



Town of Wrentham Personnel Policies & Procedures



Welcome to Wrentham



Dear Town of Wrentham Employee,

Welcome to the Town of Wrentham – it is both a noble and challenging endeavor you have undertaken! We are pleased to have you join our organization, and expect you will find the Town a friendly and rewarding place to work.

As a municipal government, the Town’s primary goal is to provide a variety of municipal services, in an efficient and courteous manner, to the citizens of Wrentham. We take pride in the quality of the services we provide and the quality of our staff – as a Town employee, you are one of our most valuable assets, and play a vital role in the provision of services. Whether in person, over the phone, or in writing, you represent the Town in each and every contact you have with members of the community. Our continued success will depend on your contributions and those of the other talented employees with whom you work.

The employee policies, practices and programs outlined in this handbook describe the services and support available to help achieve your personal and professional goals in Wrentham. The Town retains the rights to modify or alter these policies and procedures, and any applicable collective bargaining agreements or employment contracts supersede these policies.

If after reviewing the policies and procedures you have further questions, please consult your department head or the Town Administrator’s office for clarification.

We hope your employment with the Town of Wrentham is a satisfying experience. It is our contention that town-employee relations will benefit from the increased communication this handbook provides.

Sincerely,

A handwritten signature in dark ink, appearing to read "Kevin A. Sweet". The signature is fluid and cursive, with a long horizontal stroke at the end.

Kevin A. Sweet, MS, MPA, ICMA-CM
Town Administrator

Effective July 1, 2019
Approved by: K.Sweet, Town Administrator Oct. 1, 2019

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*** The policies and procedures outlined herein are subject to change without notice provided that the changes are made in accordance with federal and state laws and Town Bylaws. The Town of Wrentham, Massachusetts reserves the right to lay off any employee whenever such action becomes necessary by reason of shortage of funds, lack of work, the abolition of a position, a material change in duties or organization, or for any other appropriate reasons. It is not the intent of the Town to grant any employee any contractual commitment expressed or implied by the adoption of these policies and procedures and no employee should have any expectation of continuing employment based on anything contained in these policies and procedures.*

Section 1: Title and Purpose

The purpose of these personnel policies and procedures is to establish a system of personnel administration governing employment within the Town of Wrentham which is consistent with Massachusetts General Law, Chapter 151B; also, to ensure that the recruitment, selection, and advancement of personnel shall be based on ability, knowledge, skill and performance under fair and open processes. The personnel system shall be administered without regard to race, color, religion, sex, sexual orientation, gender identity or expression, national origin, age (40 years of age or older), disability, marital status, citizenship (so long as an employee is legally authorized to work here), genetic information, or any other characteristic protected by law, and with proper regard for privacy and employee rights.

These Policies and Procedures are adopted pursuant to the authority granted under the Wrentham Town Charter and By-Laws, by Article LXXXIX of the Constitution of the Commonwealth and General Laws, Chapter 41, Section 108A and 108C.

Section 2: Scope of Policies

These policies shall apply to all employees of the Town of Wrentham except:

- Those appointed or employed by the School Committee
- Those who serve in offices filled by popular election and persons appointed to fill vacancies in elective offices
- Those who serve on voluntary boards, commissions, committees or authorities
- The Town Counsel and others exempted by the Board of Selectmen

Employees whose employment is governed by a collective bargaining agreement are subject only to those provisions of this Policy not specifically regulated by the agreement. Contractors or tenants with offices in a Town facility and/or who accept the use of Town resources are required to comply with any and all relevant provisions of this document, particularly access provisions (i.e. Information Technology).

Additionally, Police and Fire Department policies, procedures, guidelines and general orders supersede any like policy or procedure in this manual. Changes to Police and Fire internal policies and procedures will be reviewed annually with the Town to ensure compliance with Town policies.

Section 3: Administration

The Town Administrator, under the policy direction of the Board of Selectmen, shall be responsible for the proper administration of these policies, including the preparation and approval of personnel policies and procedures, and the appointment of a Director of Human Resources. Specifically:

- The Town Administrator shall be vested with all the powers and duties specified in the Town Charter for that position.
- The Town Administrator shall establish such procedures as he or she deems necessary for the proper administration of personnel functions and may assign to the Director of Human Resources such duties as he or she deems necessary.

Section 4: Definitions

As used in these policies the following words and phrases shall have the following meaning unless a different meaning is clearly required by the laws of the Commonwealth:

Appointing Authority - The Board of Selectmen, Town Administrator, or department head so empowered by statute, bylaws, ordinance or directive, that has the power to appoint an employee to any non-elective position is referred to as the Appointing Authority.

Collective Bargaining Agreement - The document resulting from the mutual obligation of employers and employees' representatives to meet at reasonable times and confer in good faith with respect to wages, hours, standards of productivity and performance, and other terms and conditions of employment. This includes the mutual obligation to negotiate an agreement and bargain over questions arising under an agreement.

Compensatory Time - For non-exempt employees working full-time. Time off from work accumulated at the rate of one and one half times the amount worked for hours beyond 40 per work week, or as otherwise calculated under a collective bargaining agreement or employment contract.

Continuous Employment - Employment uninterrupted except for required military service and for authorized vacation, sick leave, bereavement leave, court leave, domestic violence leave or other approved leave of absence.

Department - Any department or agency of the Town subject to these policies.

Department Head - The officer or other body having immediate supervision and control of a department.

Exempt Employee - A salaried employee who meets the criteria for exempt status under the Fair Labor Standards Act (FLSA) and who is classified as exempt.

Employee - as used in the Personnel Policies shall be any person paid and employed by the Town whether full-time, part-time, seasonal, special, regular, probationary or temporary.

Full-time Employee - A full-time employee is one who has completed the probationary period and who works at least 35 hours per week throughout the year. Hours worked as an elected official may not be combined with hours worked in an appointed capacity in determining an employee's status.

Non-Exempt Employee - An employee, whether paid a salary or hourly wage, who does not meet the criteria for exempt status under the FLSA or, if meeting the criteria, is not classified as exempt. A non-exempt employee is entitled to overtime pay under certain conditions.

Overtime - For non-exempt employees, time worked in excess of the normal work week of 40 hours, or as otherwise calculated under a collective bargaining agreement or employment contract, subject to certain conditions.

Part-time Employee, benefits eligible - A part-time employee is eligible to receive certain benefits depending on their schedule and average weekly hours. An employee who regularly works 20+ hours per week but less than 35 hours per week throughout the year is eligible for health insurance and life insurance benefits. Hours worked as an elected and/or appointed official may not be combined with hours worked in an appointed capacity in determining an employee's status.

Part-time Employee, not benefits eligible - A part-time employee working on average, fewer than 20 hours per week, annually, is not eligible for health insurance or life insurance benefits. Hours worked as an elected and/or appointed official may not be combined with hours worked in an appointed capacity in determining an employee's status.

Probationary Period - A working test period during which time an employee is required to demonstrate ability to meet acceptable standards of performance prior to an appointment to a classified position.

Public Safety Position - Any position included in the Fire Department, Police Department, Emergency Management, Emergency Medical Technician, or other similar position, not including administrative or housekeeping staff of said departments.

Regular Employee - A regular employee is one who has completed his/her probationary period and is retained in a position where the intent is more than six months continuous employment.

Section 5: Employment Practices

A. Equal Employment Opportunity

The Town of Wrentham provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, sexual orientation, gender identity or expression, national origin, age (40 years of age or older), disability or genetics. In addition to federal law requirements, the Town complies with applicable state and local laws governing nondiscrimination in employment. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

The Town of Wrentham expressly prohibits any form of workplace harassment based on race, color, religion, gender, sex, sexual orientation, gender identity or expression, national origin, age, genetic information, disability, veteran status, or any other characteristic protected by law. Improper interference with the ability of Wrentham's employees to perform their job duties may result in discipline up to and including discharge.

B. Probationary Period

The probationary period is six (6) months. During probation, an employee is entitled to pay for holidays and other benefits provided to other eligible employees. During the probationary period, vacation time may be accrued and up to 5 days of vacation may be used with prior department head approval. An employee, regularly working at least 20 hours per week for the town, is entitled to insurance coverage as established by M.G.L. Chapter 32B.

C. Termination

Employment with the Town has no specified term or length. Employees are free to resign at any time, and the Town reserves the right to terminate employment for any reason permissible by law. **All employees, except contract employees, are considered employees at will.** All

separations of employees shall be designated as one of the following types and accomplished in accordance with the manner indicated:

- Resignation
- Layoff
- Disability
- Death
- Retirement
- Dismissal

At the time of separation and prior to final payment, all records, assets, or other items of Town property in the employee's custody shall be transferred to the appropriate department. In the event of a shortage in the above, an amount representing the value of unreturned property shall be collected through appropriate action. Employees who separate from the Town service shall receive payment for all earned wages/salary, accumulated compensatory time (up to 70 hours) and vacation leave, subject to normal deductions and any indebtedness.

D. Disciplinary Policy

All employees are responsible for observing regulations necessary for proper operation of town departments. Disciplinary action shall be the responsibility of supervisors, department heads and appointing authorities, who shall exercise their responsibility with discretion and with concern for the employee and co-workers. The following is intended to serve as a guideline in the determination as to when disciplinary action is appropriate and what form it should take. The Town will consider all relevant factors including the circumstances of the particular infraction; the seriousness of the incident; the employee's overall employment record; and the detriment to the town, its employees, residents or visitors as a result of the infraction. This disciplinary policy does not constitute a contract or grant contractual rights to any employee. Disciplinary action may be imposed upon an employee for conduct or actions which interfere with or prevent the Town from safely, effectively and efficiently discharging its responsibilities to the public.

The following list of conduct subject to discipline is illustrative only and shall not be considered to include all reasons for disciplinary action:

- Incompetence, inefficiency or negligence in performance of assigned duties
- Inability (with or without reasonable accommodation) to perform one or more critical elements of the position
- Abuse of sick leave or absence without leave
- Violation of safety rules, practices and policies
- Refusal to perform a reasonable amount of work or violation of any lawful official order or failure to carry out any lawful directions made by a supervisor
- Habitual tardiness or absence from duty
- Falsification of time sheets
- Use or possession of illegal narcotics or alcohol while on duty (See Policy for a Drug & Alcohol Free Workplace)
- Theft, misuse, negligence, destruction or unauthorized use of town property or conversion of Town property for personal use or gain
- Fraud in securing appointment
- Disclosure of confidential information

- Conviction of a felony
- Engaging in discriminatory or harassing behavior, including, but not limited to, sexual harassment
- Activities prohibited by Town bylaws, rules and regulations, policies, charter, ordinance or state law
- Insubordination
- The use of abusive language toward a superior, another employee or the public
- Engaging in threatening or violent behavior
- Violation of the MA Ethics Law, including, but not limited to, acceptance of any valuable consideration which was given with the expectation of influencing the employee in the performance of employment duties
- Falsification of records or use of official position for personal advantage
- Any other situation or instance of inappropriate conduct that warrants disciplinary action.

Disciplinary action may include a verbal reprimand, written reprimand, adherence to a corrective action plan, suspensions and/or discharge, depending on the nature and severity of the infraction. All discipline will be documented in the employee’s personnel file, including, without limitation, verbal reprimands.

Section 6: Conduct and Working Conditions

A. Americans with Disabilities Act

The Town of Wrentham fully supports the principle of equal opportunities in employment and opposes all forms of unlawful or unfair discrimination on the grounds of disability. No applicant or employee shall receive less favorable treatment because of disability.

The Town of Wrentham will provide reasonable accommodation to an employee or job applicant with a disability, unless doing so would cause an undue hardship. This accommodation may include a change in the work environment (or in the way things are usually done) to help a person with a disability apply for a job, perform the duties of a job, or enjoy the benefits and privileges of employment.

An employee or applicant with a disability may request a reasonable accommodation, verbally or in writing, at any time during the application process or during the period of employment. A reasonable accommodation should be requested when the employee knows that there is a workplace barrier that is preventing him/her, due to a disability, from effectively competing for a position, performing an essential job function, or gaining equal access to a benefit of employment.

The Director of Human Resources and the employee with a disability will engage in an informal process to clarify individual needs and identify the appropriate reasonable accommodation, and the Town may request reasonable and relevant information and documentation or require a medical examination as necessary.

B. Anti-Harassment, Discrimination, and Complaints

The Town is committed to maintaining a working environment that is free from discrimination and harassment. It is Town policy to prohibit discrimination or harassment of an employee or

by an employee (whether involving another employee, manager or third party such as residents, visitors, other government personnel, contractors, and vendors) because of race, color, religion, age, gender, sexual orientation, gender identity, gender expression, disability, pregnancy or condition related to the pregnancy, national origin, ancestry, protected genetic information, veteran status, military service or other characteristics identified as being protected by applicable federal or state laws. Further, retaliation against an individual who has complained in good faith about discrimination or harassment, or has cooperated with an investigation of a discrimination or harassment complaint, will not be tolerated.

For purposes of this policy, harassment generally refers to conduct that has the purpose or effect of unreasonably interfering with an individual's work performance by creating an intimidating, hostile, humiliating or offensive work environment; and retaliation includes direct or indirect action or inaction that may deter a reasonable employee from complaining or participating in an investigation into discrimination, harassment or other potential policy violation.

This policy covers full-time, part-time, temporary, and seasonal employees and elected officials, volunteers, interns, applicants, and third parties doing business or having contact with the Town. This policy applies to all work settings and activities, whether inside or outside the workplace, and includes business trips and Town-sponsored events. Town property (such as telephones, cell phones, copy machines, facsimile machines, computers, printers, tablets, e-mail and Internet access) may not be used to engage in conduct that violates this policy. The policy applies as well to off-duty conduct, including the use of social media, if there is a nexus to the workplace.

To achieve the Town's goal of a workplace free from discrimination, harassment, and retaliation, we have provided a procedure by which conduct prohibited by this policy will be dealt with if encountered by employees. The Town takes complaints and allegations seriously, and will respond promptly to complaints of discrimination, harassment, and retaliation. Where the Town determines that inappropriate conduct has occurred, it will act promptly to eliminate the conduct and impose such corrective action as is necessary, including disciplinary action where appropriate.

Note that while this policy sets forth the Town's goals of promoting a workplace that is free of discrimination, harassment, and retaliation, the policy is not designed or intended to limit the Town's authority to discipline or take remedial action for conduct which the Town deems unacceptable, regardless of whether that conduct satisfies the legal definition of discrimination, sexual or other harassment, or retaliation.

Sexual Harassment

The Town's policy against sexual harassment warrants separate discussion. It is the goal of the Town of Wrentham to promote a workplace that is free of sexual harassment. In Massachusetts, the legal definition for sexual harassment means sexual advances, requests for sexual favors, and verbal or physical conduct of a sexual nature when:

- Submission to or rejection of advances, requests or conduct is made either explicitly or implicitly a term or condition of employment or as a basis for employment decisions; or
- Advances, requests or conduct have the purpose or effect of unreasonably interfering with an individual's work performance by creating an intimidating, hostile, humiliating

or sexually offensive work environment.

- Under this definition, direct or implied requests by a supervisor for sexual favors in exchange for actual or promised job benefits, such as favorable reviews, salary increases, promotions, increased benefits, or continued employment, constitutes sexual harassment. Further:
- A man as well as a woman may be the target of sexual harassment, and a woman as well as a man may be the harasser.
- The harasser does not have to be the target's supervisor. He or she may be an agent of the supervisor, a supervisory employee who does not supervise the victim, a non-supervisory employee (coworker), or, in some circumstances, even a non-employee.
- The target does not have to be the opposite sex from the harasser.
- The target does not have to be the person at whom the unwelcome sexual conduct is directed. He or she may also be someone who is affected by such conduct when it is directed toward another person. For example, under objectively reasonable circumstances, the sexual harassment of one employee may create an intimidating, hostile, or offensive working environment for a coworker, or interfere with the coworker's work performance.

Sexual harassment does not depend on the target having suffered an actual economic injury as a result of the harasser's conduct. For example, improper sexual advances, which do not result in the loss of a promotion by the target may under objectively reasonable circumstances, constitute sexual harassment where they interfere with the target's work or create a harmful or offensive work environment.

The definition of sexual harassment is broad and, in addition to the above examples, other sexually-oriented conduct, whether it is intended or not, that is unwelcome and has the effect of creating a workplace environment that is hostile, offensive, intimidating, or humiliating to male or female workers also may constitute sexual harassment.

While it is not possible to list all those additional circumstances that may constitute sexual harassment, the following are some examples of conduct which if unwelcome may constitute sexual harassment depending upon the totality of the circumstances, including the severity of the conduct and its pervasiveness:

- Unwelcome sexual advances - whether or not they involve physical touching;
- Sexual epithets, jokes, written or oral references to sexual conduct, gossip regarding one's sex life, comment on an individual's body, or comment about an individual's sexual activity, deficiencies, or prowess;
- Displaying sexually suggestive objects, pictures, or cartoons;
- Unwelcome leering, whistling, brushing against the body, sexual gestures, or suggestive or insulting comments;
- Inquiries into one's sexual experiences; and
- Discussion of one's sexual activities.

All employees should take special note that, as stated above, the Town will not tolerate retaliation against an individual who has complained about sexual harassment, or retaliation against individuals for cooperating with an investigation of a sexual harassment complaint.

Complaints of Discrimination, Harassment, or Retaliation

If any Town employee believes that he or she has been subjected to discrimination, sexual or other harassment, or retaliation, or if a non-employee believes that he or she has been subjected to conduct of this nature by a Town employee, the individual has the right to file a complaint with the Town.

A complaint may be made orally or in writing by contacting:

- The Town Administrator at 79 South Street, Wrentham, MA 02093, Telephone: (508) 384-5400
- The Director of Human Resources at 79 South Street, Wrentham, MA 02093, Telephone: (508) 384-5448

These designated persons are available to discuss any concerns an individual may have and to provide information about the Town's policy against discrimination, harassment, or retaliation, and the complaint process.

Investigations

When the Town receives a complaint of discrimination (including, without limitation, discrimination based on pregnancy or pregnancy-related conditions), harassment, or retaliation, it will take appropriate corrective action in a fair and expeditious manner. Any investigation will be conducted in such a way as to maintain confidentiality to the extent practicable under the circumstances. Typically, an investigation would include private interviews with the person filing the complaint, with witnesses (as appropriate), and with the person alleged to have committed the offending conduct.

When the Town has completed its investigation, it will, to the extent appropriate, inform the person filing the complaint and the person alleged to have committed the conduct that the investigation has been concluded and that, as warranted, appropriate remedial action has been instituted. If the Town determines that inappropriate conduct has occurred, it will act promptly to eliminate the offending conduct, and as it determines appropriate, will also impose disciplinary action.

Disciplinary Action

If the Town determines that inappropriate conduct has been committed by one of our employees, the Town will take action as it deems appropriate under the circumstances. This may range from counseling to termination from employment, and may include such other forms of disciplinary or corrective action.

State and Federal Remedies

The Town strongly encourages employees to bring any concerns about possible discrimination, harassment, or retaliation to its attention, so that it can promptly look into the matter and take corrective action through internal processes. In addition, if an employee believes he or she has been subjected to discrimination, harassment, or retaliation, one or both of the government agencies listed below may have jurisdiction over the matter. Using the Town's internal complaint process does not prohibit an employee from filing a complaint with these agencies. The deadline for filing a claim generally is 180 or 300 days from the alleged unlawful employment practice, depending on the applicable law.

The United States Equal Employment Opportunity Commission (“EEOC”)
John F. Kennedy Federal Building
Government Center Room 475
Boston, MA 02203-0506
1-800-669-4000 or 1-800-669-6820 (TTY)

The Massachusetts Commission Against Discrimination (“MCAD”)

Boston Office:	Springfield Office:	Worcester Office:	New Bedford Office:
One Ashburton Place	436 Dwight Street	484 Main Street	128 Union St.
Room 601	Room 220	Suite 320	Suite 206
Boston, MA 02108	Springfield, MA 01103	Worcester, MA 01608	New Bedford, MA 02740
(617) 994-6000	(413) 739-2145	(508) 453-9630	(774) 510-5801

- [The United States Equal Employment Opportunity Commission \("EEOC"\)](#)
- [The Massachusetts Commission Against Discrimination \("MCAD"\)](#)

C. Pregnancy

Introduction

The Town does not discriminate on the basis of pregnancy and pregnancy-related conditions.

Application of the Pregnant Workers Fairness Act (“the Act”), The Town will:

- 1.) Upon request for an accommodation, communicate with the employee in order to determine a reasonable accommodation for the pregnancy or pregnancy-related condition. This is called an "interactive process," and it will be done in good faith. A reasonable accommodation is a modification or adjustment that allows the employee or job applicant to perform the essential functions of the job while pregnant or experiencing a pregnancy-related condition, without undue hardship to the Town;
- 2.) Accommodate conditions related to pregnancy, including post-pregnancy conditions such as the need to express breast milk for a nursing child, unless doing so would pose an undue hardship on the employer. "Undue hardship" means that providing the accommodation would cause the Town significant difficulty or expense;
- 3.) Will not require a pregnant employee to accept a particular accommodation, or to begin disability or parental leave if another reasonable accommodation would enable the employee to perform the essential functions of the job without undue hardship to the Town;
- 4.) Will not refuse to hire a pregnant job applicant or applicant with a pregnancy-related condition, because of the pregnancy or the pregnancy-related condition, if an applicant is capable of performing the essential functions of the position with a reasonable accommodation;
- 5.) Will not deny an employment opportunity or take adverse action against an employee because of the employee’s request for or use of a reasonable accommodation for a pregnancy or pregnancy-related condition; and
- 6.) Will not require medical documentation about the need for an accommodation if the accommodation requested is for: (i) more frequent restroom, food or water breaks; (ii) seating; (iii) limits on lifting no more than 20 pounds; and (iv) private, non-bathroom space for expressing breast milk. The Town may, however, request medical documentation for other accommodations.

D. Drug and Alcohol Free Workplace

The Town of Wrentham has a strong commitment to its employees to seek to provide a safe workplace and to establish programs promoting high standards of employee health. The Town of Wrentham firmly believes that the use of illegal drugs and misuse of legal drugs, including alcohol, is a source of danger in the workplace and a threat to the Town's goal of maintaining a productive and safe work environment. The illegal use, sale, or possession of narcotics, or the use of marijuana or alcohol while on duty or on Town property, is expressly prohibited. Such activity may result in discipline, up to and including termination. Police Officers, Firefighters, and employees who hold a Commercial Driver's License, as a requirement of their position, may also have to comply with drug testing as set forth in respective Collective Bargaining Agreements. Remember that marijuana remains an illegal drug under federal law.

E. Workplace Violence

It is the policy of the Town of Wrentham to strive to maintain a safe environment in all Town buildings, facilities and properties. Threats of violence will not be tolerated by or toward our employees, customers, the general public or anyone who conducts business with the Town of Wrentham. All employees are to immediately notify their supervisor should they hear of any threat of violence.

Workplace violence may include, but is not limited to intimidation, threats, and physical attack or property damage. A threat is the expression of intent to cause physical or mental harm regardless of whether the person communicating the threat has the ability to carry out the threat and regardless of whether the threat is contingent conditional or for future conduct. Physical attack is intentional. It may include hitting, fighting, pushing, shoving, or throwing objects. Property damage is intentional damage to property, which includes property owned by the Town, employees or others.

Other than police officers, employees are not permitted to carry or have in their possession or in their control any type of dangerous weapon while on duty and working as an employee of the Town. This includes any type of hand gun, firearm or any other item that may be construed as a dangerous weapon. Final determination of any item in question will be made by the Chief of Police or his/her designee.

Each incident of violent behavior, whether the incident is committed by another employee or an individual such as a customer, vendor or citizen, must be reported immediately to the Department Head, Director of Human Resources or Town Administrator. Employees will be informed of their right to have the Police Department notified. In critical incidents in which serious threat or injury occurs, emergency responders such as Police, Fire and/or Ambulance personnel will be notified immediately.

Should an employee become the victim of an incident of workplace violence, the Human Resources Department may offer referral services, including the EAP, to assist in coping with any effects of the incident. An employee who commits an act of violence as determined by an assessment and investigation of the incident may be subject to disciplinary action up to and including termination. Employees may be referred to the Employee Assistance Program (EAP). In these cases, failure by the perpetrating employee to participate in the EAP may result in disciplinary action up to and including termination.

It is a violation of this policy to engage in any act of workplace violence and any such violation is extremely serious. Any employee who has been determined to be in violation will be subject to disciplinary action up to and including termination. The imposition of discipline, including termination, does not preclude an employee or former employee from being subjected to civil liability and/or criminal prosecution.

F. Customer Service

It is the commitment of the Town of Wrentham that all municipal employees will strive to provide exceptional Customer Service both *Internally* (employees and elected/appointed representatives) and *Externally* (residents, visitors, businesses, vendors, Federal, State, and Municipal representatives or the general public customers that we serve).

All Wrentham municipal employees are responsible for understanding and adhering to the following objectives:

- Raise awareness of the necessity and importance of achieving Customer Service Excellence as part of the day-to-day operations of the Town;
- Ensure interaction and communications with *all* customers is prompt, respectful, friendly, sincere, and sensitive to the customer's concerns with a goal of satisfying their needs;
- Enhance response time to customers at department windows by physically getting up and approaching the window with a smile, professional appearance, and sincere greeting;
- *Listen* to what is being asked, show you care, and respond appropriately, or refer them to someone who can respond appropriately by stating that you are referring them to someone who *can better address* their needs; and
- Ensure consistent, professional customer service standards are applied by all employees.

Managers and Department Heads are responsible for ensuring that all employees are advised of, understand and comply with the terms of this policy.

G. Standards of Conduct/Confidentiality

Town employees shall avoid any action that might create the impression of using public office for private gain, giving preferential treatment to any person, or losing impartiality in conducting themselves in a manner which in any way discredits the town, public officials or fellow employees.

The Town deals with many organizations, state and federal agencies, private businesses and residents/citizens. In many cases, the Town is dealing with issues that are of a confidential and sensitive nature. Town employees are responsible for maintaining this confidentiality at all times with regard to information you are provided or known to you.

H. Attendance

Town Hall offices are open Monday through Friday according to the following schedule:

- 8:00am to 4:00pm Monday, Wednesday, Thursday
- 8:00am to 7:00pm Tuesday
- 8:00am to noon Friday

Regular attendance during all scheduled hours of work, reporting to work on time and continuing to work to the end of the work period is expected of every employee on each scheduled work day. Non-exempt employees (including part-time and seasonal employees) shall record daily hours worked in writing (on time sheets) for their supervisor. All time sheets shall be signed for approval by the department head or supervisor before being submitted for payroll. Department heads and supervisors shall record all absences, tardiness and early departures. Unapproved absences, tardiness and early departures lacking satisfactory reasons shall be grounds for disciplinary action by the department head or supervisor. Employees shall not be paid for time lost due to unapproved absences, tardiness and early departures for unsatisfactory reasons.

I. Conflict of Interest/Ethics

All employees shall comply with the State Conflict of Interest Law in all respects. Every two years, all current municipal employees must complete online training. New employees must complete this training within 30 days of beginning public service, and every two years thereafter. Upon completing the program, employees should print out the completion certificate and keep a copy for themselves. Employees will be required to provide a copy of the completion certificate to the Town Clerk.

J. Political Activity

The provisions of the Federal Hatch Act shall apply to those employees engaged in activities financed wholly or in part by grants from federal agencies. However, the following prohibitions shall apply to all employees in order to assure that both Town employees and the public are protected against improper political activity in Town service. Employees shall not use their official authority or influence for the purpose of interfering with or affecting the results of an election or nomination for office, nor directly or indirectly attempt to coerce, advise or command other Town employees to pay, lend or contribute to a party, committee, organization or person for a political purpose.

K. Smoking/Smoke-Free Workplace

The Smoke-Free Workplace Law, M.G.L. Ch. 270, §22, mandates that enclosed workplaces with one or more employees must be smoke-free. The state law's intent is to protect workers in enclosed workplaces from secondhand smoke exposure. The full text of the law and additional information is available at www.mass.gov/dph/mtcp. Smoking is prohibited in all enclosed workplaces, including but not limited to all buildings owned, leased, or otherwise occupied by the Town of Wrentham. Smoking is not allowed in Town vehicles or vessels. Individuals who violate the statewide smoking ban may be subject to civil penalties under the law or may be subject to disciplinary action. Please refer to Massachusetts General Laws, Chapter 270, Section 22 for additional details of the ban.

L. Uniforms and Special Clothing

Upon determination of the department head or appointing authority, employees may be required to wear uniforms, protective gear and other types of special clothing provided by the Town. The Town reserves the right to determine what uniforms are to be worn, who will wear uniforms, what protective gear is required and how such gear will be worn and used. At the termination of employment, the Town may require uniforms and protective gear be returned.

M. Safety

Every reasonable effort will be made to provide and maintain a safe and healthy work place, safe equipment, proper materials and to establish and insist upon safe methods and practices at all times. Accidents which injure people, damage machinery or equipment and destroy materials or property cause needless suffering, inconvenience and expense. Any incidents resulting in personal injury or property damage shall be reported immediately to the appropriate department head or designee who shall immediately report it to the Town Administrator.

All safety rules and regulations developed by the department head or appointing authority are to be considered mandatory in nature and applicable to all employees. It is the basic responsibility of everyone to make safety realization a concern. Employees shall observe the rules of conduct and safety and properly use the safety equipment provided. Any employee who notices an unsafe working condition shall report immediately such condition to such employee's supervisor.

It is the supervisor's responsibility to assure the need, availability and utilization of appropriate protective clothing and equipment when performing any hazardous operation. All employees who are furnished safety equipment and/or clothing by the Town will be required to wear such safety equipment at all times while doing the work for which the equipment is furnished.

Supervisors are required to:

- Take appropriate action whenever an infraction of good safety practices, unsafe behavior or failure to use safety clothing or equipment by employees is detected and report said infraction to the appropriate department head.
- Investigate accidents and/or injuries and report to the appropriate department head to that appropriate corrective action may be taken.
- Assigned work sites should be investigated by the supervisor prior to the start of a project to ensure that necessary safety practices are in place.

If an accident occurs during working hours involving a Town employee and/or private party, a MIIA Supervisor Intake Form should be filed immediately, along with a Form 101 "Employer's First Report of Injury or Fatality" (Mass Division of Industrial Accidents) and submitted to the Human Resources Department. A copy of Form 101 can be found on the Town's Shared Drive; however, the state is now requiring that this form be completed online at:

<http://www.mass.gov/lwd/workers-compensation/forms/form-list-numbered/form-101-instructions-english.pdf> See the Workers Compensation section of these policies for further instructions.

N. Use of Town Property

According to the Massachusetts Conflict of Interest Law, publicly owned or supported property, equipment, labor or services shall be used for public purposes only. Employees shall not use, while on-duty or off-duty, Town property for personal use or gain, nor shall an employee allow such use by any other individual, town, company or organization. Please refer to Chapter 268A of the Massachusetts General Laws for further information on the Massachusetts Conflict of Interest Law.

Telephones

It is recognized that Town phones must be used for personal calls on occasion during the

work day. Such personal calls must be kept to a minimum. Whenever possible, employees should make non-emergency calls during scheduled breaks or when intervals in work assignments allow.

Office Equipment

Every effort must be made not to use office equipment such as photocopiers, printers and FAX machines for personal purposes.

Salvage and Surplus Materials

No surplus supplies or materials may be given away, auctioned off or otherwise sold without the permission of the Town Administrator. Salvage materials such as tree trimmings, bark, mulch, gravel and excavated boulders may be left at designated locations for public use. Neither Town employees nor their family members are allowed under any circumstances to take materials that have been left for the public as salvage.

Handling Requests for Private Use of Town Property

Employees may not allow any committee member, citizen or other organization, group or individual to use Town property for private use or for any other use than for Town business. All requests for private use of Town Property must be referred to the Town Administrator's Office.

Conduct of Private Business

In no circumstances may an employee use Town property for any personal business enterprise.

O. Vehicle Use

It is the policy of the Town of Wrentham that certain positions require employee access to Town vehicles, either during the work shift or on a 24 hour on-call basis. Town vehicles are not personal vehicles and are not for personal use. Town vehicles should be viewed as belonging to the citizens of Wrentham and are assigned solely for purposes consistent with providing services to those citizens.

Assignment of Town Vehicles

The assignment of vehicles may be rescinded at any time by the Town Administrator. The following positions are currently authorized for an assigned Town vehicle:

- Town Administrator
- Police Chief
- Fire Chief
- Deputy Police Chief
- Deputy Fire Chief
- Superintendent of Public Works
- Assistant DPW Superintendent/Water Superintendent
- Recreation Director
- Principal Assessor/Data Collector
- Public Health Nurses
- Building Commissioner
- Facilities Director/Maintenance Specialist

Assignment of Town Vehicles for 24 Hour Use (Vehicle Use Approved for Commuting Purposes)

The assignment of vehicles for 24-hour use will be made in writing by the Town Administrator, and will only be considered for employees who require a vehicle for the ordinary and necessary discharge of their job functions. Criteria which will be used in the determination of eligibility for 24-hour vehicle use include:

- Officially designated on-call status;
- Requirement for frequent emergency availability;
- Issuance of a communication device; and/or
- Emergency or other equipment contained in the vehicle.

Such assignment may be rescinded in writing at any time by the Town Administrator. Whenever a position becomes vacant, the authorization for 24-hour use shall be re-evaluated. Positions currently authorized for 24-hour use:

- Town Administrator
- Police Chief
- Fire Chief
- Deputy Police Chief
- Deputy Fire Chief
- Superintendent of Public Works
- Assistant DPW Superintendent/Water Superintendent
- Recreation Director
- Building Commissioner

Vehicle use is limited to travel to and from the residence and place of work. The vehicle should be driven over the most direct route taking into account road and traffic conditions. The vehicle should not be utilized for travel outside a direct commuting route for personal reasons.

Employees assigned vehicles for 24-hour use involving a commute of more than 10 miles one way may be required to reimburse the Town for the additional fuel cost as determined by the Director of Finance. Employees who have been assigned a Town vehicle and have established commuting patterns of more than 10 miles prior to this policy revision shall be exempt from this provision.

Policy Exclusions

The Town Administrator, at his or her sole discretion, reserves the right to exclude certain positions from the Vehicle Use Policy due to the nature of the job duties and may do so in writing in the event that an exclusion is warranted.

Imputed Income Taxation

Employees who are assigned marked and unmarked police vehicles, and/or marked Town vehicles carrying tools and meeting certain other eligibility criteria will not be subject to imputed income taxation as a result of the vehicle assignment.

Other employees authorized to commute in a Town vehicle may be subject to imputed income regulations as set forth by the Internal Revenue Service, which considers a certain portion of the vehicle use (namely the commute) to be income for the purposes of income taxation.

The Finance Department will be responsible for determining any tax liability and will be

provided with the names of all employees authorized to use Town vehicles for commuting purposes, and the normal, one-way commuting distance, each December 1st.

Non-Assigned Town-Owned Vehicles

Town-owned vehicles not specifically assigned to a Town employee, such as DPW vehicles, police cruisers, etc., are not to be used for personal use. There will be no exceptions.

General Rules Governing Town Vehicle Use

- 1.) Town vehicles may only be used for legitimate Town business. Exceptions to this policy are limited to use for personal reasons incidental while the operator is on duty, i.e. going to lunch in Town, a local doctor's appointment, etc., and limited to 6 miles from the center of Town. Any requests for exceptions must be submitted in writing to the Town Administrator for approval beforehand. Any exception may also be subject to financial reimbursement to the Town.
- 2.) Town vehicles will not be used to transport any individual who is not directly or indirectly related to Town business. Passengers shall be limited to Town employees and individuals who are directly associated with Town work activity (committee members, consultants, contractors, etc.). Family members shall not be transported in Town vehicles.
- 3.) Vehicles should contain only those items for which the vehicle is designed. The Town shall not be liable for the loss or damage of any personal property transported in the vehicle.
- 4.) Employees are expected to keep Town vehicles clean, and to report any malfunction or damage to their supervisors within 24 hours.
- 5.) Employees' assigned vehicles for commuting purposes are expected to park such vehicles in safe locations.
- 6.) Employees and any occupants must wear seatbelts in vehicles so equipped during operation of the vehicle.
- 7.) Employees may use electronic devices only in "hands free" mode while operating a Town vehicle. Employees may not text or engage in any other activity while operating a Town vehicle that may distract the operator's attention.
- 8.) Employees may not operate Town vehicles under the influence of alcohol, marijuana, illegal drugs, or prescription drugs or medications which may interfere with effective and safe operation.
- 9.) Employees who operate Town vehicles must have a valid motor vehicle license issued by the state of their current residence and may be required to provide proof of valid motor vehicle license as mandated by the Town Administrator.
- 10.) Employees driving Town vehicles shall obey all applicable traffic and parking regulations, ordinances, and laws.
 - Employees who incur parking or other fines in Town vehicles will be personally responsible for payment of such fines.
 - Employees who are issued citations for any offense while using a Town vehicle must notify their supervisor immediately when practicable, but in no case later than 24 hours. Failure to provide such notice will be grounds for disciplinary action.

- An employee who is assigned a Town vehicle and who is arrested for or charged with a motor vehicle offense for which the punishment includes suspension or revocation of the motor vehicle license, whether in his or her personal vehicle or in a Town vehicle, must notify his or her supervisor immediately when practicable, but in no case later than 24 hours. Conviction for such an offense may be grounds for loss of Town vehicle privileges and/or further disciplinary action.
- 11.) No employee may use a Town vehicle for out of state use without advance approval of the Town Administrator.
 - 12.) There will be no smoking in Town vehicles.
 - 13.) Employees must turn the vehicle ignition off, remove the keys, and lock the vehicle when left unattended.

Reporting of Accidents

Whenever a municipal vehicle is involved in an accident, or subject to damage, or in the event an employee's personal vehicle is damaged during an approved, work-related trip, the employee operating the vehicle is required to immediately notify his/her immediate supervisor and contact the Wrentham Police Department or the local police department if in another jurisdiction. An Accident Report must be filed with the Town's liability insurance provider within one business day of the accident. When the estimated damage exceeds \$1,000.00, an Accident/Incident Report shall be filed with the Wrentham Police Department.

P. Employees Private Property

Employees shall be solely responsible for all personal property brought onto Town premises. It is each employee's responsibility to secure all personal items in accordance with the property's value. Purses and wallets shall be kept with the employee at all times. If this is inconvenient, such items shall be locked in a desk, file cabinet or other similar depository for safe keeping.

Q. Injury on the Job

If an employee is injured while working for the Town, such employee shall immediately inform the department head or supervisor. The employee's supervisor shall arrange to complete all necessary liability insurance paperwork with the Town's insurance provider. It is important that every injury be reported. Worker's compensation and Injury on Duty laws provide benefits for employees injured on the job. Medical expenses and the amount of compensation to which an employee is entitled for lost time are set by state law. All injuries must be reported immediately so that necessary reports may be completed. If medical attention for the injury is required, a medical statement clearing the employee for work shall be required before the employee returns to work.

R. Illness on the Job

If an employee becomes sick while at work, the department head or supervisor shall arrange for emergency first aid treatment, if needed. Beyond this care, the treatment of an employee who becomes ill is the responsibility of the employee and the family physician, unless the illness is related to the employee's work.

S. Inclement/Severe Weather Closing

Inclement weather or other emergency closing(s) apply during declared Massachusetts State of Emergencies or as determined by the Town Administrator or his or her designee. Emergency

Closing decisions generally apply to all Town Offices and to clerical staff of the Police Department, Fire Department, the Council on Aging, and Library personnel. Non-essential personnel need not report to work in accordance with the specific conditions stated. Any non-essential personnel already at work may go home as safety permits.

Every effort must be made to ensure essential town business is completed as necessary. Departments must work to anticipate potential closings and to provide alternatives to ensure scheduled tasks are completed on time.

If a State of Emergency is declared or as determined by the Town Administrator or his or her designee, the Town Administrator, may instruct that non-essential employees will not be required to report to work and will be paid for the day by the Town. Employees will be notified via the Town's internal emergency notification system. It is each employee's responsibility to ensure that personal contact information is current and accurate.

In addition, each employee may make a personal decision to stay home if he or she reasonably believes the weather or emergency condition makes it unsafe to report for work. The employee may choose to take personal or vacation time to be paid for that day.

T. Information Technology

Town of Wrentham employees have access to and the use of information technology resources provided by the town. These resources (ITRs) include computers, printers and devices, programs, data, the local area network, e-mail, and internet access. Any person with questions regarding the application or meaning of this policy should seek clarification from the Town Administrator.

Use of Town ITRs by any employee shall constitute acceptance of the terms of this policy and any such additional policies. It is the responsibility of any person using Town ITRs to read, understand, and follow this policy. Users are expected to exercise reasonable judgment in interpreting this policy and in making decisions about the use of ITRs. Failure to observe this policy may subject individuals to disciplinary action, including termination of employment.

1.) Acceptable Uses:

- Town ITRs are intended for and should be used for Town business only
- Employees are encouraged to use provided ITRs in support of Town goals and objectives
- Incidental personal use is permitted, provided it does not conflict with the security guidelines of this policy, interfere with workstation or network performance, or result in employee productivity loss
- Network accounts are to be used by the authorized owner of the account for the authorized purpose
- Applications and computers are to be logged off at end of business day

2.) Unacceptable Uses:

- Perpetrate an illegal act, including violation of any criminal or civil laws or regulations, whether state or federal
- Use for political purpose

- Use for commercial purpose
 - Send threatening or harassing messages, whether sexual or otherwise
 - Access or share sexually explicit, obscene, or otherwise inappropriate materials or to infringe any intellectual property rights
 - Gain, or attempt to gain, unauthorized access to any computer or network
 - Use that causes interference with or disruption of Town ITRs, including propagation of computer viruses or other harmful programs
 - Intercept communications intended for other persons
 - Misrepresent either the Town or a person's role at the Town
 - Distribute chain letters
 - Access online gambling sites
 - Libel or otherwise defame any person
 - Install software or hardware not approved by the IT Director
- 3.) Data Confidentiality - In the course of performing their jobs, Town employees often have access to confidential or proprietary information, such as personal data about identifiable individuals or commercial information about business organizations. Under no circumstances is it permissible for employees to acquire access to confidential data unless such access is required by their jobs. Under no circumstances may employees disseminate any confidential information that they have access to, unless such dissemination is required by their jobs.
- 4.) Software/Copyright Protection - Computer programs are valuable intellectual property. Software publishers are entitled to protect their property rights from infringement. In addition to software, legal protections can also exist for any information published on the Internet, such as the text and graphics on a web site. As such, it is important that users respect the rights of intellectual property owners. Users should exercise care and judgment when copying or distributing computer programs or information that could reasonably be expected to be copyrighted.
- 5.) Network Security - Most desktop computers are connected to the Town's local area network. It is critically important that users take particular care to avoid compromising its security. All network user accounts require strong password authentication and all passwords must be established according to rules promulgated by IT. Users should never share their passwords with anyone else, and should promptly notify IT personnel if they suspect their passwords have been compromised. In addition, users who will be leaving their PCs unattended for extended periods should either log off the network or have a password-protected screen saver in operation. Finally, no user is allowed to access external networks or Internet-based file sharing services unless they have received specific permission from IT.
- 6.) Computer Viruses - The Town implements a number of industry standard measures to ensure the security of the Town's local area network (blocked internet sites, filtering of incoming / outgoing e-mail, etc.), but users should still exercise reasonable precautions in order to prevent the introduction of computer viruses.
- 7.) E-mail - When using e-mail, there are several points users should consider. First, because e-mail addresses identify the organization that sent the message (username@wrentham.ma.us), users should consider e-mail messages to be the

equivalent of letters sent on official letterhead. For the same reason, users should ensure that all e-mails are written in a professional and courteous tone. Second, although many users regard e-mail as being similar to a telephone in offering a quick, informal way to communicate, users should remember that e-mails can be stored, copied, printed, or forwarded by recipients. As such, users should not write anything in an e-mail message that they would not put into a memorandum. Finally, users should understand that all e-mail created or received by a Town employee is a public record and is subject to public access and disclosure through the provisions of the MA Public Records Law, MGL c.66 §10.

- 8.) Wireless Access - The Town provides wireless access for Town staff for use with town devices. A guest wireless system is provided for staff personal use as well as for vendors and other visitors to Town Hall.
- 9.) Remote Access to Town ITRs - Users must request written permission to use webmail or VPN access from the IT Director.
- 10.) No Expectation of Privacy – Users should have no expectation of privacy in Town ITRs. Town ITRs are the property of the Town of Wrentham and are to be used in conformance with this policy. The Town retains control over the efficient and proper operation of the workplace, reserves the right to monitor, access, review, copy, store, or delete any electronic communications without prior notice, including personal messages, from any system for any purpose and to disclose them to others, as it deems appropriate. Users should be aware that IT, in order to ensure proper network operations, routinely monitors network traffic. Use of Town ITRs constitutes express consent for the Town to monitor and/or inspect any data that users create or receive, any messages they send or receive, and any web sites that they access.

U. Social Media Use

Maintaining and updating social media sites will be used strictly for conveying information about the Town to the public. The Town of Wrentham’s official website (www.wrentham.ma.us) will be the primary internet presence. Other social media sites may be used with authorization from the Town Administrator. Wherever possible, all authorized Social Media sites shall link back to the Town of Wrentham’s official website.

Social Media refers to the creation and exchange of information among individuals through Internet based applications. This includes but is not limited to information in the form of text, pictures, links to other sites or any other type of communication posted to the approved Social Media site. Examples of Social Media sites include: Twitter, Facebook, LinkedIn, YouTube etc.

The establishment and use by any Town department, division or employee of an official Town of Wrentham Social Media site is subject to approval by the Town Administrator and the Director of Information Technology. Once a site is requested and established by a Town department, the department head shall be the Site Administrator of said site unless he/she designates another member of the department. It is the responsibility of the department head to monitor and assure that the established site is abiding to all guidelines outlined in this policy.

Before a Social Media site is established, the Site Administrator must meet with the IT Director to review this policy. They must also submit Social Media account credentials to the IT Director upon creation and any time credentials may change.

The Town shall be the sole owner of all Social Media accounts and reserves the right to remove any postings which contain inappropriate content including but not limited to:

- That which promotes, fosters, or perpetuates discrimination on the basis of race, color, religion, sex, sexual orientation, gender identity or expression, ancestry, national origin, age, disability, marital status, citizenship, genetic information, or any other characteristic protected by law, or source of income;
- Defamatory or personal attacks;
- Information that may tend to compromise the safety or security of the public or public systems;
- Conduct in violation of any federal, state, or local law, rule or regulation; and
- Encouragement of illegal activity.

Any Town employee who is not a Site Administrator and would like specific content posted to the Town's Social Media site(s) shall submit their request to the Site Administrator.

If a Site Administrator receives a request requiring a response from the Town, the Site Administrator may direct the request to the Town Administrator, Director of Information Technology or the appropriate department for response.

Content posted by a member of the public to any Town Social Media site may not reflect the opinions or policies of the Town.

The Town reserves the right to deny access to any individual who violates the Town's Social Media Policy without prior notice.

Political endorsements and for-profit advertisements or products for sale shall not be posted. It shall be understood that the Town of Wrentham's Social Media sites are not maintained 24x7 and immediate responses to any requests via post, email etc. may not occur.

When a Town employee posts or responds to a comment, in his/her capacity as a Town employee, the employee should do so in the name of the Town department, and the employee shall not share personal information about himself or herself, or other Town employees except as required for Town business.

It shall be understood that any official Town of Wrentham social media account will not automatically 'follow' people who follow us. The Town reserves the right to reply or decline to reply to any/all comments posted on Town social media accounts.

All Social Media accounts are deemed public records under the Massachusetts General Laws. All content posted shall adhere to the State of Massachusetts public records retention policies. Any content that was posted and then removed shall also be retained by the Site Administrator as per state retention policy. Any content maintained in a Social Media format that is related to Town business, including a list of subscribers, posted communication, and communication submitted for posting, may be a public record subject to public disclosure.

Failure to comply with this policy may lead to violations of law and disciplinary action where appropriate.

V. Notice to Employees - Visitors Code of Conduct

The Town of Wrentham's employees strive to provide a positive experience for those visiting Town facilities. The Town supports a workplace that is conducive to personal safety and security and is free from intimidation, threats or violent acts. The Town does not tolerate workplace violence, including the threat of violence by anyone who conducts business with the Town.

The Town will not tolerate harassing conduct that affects employment conditions, that interferes unreasonably with an individual's performance or that creates an intimidating, hostile or offensive work environment.

Complying with this Visitor's Code of Conduct is required by all people doing business with Town employees.

Violators who do not comply with this policy may be asked to leave the premises.

Expected Conduct:

- Avoid causing disturbances or disruptions
- Show respect for others, building facilities, and personal property of others.
- Use common courtesy when interacting with others.
- Do not engage in lewd or offensive behavior
- Any form of violence and threats of violence are prohibited
- Smoking, drinking alcohol, or appearing to be under the influence of any illegal substance is prohibited.

Repeated violations may result in permanent suspension of facility privileges.

Section 7: Personnel Records

A. Personnel File

Personnel records of all Town employees, as defined by M.G.L. c. 149, §52C, shall be kept by the Director of Human Resources or designee in the Administration office. Employees are responsible for notifying their supervisor of any change in their personal status including address changes, telephone number, dependents, marital status or name change.

B. Employee Time Records

Each Department Head shall submit to the Town Accountant, with the weekly pay warrant, a time sheet for each employee. This time sheet shall specify the number of hours worked and any leave taken, as well as any pertinent information for the personnel records, as legally required. The Treasurer-Collector's office shall be responsible for maintaining a permanent record of the time worked for each employee. Time sheets must be signed by the supervisor to approve the hours worked. Department Heads are not permitted to use signature stamps to approve weekly payroll or expense documents unless a Department Head has reviewed documentation offsite and their email approval is received and included with said documentation submittal. Employees are forbidden to punch-in or sign-out for another employee. Violation of this rule shall be grounds for dismissal.

C. Access to Employee Personnel Records

Personnel records shall be considered confidential and access to records shall, unless circumstances dictate otherwise, be limited to the Human Resources Director or designee. The Human Resources Office shall be the central recordkeeping office for Personnel Files. Any employee upon request may have access to review his/her personnel file or be provided with a copy of his/her personnel file in accordance with G.L. c. 149, §52C.

Unless written authorization is received from an employee, except to verify employment, no information concerning an employee shall be released unless required by law.

Section 8: Benefits

Note: Employee benefits outlined in this Personnel Policies and Procedures Manual may be updated annually and are effective as of the date approved by the Town Administrator.

Regular full-time employees are eligible for full benefits as outlined in this section. Regular part-time employees scheduled to work 20 hours or more per week throughout the year are eligible for pro-rated sick, vacation, holiday pay and bereavement leave as outlined in the sub-sections of this section. They may also participate in the town's Group Health and Life Insurance Plans.

Employees covered by this policy are eligible for leave in accordance with this policy. In some cases, employees meeting certain eligibility guidelines are eligible for more extended benefits in accordance with the Family and Medical Leave Act of 1993 summarized in Section 8B.

A. Leave of Absence

Reasonable requests for leaves of absence may be granted by the Department Head, with the approval of the Town Administrator. At their discretion, such leaves of absence shall fall into one of the following categories:

- 1.) Personal - Allowable only if the employee has exhausted his/her vacation and/or personal days and only if the workload permits and the absence of the employee will not cause undue hardship to the department. The maximum leave time is eight weeks. This leave will be taken as unpaid leave. Employee benefits will not be provided to employees during unpaid leaves of absence for personal reasons. Personal leave is available only if the leave qualifies under Section B.

B. Statutory Family, Medical, and Parental Leave

The Town of Wrentham (“the Town”) is committed to meeting its obligations to employees under the federal Family and Medical Leave Act (FMLA) and the Massachusetts Parental Leave Act (MPLA), as the same may be amended from time to time. A notice of employees’ rights under these laws is posted on the bulletin board in the employee break room in the Wrentham Town Hall. Individuals seeking to avail themselves of leave under the FMLA or the MPLA should contact:

Human Resources Department
Administration Office
Wrentham Town Hall
79 South Street
Wrentham, MA 02093

Please note that the 12-month period utilized by the Town for FMLA purposes is a “rolling” 12-month period measured backward from the date an employee uses any FMLA leave. Please note as well that the Town requires the use of available accrued paid leave concurrently with FMLA leave. Individuals on designated FMLA leave shall be required to update their status every 30 days. Further, where leave is taken for a reason specified in both the FMLA and MPLA, the leave may be counted simultaneously against the employee's entitlement under both laws. Finally, please note that it is the Town’s policy to designate qualifying leave as FMLA once we have sufficient information to make this determination, *even if the employee does not request it.*

C. Sick Leave

All full time non-represented employees hired on or after January 1, 2004 will accrue 1.25 days of sick leave with pay for each full and continuous month of employment, to a maximum of 200 days balance.

An eligible employee will continue to accrue sick leave during leaves of absence with pay and during the time an employee is on authorized sick leave or vacation, but will not accrue sick leave while on an unpaid leave, except for military leave except as may be required by law. Sick leave is absence from work without loss of pay for the following reasons, subject to the approval of the department head:

- In the event of a bona-fide personal and non-service connected illness or injury, for which no compensation is received under workers’ compensation/ M.G.L. c. 41, s. 111F or other insurance coverage paid for by the Town.
- Serious sickness in an employee household (wife, husband, child, or domestic partner), but not to exceed ten (10) days in a fiscal year.
- When an employee is exposed to a contagious disease in the normal performance of his or her duty and acquires the disease.
- For an employee’s wellness/dental appointments if the appointment can’t be scheduled outside of work hours and only for the time it takes to keep the appointment, including travel to and from the appointment.

Should an employee be absent from work due to injury directly attributed to his or her employment by the Town, the salary or wage paid to the employee during this absence will be his or her payment received from workers’ compensation/M.G.L. c. 41, s. 111F or any insurance paid by the Town (other than that paid for medical expenses), supplemented by sick leave pay (if available) and sick leave time charged, the total of which will not exceed his or her regular compensation. Sick leave has no cash value, and unused sick leave will not be paid upon termination of employment.

An employee who is absent and desires sick leave must call (or have someone call on his or her behalf) to provide notice to his or her Department Head of the absence, at least one hour prior to the start of the employee’s workday.

The Town Administrator, though the Appointing Authority/Department Head, may require an employee to submit a certificate of illness/injury by the employee’s physician after the employee is absent for 3 or more consecutive days, or when the Appointing Authority/Department Head believes that the employee may be abusing sick leave. Paid sick leave will be withheld until the

certificate has been submitted and approved by the responsible supervisory personnel. In the event of apparent abuse of sick leave, the Town Administrator may disallow sick leave and may take disciplinary action against the employee up to and including termination from employment.

D. Vacation

The Town provides paid vacation as one of the many ways in which we show our appreciation for loyalty and continued service.

All non-represented, regular Full-time and Benefit-eligible Part-time employees are eligible for paid vacation. All permanent full-time and permanent part-time employees shall be entitled to vacation benefits that will be earned monthly and awarded on the first of each month for the preceding month. Partial months of hire and termination will be pro-rated weekly.

Eligible full-time employees earn up to a maximum of 25 days per year, commensurate with their length of continuous service to the Town as follows (vacation time for benefits eligible employees is prorated according to their regular work week):

- up to 5 years 10 days
- after 5 years 15 days
- after 10 years 20 days
- after 20 years 25 days

An employee may carry over up to five (5) days' vacation time subject to the approval of the employee's Department Head. The Town Administrator may grant an employee additional carryover time at his/her sole discretion. Employees may not buy back vacation except upon separation of employment.

Department Heads approve or deny requests for and schedule vacation periods for the employees in their departments so as to most conveniently meet the work requirements of any department. In the event that the occasion arises whereby the selection and assignment of a particular vacation period by one employee conflicts with that of other(s), and a choice must be made, the assignments by the Department Head shall be based on the work program and operating needs of the Department. Where the Department's operating efficiency would be impacted the same by the vacation leave of the employees requesting the same vacation period, the Department Head shall consider the order of the choices of the employees with the longest period of service to the Town.

E. Holidays

All regular full-time, non-represented employees are entitled to each of the scheduled holidays or the equivalent time off with pay, based on the hourly rate of the employee for the number of hours normally worked on the day of the week on which the holiday falls, or for the number of hours normally worked on the day of the week given as equivalent time off, as the case may be.

Part-time, benefit eligible, non-represented employees are entitled to compensation for those holidays falling within his or her usual work schedule only, as the number of hours normally scheduled for the day of the week on which the holiday falls.

New Year's Day	Columbus Day
Martin Luther King Day	Veterans' Day
Washington's Birthday	Half-day before Thanksgiving Day
Patriots' Day	Thanksgiving Day
Memorial Day	Day After Thanksgiving Day
Independence Day	Christmas Day
Labor Day	Half-day Before Christmas Day

Holidays that fall on Saturdays will be observed on the preceding Friday, and holidays that fall on Sunday will be observed on the following Monday.

An employee required to work on a holiday will be paid straight time at his or her regular base rate of compensation for one work shift as holiday pay (in addition to pay for the time worked), or at the direction of the Town Administrator, the employee may be granted equivalent time off with pay in lieu of the extra holiday pay.

Except for those employees expressly required to report to work, holidays must be taken off and no extra holiday pay or time off will be allowed for failure to do so.

The Town recognizes that some employees may wish to observe days of worship or commemoration not included on the holiday schedule. To support this need, employees may request unpaid time or may request a personal day consistent with that policy.

F. Personal Leave

In addition to the paid holidays, all regular full-time employees are entitled to four (4) paid personal days granted on a fiscal year basis. Personal days cannot be carried over from one fiscal year to the next fiscal year, and they are forfeited when employment ends for any reason. New employees will be allowed prorated personal leave for the fiscal year in which they are hired, based on date of hire.

Request for personal leave use must be made to the Department Head or, in the absence of the Department Head, the appropriate responsible supervisor, at least 24 hours in advance (except in the case of an emergency, in which case as much advance notice as possible should be given).

G. Jury Duty

A regular, full-time or part-time employee called for jury duty, or to testify as a witness in a matter before a legal tribunal which involves the Town of Wrentham, shall be paid their regular wages in accordance with M.G.L. Chapter 234. Fees received from the court or other sources shall be turned in to the Town. Such paid leave excludes court time as a result of personal activities where the employee is a party to the proceeding.

H. Military Leave

Employees enlisted in the armed services of the United States will receive compensation and leave while in basic training, during annual and monthly training, and when activated for duty in accordance with USERRA regulations and Massachusetts General Laws.

I. Bereavement Leave

Each non-represented employee will be granted up to five (5) calendar days bereavement leave without loss of pay in the event of a death in his or her immediate family. “Immediate family” means mother, father, grandparents, brother, sister, spouse, child, grandchild, mother-in-law, father-in-law, and any person, including a domestic partner, who was a resident in the household of the employee at the time of death.

Each non-represented employee will be granted two (2) calendar days bereavement leave without loss of pay in the event of the death of a relative other than a member of his or her immediate family. A covered “relative” is an aunt, uncle, brother-in-law, sister-in-law, first cousin, niece, or nephew, and who is not in the definition of immediate family.

J. Domestic Violence Leave

The Town of Wrentham is committed to the health and safety of its employees and their families. An employee who is a victim of domestic violence or abusive behavior, or whose immediate family member is such a victim, is encouraged to contact the Human Resources Director in confidence about the situation.

Mass G.L. c. 149, §52D entitles employees of Massachusetts employers (public and private) who employ 50 or more employees in the state, with up to fifteen (15) days of leave from work in any twelve (12) month period if an employee, or family member of an employee, is a victim of domestic violence or abuse. The Town of Wrentham defines a twelve-month period as a rolling twelve-month period, beginning on the date an employee commences leave.

In the event of any conflict between the Town of Wrentham’s Domestic Violence Leave Policy and State law and any applicable regulations, the State law/regulations shall prevail.

“Abusive behavior” includes domestic violence, stalking, sexual assault, and kidnapping.

“Domestic violence” is defined as abuse against an employee or an employee’s family member by:

- A current or former spouse;
- A person with whom the employee or family member shares a child in common;
- A person with whom the employee or family member is or was cohabitating;
- A person with whom the employee or family member is related by blood or marriage; or
- A person with whom the employee or family member has or had a dating or engagement relationship.

“Family members” are defined as:

- Persons who are married to one another;
- Persons in a substantive dating or engagement relationship who reside together;
- Persons having a child together; or
- Parents, step-parents, children, step-children, siblings, grandparents, grandchildren and persons in a guardian relationship.

Leave may be taken for any of the following reasons related to being a victim of domestic violence or caring for a family member who is a victim:

- Seek or obtain medical attention, counseling, victim services, or legal services;

- Secure housing;
- Obtain a protective order from a court;
- Appear in court or before a grand jury;
- Meet with an attorney or other law enforcement official;
- Attend child custody proceedings; or
- Address other issues directly related to the abusive behavior against the employee or a family member of employee.

In the case of abuse of a family member, the employee is not entitled to leave if he or she is the alleged perpetrator.

Notice: Except in cases of imminent danger to the health or safety of an employee (or employee's family member), employees are required to provide the Human Resources Director with at least one week advance notice, in writing, of the employee's intent to take domestic violence leave.

In cases of imminent danger, the employee must notify the Human Resources Director within three (3) workdays that the leave was taken or is being taken under the Domestic Violence Law. Such notification may be communicated by a family member, counselor, social worker, advocate, member of the clergy, or other professional assisting the employee in addressing the effects of the abusive behavior on the employee or the employee's family member. The employee or authorized individual may communicate the purpose of the leave to the Human Resources Director by telephone, in person, in writing, or by other reasonable means of communication.

The Town of Wrentham requires documentation showing that an employee or employee's family member is a victim of domestic violence and that the employee is taking leave consistent with the law and this policy. An employee may satisfy this request by producing any of the following documents within a reasonable period of time, not to exceed thirty (30) days:

- Protective order, order of equitable relief, or other documentation issued by a court as a result of the abusive behavior against the employee or family member;
- A document under the letterhead of a court, provider, or public agency which the employee attended for the purposes of acquiring assistance as it relates to the abusive behavior against the employee or the employee's family member;
- A police report or statement of a victim or witness provided to the police;
- Documentation that the perpetrator of the abusive behavior has: admitted to sufficient facts to be found guilty of, or been convicted of, or adjudicated a juvenile delinquent by reason of, any offense constituting abusive behavior and which is related to the abusive behavior that necessitated the leave;
- Medical documentation of treatment as a result of the abusive behavior;
- A sworn statement, signed under the pains and penalties of perjury, provided by a counselor, social worker, health care worker, member of the clergy, shelter worker, legal advocate or other similar professional who has assisted the employee or the employee's family member in addressing the effects of the abusive behavior; or
- A sworn statement, signed under the pains and penalties of perjury, that the employee or the employee's family member is a victim of abusive behavior.

- Payment of Wages on Leave - An employee must use any accrued vacation leave, personal leave and sick leave available to him or her during this leave. If all paid leave has been exhausted, unpaid leave may be taken.
- Confidentiality of Leave Request - All information provided by the employee concerning a request for leave under this Act shall be kept confidential by the Town of Wrentham. The Town shall not disclose any information related to an employee's request for leave, except to the extent that disclosure is:
 - requested or consented to, in writing, by the employee;
 - ordered to be released by a court;
 - otherwise required by applicable federal or state law;
 - required in the course of an investigation authorized by law enforcement; or
 - necessary to protect the safety of anyone employed at the workplace.
- Return to Work - Employees who take leave pursuant to this Policy will be restored to their original or equivalent position upon return from leave unless circumstances unrelated to the employee's use of leave would have caused a change in employment status.
- No Retaliation - The Town shall not discharge or in any other way discriminate or retaliate against an employee for exercising his/her rights under this policy, provided that the employee provides qualifying documentation to support his/her leave within thirty (30) days from commencement of the leave. A qualified employee taking leave under this policy shall not lose any benefit accrued prior to the taking of leave and will be restored to the same or equivalent position upon return.

K. Health Insurance

An employee who is regularly scheduled to work 20 hours or more per week for the Town and receives compensation from the Town for his or her services may participate in the Town's group health insurance program.

Health insurance benefits are provided pursuant to G.L. c. 32B, Section 19; an agreement between the Public Employee Committee and the Town; and the Town's Group Health Insurance Regulations. Employees who elect to participate in the Town's group health insurance plan have their premium contributions deducted on a bi-weekly basis.

A waiver must be signed if you do not wish to elect health coverage.

L. Dental Insurance

Dental insurance is available. The cost is fully paid by the employee through bi-weekly payroll deduction.

M. Accidental Death & Dismemberment and Life Insurance

Employees who are eligible for participation in the Town's health insurance program are also eligible for participation in the Town's life insurance program. The town pays 50% toward Basic Life and AD&D insurance.

Optional Life insurance may be purchased through the town's provider and the cost is fully paid by the employee through bi-weekly payroll deductions.

N. Deferred Compensation/OBRA

Regular full-time employees who are eligible for retirement benefits may participate through the Town in a deferred compensation plan (457B). The town offers both the SMART Plan of the State of Massachusetts and deferred compensation plans (457B) through VOYA. Please contact the Finance Department office for the contact information of the representatives.

Additional information can be found on the SMART Plan website at <https://mass-smart.empower-retirement.com> or on the VOYA website <https://voyadifference.com/voyafa.php>

Part-time, seasonal or temporary employees regularly working less than twenty (20) hours per week are required to participate in OBRA. OBRA is an alternative to Social Security, as permitted by the federal Omnibus Budget Reconciliation Act of 1990 (OBRA). OBRA requires that employees not eligible to participate in their employer's retirement program be placed in Social Security or another program meeting federal requirements. VOYA meets those federal requirements. Part-time employees who are not eligible to enroll in the Norfolk County Retirement System or MTRS must contribute 7.50% of their gross wages to VOYA. General information regarding OBRA can be found at https://fascore.com/PDF/mass/MASS_OBRA_Plan_Highlights.pdf

O. Workers Compensation

Sworn Police and Fire employees are covered under the provisions of M.G.L. Ch. 41 S. 100 and 111F and are entitled to the rights and benefits of these laws. All other employees are covered under the Massachusetts Workers Compensation Law and are entitled to the benefits and provisions of this law. Worker's Compensation law does not provide for payment of loss wages until after five (5) lost days and then it is retroactive to the first day of injury. For on the job injuries that result in loss time less than five days, the employee will be given leave without loss of pay. All injuries shall be reported immediately to the supervisor or department head and proper forms completed to qualify for insurance coverage. Employees may use their accumulated sick or vacation leave to make up the difference between their regular pay and the amount of pay received under Workers' Compensation in order to maintain retirement service time and payment for other desired deductions. In some instances, employee's may be charged for the difference in cost of those deductions as Worker's Compensation payments are made directly to the employee and the earnings from use of accumulated sick or vacation time may not cover the full cost of deductions.

P. Training and Educational Assistance

The Town considers employee development an integral part of each Department Head's responsibility. The objective of this policy is to provide each employee with long-term personal growth opportunities and the Town with qualified and promotable individuals. Department Heads may request approval of the Town Administrator to enroll employees in outside seminars and other educational programs designed to meet specific development objectives. All training programs are designed for immediate on-the-job applications and related costs are paid by the Town.

Q. Education Compensation

All regular non-represented full-time employees who have earned and received a degree from an accredited college or university, in courses directly related to the maintenance and improvement

of skills in their own job classification but not required within the job description for the position currently held, will be eligible for annual education compensation. Education compensation will be paid only for the highest degree held, above the degree(s) required in the employee's job description, accepted by the Town.

Upon the recommendation of the employee's Appointing Authority/Department Head, the Town Administrator will determine the acceptability of an Associate's Degree, Bachelor's Degree or Master's Degree.

Education compensation is paid in prorated weekly or bi-weekly amounts, in addition to the wage or salary listed under the Salary Schedule of the Compensation Plan, according to the following schedule per fiscal year:

- Associate's Degree \$ 500
- Bachelor's Degree \$1000
- Master's Degree \$2000

R. Longevity

All regular full-time non-represented employees, who are not on an unpaid leave of absence will receive annual longevity payments per fiscal year as follows:

- After ten (10) consecutive years of service \$1000
- After fifteen (15) consecutive years of service \$1250
- After twenty (20) consecutive years of service \$1500

The employee's initial date of full-time employment is used for computing length of service. Longevity payments are paid on or about the employee's anniversary date of employment.

For the purpose of this policy, consecutive years of service means the length of an employee's uninterrupted service in years in the employ of the Town. Approved unpaid leaves of absence are not considered as breaks in consecutive years of service, but the period of time of the unpaid leave will not be counted, except as may be required by law.

S. Employee Assistance Program

The Employee Assistance Program is a CONFIDENTIAL counseling and referral service providing professional help for Work/Life problems, large and small. All employees and members of their household are entitled to call for services 24 hours a day. Caring staff consists of licensed professional counselors with a wide range of experience. Call their national, toll-free number: 800-451-1834. More detailed information is also available in the Human Resources office or online: *MIIA Employee Assistance Program*:
http://www.allonehealth.com/MIIAEAP/Assets/Pdfs/MoreInformation/Employers/Municipal_Flyer.pdf

Section 9: Classification & Compensation

A. Job Descriptions

There shall be job descriptions for each position in the Town that describes the essential functions, supervision, and knowledge, skills, and abilities required of each position. The job descriptions are descriptive and not restrictive and shall be reviewed regularly to note any

significant changes which may have taken place during the year and to maintain compliance with federal and state requirements

B. Compensation

Annually, the Town Administrator shall adopt a pay schedule for all town positions that receive compensation. Whenever the Town Administrator reviews wages and salaries, he/she shall take into account and give as much weight as deemed desirable to the following:

- The financial policy and economic considerations of the town
- Rates of pay for like positions in other local Massachusetts towns considered comparable to Wrentham
- Rates of pay for like jobs (if any) in commercial and business establishments in the Wrentham area
- Other benefits received by Town employees

The Town Administrator may immediately adjust an employee's pay, due to changes in duties, schedule, and/or working conditions, provided that funding for the change is available.

C. Compensatory Time

The Town, through its Appointing Authorities/Department Heads, reserves the right to substitute time off with pay if agreed upon by the employee (at the rate of one-and-one-half hours of compensatory time for each hour worked in excess of forty hours in a week) in lieu of payment of overtime for overtime hours worked by a non-exempt employee. A non-exempt employee may not have a balance of accrued compensatory time of more than 70 hours at any one time.

Payroll and Deductions

The Town is required to withhold applicable Federal and State income and payroll taxes from each employee's pay, according to the W-4 form the employee submitted to the Town. Changes to withholdings or the number of exemptions claimed may be done by completing a new W-4 form and submitting it to the Finance Department. Employees may authorize other withholdings for optional deductions from their pay. The Town also is required to withhold other applicable amounts required by garnishment or child support proceedings. Payroll deductions and withholdings are shown on employee pay stubs.

Pay Practices and Payroll Corrections Procedure

Town policy requires payment for all time worked. "Nonexempt" employees must accurately report all time worked. "Off-the-clock" work is strictly prohibited. The Town also prohibits improper deductions from any employee's salary, and prohibits improperly classifying an employee's exempt, non-exempt or temporary status.

The Town strives to ensure that employee paychecks are accurate all of the time. Each employee should carefully review his or her paycheck, every pay period, to ensure that the paycheck accurately reflects all time actually worked. In addition, employee should monitor time off balances from time to time.

If an employee thinks he or she has not been paid for time or overtime worked, that any

improper deduction may have been made from his or her salary, that he or she has been improperly classified under federal and state wage and hour laws, or has a concern about pay equity, the Town has implemented the following complaint procedure that the employee should use:

The employee should promptly report the matter to his or her manager or the Finance Director/Treasurer. The Town will investigate the matter and will reimburse the employee for any improper deduction or underpayment, and make a good faith effort to comply with payment, deduction and classification requirements in the future. If the result of the error is an overpayment to the employee, then a correction will be made on the following payroll(s).

The Town will not tolerate retaliation against an employee who raises a good faith concern or complaint about any improper pay, deduction or employee classification.

D. Call Back Pay

Any regular, full-time “non-exempt” employee called into work during non-scheduled hours shall be paid hour for hour at one and one-half times the employee's pay rate.

E. Payroll Period

Employees are paid on a bi-weekly basis. Direct deposit is required for your payroll check. The Direct Deposit Enrollment Form can be found online or at the Treasurer-Collector’s office and is to be completed and signed by the employee to authorize this transaction to the employee’s bank account. Direct Deposit advices will be available on pay day. No payroll deductions other than legally required deductions will be made from an employee's paycheck without the employee's written approval. Payroll advances will not be authorized.

Section 10: Severability

If any provision of this Policy shall conflict with any Federal or State statute or Wage and Hour Law or regulation applicable to any position, or any other law, it shall be deemed modified by the law or regulation. Each provision of this Policy shall be construed as separate to the end that if any part of it shall be held invalid for any reason, the remainder shall continue in full force and effect.

Section 11: Receipt & Review Certification

I, _____, employee of the Town of Wrentham, do hereby certify that I have received and reviewed the Town of Wrentham's Personnel Policies and Procedures and accompanying materials, and I have been given the opportunity to ask questions and receive clarification where necessary. By signing below, I explicitly acknowledge the expectations of the Town's Anti-Harassment Policy, including Sexual Harassment, contained on pages 9-13 of this document.

Employee Signature

Date



Please Return this form to the Human Resources Office

Town Hall, 79 South Street, Wrentham, MA

Received by

Date