Police
 - d. Community Development Director
 - e. Human Resources Director/Manager
 - f. Public Works Director
 - g. Town Clerk
 - h. Town Engineer
 - i. Town Marshal

An incumbent appointed to one of the above-listed positions on or before July 8, 2023, will retain the rights and privileges of the classified service until such time that the incumbent is terminated from Town employment, transfers to a different unclassified position, or voluntarily relinquishes classified status.

- 3) Volunteers and other personnel appointed to serve without pay.
- 4) Temporary employees.
- 5) Probationary employees.

SECTION 501: CLASSIFIED SERVICE

- A. Classified service includes all employees in positions that are not otherwise identified as unclassified.
- B. The Town Manager is hereby authorized, subject to established budget limitations, to implement this section through an administrative policy.

SECTION 502: RECRUITMENT AND SELECTION

- A. The Town supports hiring and retaining a highly qualified and diverse workforce to deliver outstanding public services. The Town may utilize various programs and services to meet the hiring needs of the Town, in accordance with state and federal requirements.
- B. The Council will not appoint any person to an unclassified position who is a relative of a Councilmember by blood or marriage, nor will the Town Manager or any department director or other individual with hiring authority hire any relative or any member of the Council to any position.
- C. The Town Manager is authorized to utilize open competitive and internal-only recruitments, lateral transfers, promotions, demotions, direct appointments, and apprenticeship programs. All appointments made by the Town Manager without a competitive recruitment process will be clearly documented.
- D. The Town Manager is hereby authorized, subject to established budget limitations, to implement this section through an administrative policy.

SECTION 503: INTERNSHIPS

- A. The Town recognizes the value of supporting students in secondary education programs through internship opportunities.
- B. The Town Manager may establish an internship program that supports Town services while providing students with worthwhile civic experience.
- C. The Town Manager is hereby authorized, subject to established budget limitations, to implement this section through an administrative policy.

SECTION 504: PROBATIONARY AND REVIEW PERIODS

- A. All newly hired and rehired employees will serve a probationary period, during which time the employee will serve at-will and may be dismissed at any time, without a statement of cause, without prior notice, and without the right to grievance or appeal procedures.
- B. When appointed to a new classified position, an employee may be required to serve a new probationary period.
- C. The Town Manager is hereby authorized to implement this section through an administrative policy.

SECTION 505: PERFORMANCE REVIEWS

- A. The Town seeks to review employee performance on at least an annual basis, or more often as employee performance dictates.
- B. The Town Manager may recommend performance pay (merit) increases for qualifying employees to Town Council for approval. In conjunction with merit increases, the Town Manager authorize exemplary service awards for exceptional employee performance.
- C. The Town Manager is hereby authorized, subject to established budget limitations, to implement this section through an administrative policy.

SECTION 506: REMOTE WORK

- A. The Town recognizes that providing remote working opportunities for eligible positions and personnel promotes work/life balance, while supporting clean air efforts within the region.
- B. The Town Manager is hereby authorized, subject to established budget limitations, to implement this section through an administrative policy.

SECTION 507: EMERGENCY RESPONSE AVAILABILITY

- A. The Town must ensure proper precautions are in place in the event of an emergency, to include the availability of personnel whose services may be required. Public safety and Public Works Department personnel may be called in for duty in an emergency and therefore must reside within a reasonable distance from the Paradise Valley Municipal Complex to respond accordingly.
- B. The Town Manager may require the response of additional personnel as appropriate to the emergency.

SECTION 508: TRAINING AND PROFESSIONAL DEVELOPMENT

- A. The Town encourages the training and development of employees to improve effectiveness and broaden the knowledge of Town officers and employees in the performance of their respective duties.
- B. The Town Manager is hereby authorized, subject to established budget limitations, to implement this section through an administrative policy.

SECTION 509: REDUCTIONS-IN-FORCE, LAYOFFS, AND FURLOUGHS

- A. The Town strives to remain fiscally responsible and organizationally sound to ensure the greatest use of limited public resources. The Town also recognizes that there may be circumstances that warrant temporary layoffs or permanent reductions-in-force and/or furloughs to ensure the future of the Town.
- B. The Town Manager is hereby authorized to implement this section through an administrative policy.

SECTION 510: SEPARATION FROM EMPLOYMENT

- A. Employees voluntarily separating from the Town will submit their written notice of resignation to their department director at least 14 calendar days prior to their separation effective date. Department directors will document the date and time received, if notice is not through email or other electronic means.
- B. Resignations received by the department director are final and may not be withdrawn, unless authorized by the Town Manager prior to the effective date of the separation.
- C. The Town Manager is hereby authorized to implement this section through an administrative policy.

CHAPTER 6: CLASSIFICATION

SECTION 600: PURPOSE

The Council finds that a systematic process for grouping jobs into common classifications based on similarities in duties, responsibilities, and requirements, supports the Town's efforts to provide equitable and competitive jobs and compensation.

SECTION 601: APPLICATION

- A. The Town Manager is responsible for the establishment and maintenance of a position classification plan, subject to approval by the Town Council.
- B. Classification studies are an effective tool to review the classification plan, which includes compensation for each classification, on a periodic basis. The Town Manager will issue a classification plan administrative policy that will include five to eight municipalities that are reflective of the Town's workforce competition, to be used for compensation and classification studies and other comparative analyses.
- C. The Town Manager is responsible for the position classification reviews.
- D. The Town Manager is hereby authorized, subject to established budget limitations, to implement this section through an administrative policy.

CHAPTER 7: COMPENSATION

SECTION 700: PURPOSE AND APPLICABILITY

- A. The Town seeks to offer competitive wages and salary to recruit and retain highly qualified employees through consideration of market conditions, competing employers, and internal equity.
- B. Salaries, pay adjustments, and allowances for the Town Manager and the Town Attorney are determined by the Town Council.

SECTION 701: BASE PAY

Except as otherwise noted, the Town Manager will establish and maintain a compensation schedule for all active positions that includes minimum and maximum wage/salary ranges.

SECTION 702: PAY ADJUSTMENTS

- A. The Town recognizes the need to adjust employee pay to address various pay issues.
- B. The Town Manager is authorized to establish wage and salary adjustments for:
 - 1) Promotions
 - 2) Demotions
 - 3) Reclassifications
 - 4) Special Work Assignments
 - 5) Communication Training Officer (CTO) Assignments (Police Dispatchers)
 - 6) Rotational Assignments
 - 7) Performance
 - 8) Acting Appointments
 - 9) Recruitment
 - 10) Retention
 - 11) Internal Equity
 - 12) Other specific conditions as deemed appropriate.
- C. The Town Manager is authorized to establish rates of premium pay for:
 - 1) Nontraditional work schedules.
 - 2) Standby and callback assignments.
 - 3) Hazardous work environments or work duties.
 - 4) Bilingual services.
 - 5) Other specialized skills or unique working conditions that warrant additional pay.

SECTION 703: DELEGATED AUTHORITY

The Town Manager is hereby authorized, subject to established budget limitations, to implement this chapter through an administrative policy.

CHAPTER 8: HOURS OF WORK AND OVERTIME

SECTION 800: WORKWEEKS AND WORK SCHEDULES

- A. The Town's designated workweek is 12:00 a.m. Sunday, through 11:59:59 p.m. Saturday.
- B. The Town Manager may designate work schedules within the designated workweek, including flexible and alternate work schedules, provided they are in accordance with state and federal statutes.

SECTION 801: BREAKS AND MEAL PERIODS

- A. The Town finds that rest periods and unpaid meal periods support employee productivity and wellbeing. The Town Manager/designee may designate certain positions, depending upon nature of the work, to be scheduled for unpaid meal periods of 30-60 minutes. Rest periods/breaks during an employee's shift are unscheduled, intermittent, and short in duration.
- B. The Town Manager/designee may designate certain positions eligible for paid meal periods if employees are required to remain on call and available to respond to work throughout their meal period as work necessitates.
- C. The Town will provide appropriate break time and space for nursing employees.

SECTION 802: OVERTIME

- A. The Town finds that to ensure the effective delivery of its public services, employees may be required to work over 40 hours in the designated workweek.
- B. The Town further recognizes that non-exempt employees are eligible for overtime compensation for all hours worked over 40 in the designated workweek.
- C. The Town Manager may establish alternate overtime rules for specific work groups, in accordance with state and federal regulations.
- D. Compensation for overtime hours will be paid at time and one-half, inclusive of any assignment pay, or as other required by state or federal statute.
- E. The Town authorizes the use of compensatory time off in lieu of cash payment for overtime hours worked.

SECTION 803: EXEMPT EMPLOYEES

- A. The Town finds that employees exempt under the Fair Labor Standards Act (FLSA) are expected to work, on average, a 40-hour workweek, over a 52-week calendar year.
- B. The Town further finds that exempt employees may use paid leave for absences of less than one day.
- C. The Town also authorizes additional time off for exempt employees, as a result of excessive hours worked under specific circumstances.

SECTION 804: DELEGATED AUTHORITY

The Town Manager is hereby authorized, subject to established budget limitations, to implement this chapter through an administrative policy.

CHAPTER 9: INSURANCE BENEFITS

SECTION 900: ELIGIBILITY

- A. Full-time and part-time eligible employees' insurance benefits begin on the first day of the month following their date of hire.
- B. Temporary employees are not eligible for insurance benefits, except for those that are mandated by statute.

SECTION 901: HEALTHCARE

- A.** The Town provides group healthcare benefits that includes medical, dental, vision, prescription, life, and accidental death and dismemberment (AD&D) insurances for eligible employees as part of an overall comprehensive compensation package.
- B.** The Town may pay a portion of the applicable premiums for employee and/or dependent coverages, as established by action of the Town Council.

SECTION 902: DISABILITY INSURANCE

- A.** The Town finds that short- and long-term disability insurances are critical to an employee's ability to recover from an illness or injury.
- B.** The Town Manager will establish disability insurance for eligible employees to supplement the long-term disability benefits offered through the Arizona State Retirement System (ASRS) or Public Safety Personnel Retirement System (PSPRS).

SECTION 903: SUPPLEMENTAL INSURANCES

- A.** The Town finds that offering other insurance coverages to employees provides additional support to employees' health and wellbeing.
- B.** The Town Manager is hereby authorized to offer optional insurances with 100 percent of the premiums paid by the employee. The Town may pay the administrative fees associated with the optional coverages.
- C.** Optional coverages that may be offered include:
 - 1)** Pet insurance
 - 2)** Supplemental healthcare (medical, dental, vision, and related)
 - 3)** Disability
 - 4)** Accident
 - 5)** Life and final expenses
 - 6)** Others as identified

SECTION 904: DELEGATED AUTHORITY

The Town Manager is hereby authorized, subject to established budget limitations, to implement this chapter through an administrative policy.

CHAPTER 10: HOLIDAY AND LEAVE BENEFITS

SECTION 1000: ELIGIBILITY

The Town Manager will determine eligibility and accrual rates for all paid leave benefits, including holidays.

SECTION 1001: DESIGNATED HOLIDAYS

- A.** The Town recognizes the observation of paid designated holidays throughout the calendar year.
- B.** The holidays observed by the Town are:
 - 1)** New Year's Day
 - 2)** Martin Luther King/Civil Rights Day
 - 3)** Presidents' Day
 - 4)** Memorial Day

- 5) Independence Day
- 6) Labor Day
- 7) Veterans' Day
- 8) Thanksgiving Day
- 9) Native American Heritage Day (day after Thanksgiving)
- 10) Christmas Day

- C. The Town also honors former Town Clerk Mary Ann Brines in recognition of her years of outstanding public service. As provided for in *Town Resolution 1230*, the Town Manager is authorized to grant one special paid holiday to all eligible employees each calendar year.

SECTION 1002: PERSONAL LEAVE

- A. The Town will offer paid personal leave days as part of the total compensation package.
- B. The Town Manager will determine the accrual rate for eligible employees for personal leave as set forth in this section.

SECTION 1003: VACATION LEAVE

- A. The Town finds that it is important for employees to take time away from work and authorizes the accrual of paid vacation leave for eligible employees.
- B. The Town Manager will determine the accrual rate for eligible employees for vacation leave as set forth in this section.

SECTION 1004: SICK LEAVE

- A. The Town finds that paid sick leave is an added insurance benefit to support employee health. The Town authorizes the accrual of paid sick leave for eligible employees each pay period at a rate no less than what is statutorily required.
- B. The Town Manager will determine under what conditions sick leave may be used by employees.

SECTION 1005: FAMILY AND MEDICAL LEAVE ACT LEAVE

The Town adheres to the Family and Medical Leave Act (FMLA) and provides job-protected leave from work for family and medical reasons.

SECTION 1006: MISCELLANEOUS LEAVES

The Town recognizes that employees may need to be absent from work and offers:

- A. *Civil Leave* to address absences due to legal proceeding for personal reasons or on behalf of the Town.
- B. *Bereavement Leave* to address absences due to the death of an immediate family member or in certain circumstances, the death of a Town employee.
- C. *Donated Leave* is a leave-program designed to enable employees to donate accrued leave to eligible employees during times of illness and injury.
- D. *Military Leave* to address absences due to military training and orders to serve in the US military. their residential jurisdiction.
- E. *Parental Leave* to support absences from work due to the birth or adoption of a child.

- F. *Voting Leave* to address absences to exercise their right to vote in local, state, or federal elections.
- G. *Administrative Leave* is to address circumstances that warrant removing an employee from the worksite.
- H. *Leave Without Pay* for circumstances that necessitate an employee's absence beyond any paid leave that may be available or eligible for use.

SECTION 1007: DELEGATED AUTHORITY

The Town Manager is hereby authorized, subject to established budget limitations, to implement this chapter through one or more administrative policies. For more information, see the administrative policy on miscellaneous leave benefits.

CHAPTER 11: MISCELLANEOUS BENEFITS

SECTION 1100: ALLOWANCES

- A. The Town appreciates the need to support employees in the performance of their duties by providing additional resources to protect their health, safety, and security as well as to offset costs associated with their job.
- B. The Town Manager may establish allowances for designated positions to provide the following:
 - 1) Uniforms
 - 2) Workwear
 - 3) Clothing
 - 4) Equipment
 - 5) Tools
 - 6) Cell phones
 - 7) Hazardous work
 - 8) Safety boots
 - 9) Other working conditions that warrant an allowance to support employees in the effective performance of their duties.

SECTION 1101: EMPLOYEE SERVICE RECOGNITION

- A. The Town appreciates the dedicated service its employees provide to the public.
- B. The Town Manager is authorized to utilize compensation and benefits to establish and maintain an employee service recognition program to honor years of service, retirement, and extraordinary work contributions.
- C. The Town Manager is hereby authorized, subject to established budget limitations, to implement this section through an administrative policy.

SECTION 1102: PERFORMANCE BONUSES

- A. The Town recognizes that there are opportunities that warrant employee performance recognition compensation in addition to annual merit increases.
- B. The Town Manager may utilize a bonus to reward exceptional performance over an entire review period. The Town Manager may utilize a bonus to reward incident-specific performance recognition that is outside of the annual performance review process.

- C. The Town Manager is hereby authorized, subject to established budget limitations, to implement this section through an administrative policy.

SECTION 1103: TUITION ASSISTANCE

- A. The Town supports employees who seek to expand their education in support of their current or future Town employment opportunities, are eligible to receive tuition reimbursement.
- B. The Town Manager is hereby authorized, subject to established budget limitations, to implement this section through an administrative policy.

SECTION 1104: WORKER'S COMPENSATION

- A. The Town strives to maintain a safe and healthy environment for its employees and the public.
- B. The Town is a self-insured employer and may elect to join a risk pool.
- C. All Town employees are covered by workers' compensation insurance beginning on the first day of employment. Workers' compensation provides state-prescribed medical and hospitalization expense benefits, as well as partial compensation in lieu of salary for lost time for workers injured on the job.
- D. The Town Manager is hereby authorized, subject to established budget limitations, to implement this section through an administrative policy.

SECTION 1105: EMPLOYEE SUGGESTION PROGRAM

- A. The Town encourages employees to provide innovative and efficient ideas to further promote the Town's mission and vision.
- B. The Town Manager is authorized to establish an employee suggestion program that provides monetary awards.
- C. The Town Manager is hereby authorized, subject to established budget limitations, to implement this section through an administrative policy.

SECTION 1106: EMPLOYEE ASSISTANCE PROGRAM

The Town provides the Employee Assistance Program (EAP), which offers counseling, legal, and other self-help referral services to assist employees and their families.

SECTION 1107: WELLNESS PROGRAM

- A. The Town recognizes the value of proactive health and wellness benefits for employees.
- B. The Town Manager is hereby authorized, subject to established budget limitations, to implement this section.

SECTION 1108: TRAUMATIC EVENT COUNSELING

- A. The Town acknowledges that peace officers may be exposed to traumatic events during the performance of their duties.
- B. The Town will provide traumatic counseling services in accordance with *ARS 38-672 Traumatic event counseling for public safety employees*, and *38-673 Traumatic event counseling for peace officers and firefighters*.

SECTION 1109: COMMUTE REDUCTION INCENTIVES

- A. The Town finds that providing commute trip reduction programs support efforts to reduce traffic congestion, improve air quality, and assist with work/life balance for employees.
- B. The Town Manager is authorized to provide travel reduction incentives for employees who use alternate modes of transportation.

SECTION 1110: RETIREMENT PLANS

- A. The Town finds that providing a retirement benefit to eligible employees is an integral part of an overall comprehensive benefits package.
- B. The Town is a participating employer in the Arizona State Retirement System (ASRS) and the Public Safety Personnel Retirement System (PSPRS).
- C. Eligibility for plan enrollment and benefits are governed by each plan's respective provisions.
- D. The Town Manager is hereby authorized, subject to established budget limitations, to implement this section.

SECTION 1111: DEFERRED COMPENSATION

- A. The Town finds that offering an optional deferred compensation plan (Section 457 of the Internal Revenue Code) supports employees in their efforts to plan for their retirement futures.
- B. Employees are eligible to participate in the Town-sponsored deferred compensation plan subject to plan and federal limitations.
- C. The Town may elect to offer deferred compensation employer contributions for employees who elect the high-deductible healthcare plan.
- D. The Town Manager is hereby authorized, subject to established budget limitations, to implement this section.

SECTION 1112: HEALTH SAVINGS ACCOUNT

- A. The Town finds that offering a high-deductible healthcare plan (HDHP) for eligible employees, also known as a health-savings account-eligible plan, provides greater health and wellbeing options for employees.
- B. By providing a HDHP, the Town must also provide a supplemental health-savings account. Employees who enroll in the HDHP, are also eligible to contribute to their health-savings account.
- C. The Town Manager is hereby authorized, subject to established budget and federal limitations, to implement this section.

SECTION 1113: FLEXIBLE SPENDING ACCOUNTS

- A. The Town finds that offering flexible savings accounts (Section 125 of the Internal Revenue Code) for healthcare and dependent care expenses as an option for employees provides them with additional financial options to meet their personal needs.
- B. Employees are eligible to participate in the Town-sponsored flexible spending account plan subject to plan and federal limitations.

- C. The Town Manager is hereby authorized, subject to established budget limitations, to implement this section.

SECTION 1114: DELEGATED AUTHORITY

The Town Manager is hereby authorized, subject to established budget limitations, to implement this chapter through one or more administrative policies.

CHAPTER 12: EMPLOYEE GRIEVANCES

SECTION 1200: PURPOSE

- A. The Town encourages employees to resolve any concerns or complaints at the lowest possible level.
- B. Employees and supervisors are encouraged to meet, discuss, and resolve problems, to prevent grievances whenever possible. In the absence of an informal resolution, the Town provides for a grievance process to address classified employee complaints.

SECTION 1201: ADMINISTRATION

- A. For the purposes of this section, a grievance is an allegation that this Handbook, an administrative policy, or the written work rules of any Town department have been misinterpreted or misapplied as to that employee; or that the employee has been discriminated against because of race, color, religion, gender, age, national origin, sexual orientation, disability, or other lawfully protected status.
- B. Issues that are not grievable and exempt from this section include:
 - 1) The Town's right to direct its employees.
 - 2) The Towns' right to manage Town operations, and to determine the methods, means, resources, and personnel by which these operations are to be conducted.
 - 3) Benefits provided by the Town, as set forth in this Handbook.
 - 4) The Town's right to hire, promote, transfer, assign, and retain employees.
 - 5) Any examination, certification, or appointment.
 - 6) Any compensation or classification action (including salary ranges, merit increases, right to performance evaluation, or contents of performance evaluation).
 - 7) Any reduction-in-force, layoff, or furlough action.
 - 8) Any matter not subject to control of the Town government.
 - 9) Complaints by unclassified employees, except as set forth in subsection B.2 of *Section 502: Unclassified Service*.
- C. The procedure will include:
 - 1) The information required to submit a grievance.
 - 2) The timelines for processing a grievance.
 - 3) An outline for each step in the process.
 - 4) The appeal process for each step, up to and including the final and binding step.

SECTION 1202: AUTHORITY

The Town Manager will establish an administrative policy to respond to formal grievances filed by eligible employees and is hereby authorized to implement this chapter through an administrative policy.

CHAPTER 13: EMPLOYEE INVESTIGATIONS

SECTION 1300: PURPOSE

The Town recognizes that certain allegations of employee misconduct will require an investigation to determine the facts of the matter. Allegations regarding harassment, discrimination, or retaliation for reporting such allegations will be fully investigated, as appropriate to the circumstances.

SECTION 1301: ADMINISTRATION

The Town Manager will establish an administrative policy to conduct employee investigations, which, at a minimum, will include:

- A. How an investigator is assigned.
- B. The general timeframes for which an investigation is to be completed.
- C. The rights of the employee under investigation.

SECTION 1302: AUTHORITY

The Town Manager is hereby authorized to implement this chapter through an administrative policy.

CHAPTER 14: DISCIPLINE AND APPEALS

SECTION 1400: PURPOSE

- A. The Town's progressive discipline policy and procedures are designed to provide a structured corrective action process to improve and prevent a recurrence of unwanted employee behavior and performance issues.
- B. The Town reserves the right to combine or skip the application of progressive discipline depending on the facts of each situation and the nature of the offense. The seriousness of the offense may result in dismissal.

SECTION 1401: DISCIPLINARY PROCESS

- A. The Town will outline the process through an administrative policy for which discipline will be administered.
- B. At a minimum, the administrative policy will include:
 - 1) Definitions of the types of discipline that are the subject of this chapter.
 - 2) Investigative process.
 - 3) Notification of possible discipline.
 - 4) Pre-disciplinary hearing process.
 - 5) Appeal process to the Town Manager.
 - 6) Appeal process to the Personnel Appeals Board.
- C. Employees who have been dismissed from Town service are not eligible to be rehired in any capacity by the Town.

SECTION 1402: APPEALS

- A.** The Town finds that the seriousness of specific disciplinary actions require the ability for the affected employee to appeal the action taken against them. In accordance with *Section 2-5-5 Personnel Appeals Board* of the *Town Code*, only disciplinary suspensions of three or more workdays, involuntary demotions, disciplinary pay reductions, and dismissals are eligible for appeal to the Personnel Appeals Board (PAB). Employees disciplined for strike activities defined in *Chapter 4: Code of Conduct* do not have the right to an appeal under this chapter.
- B.** The Town will provide a PAB in accordance with *Town Code Section 2-5-5 Personnel Appeals Board*, to hear appeals filed in accordance with this article and corresponding administrative policy of disciplinary actions taken, provided the affected employee has exhausted all other rights of review and appeal.
- C.** The PAB will convene as needed, but no less than once a year for training purposes.
- D.** The decision of the PAB hearing is final and binding.

SECTION 1403: AUTHORITY

- A.** The Town Manager has authority to take disciplinary action against any classified or unclassified employee who meets the criteria in *Section 501: Unclassified Service*.
- B.** The Town Manager may delegate the authority to reprimand and suspend without pay to appropriate Town personnel. Demotions and dismissals are under the authority of the Town Manager only.
- C.** The Town Manager will establish an administrative policy to administer the discipline and appeals and is hereby authorized to implement this chapter through an administrative policy.