



Employment Policies and Procedures

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CHAPTER ONE – INTRODUCTION

I. GENERAL POLICY

The Town of South Hill Policies and Procedures Manual includes employment policies and procedures for the effective management of human resources. While written policies can not include every possible situation, these policies, when used as a whole, provide effective guidance and sufficient flexibility to allow independent judgment while ensuring accountability to the public and consistent, equitable decision-making. The Town Manager shall interpret situations not specifically covered. Periodically the Town may revise specific policies, or the entire Manual as changes in operations and federal, state, and local law occur.

All employees of the Town of South Hill, i.e., people who perform work for the Town in return for financial compensation, except independent contractors and elected officials, are governed by these employment policies and procedures.

This Manual is not intended to form a contract of employment and it should not be construed in that fashion. Policies and procedures discussed in this Manual may be modified by the Town of South Hill at any time.

The Town Manager may make exceptions to the policies in special or unusual situations when in their opinion an exception would be in the best interest of the Town. Exceptions are documented and maintained by Human Resources. No one other than the Town Manager and Town Council has the authority to modify any of the terms or provisions of these “Employment Policies and Procedures”.

The Human Resources Manager will furnish a complete printed or electronic copy of this Manual to all Town employees. Any changes to the Policy and Procedure Manual will be timely communicated to all Town employees in writing or by electronic means. Employees will sign an acknowledgment to indicate receipt of the Manual.

II. STRUCTURE

The Town of South Hill operates under a Mayor/Council form of government. Town Council adopts budgets, passes local legislation, and appoints a professional manager, the Town Manager, to manage the operations of the Town. The Town Manager follows the course determined by Council and ensures that daily operations are accomplished satisfactorily by appointed staff and employees. The Town Manager serves at the pleasure of Town Council and all Town employees serve at the pleasure of the Town Manager, except sworn police employees who serve at the pleasure of the Police Chief.

III. MISSION

The Town of South Hill is dedicated to fostering a safe, inclusive, and vibrant community where families thrive, businesses succeed, and natural beauty is preserved. Through exceptional public service, purposeful growth, and deep community collaboration, we proudly blend small-town charm with bold innovation—making South Hill truly so unexpected.

IV. VISION STATEMENT

Founded by a pin on the map in 1902, the Town of South Hill envisions a dynamic and inclusive community where innovation flourishes, opportunities abound, and every resident has the tools to thrive. We aspire to be a regional leader—valued for our exceptional manufacturing and industrial infrastructure, our commitment to education and youth development, and our vibrant cultural and recreational experiences.

As we grow, we remain rooted in our heritage, honoring the traditions that shaped us while embracing the promise of a bold, forward-thinking future. Our town is a place where small-town charm meets cutting-edge ambition—where businesses, families, and visitors alike discover something so unexpected. Together, we are building a resilient, connected, and prosperous South Hill—one that stands as the heartbeat of progress in Southern Virginia.

V. ETHICS

The Town of South Hill expects employees to hold themselves and their co-workers to the highest ethical standards. Employees are expected to act and make decisions based on public service principles and the core values to achieve positive results. The core values of public service include, and are not limited to:

1. Build trust through honesty and transparency.
2. Seek no personal gain.
3. Treat everyone fairly.
4. Build the community through good financial stewardship.

Keeping in mind that how results are achieved is as important as the results themselves, employees are expected to consider an ethical perspective and to seek advice and guidance whenever there is any doubt about whether an action or decision is appropriate. Advice and guidance are available from many sources including supervisors, Human Resources and the Town Manager.

VI. EMPLOYMENT AT WILL

Virginia is an “employment at will” state and employees of the Town of South Hill do not have a contract of employment. This means that an employee may resign at any time, preferably with reasonable notice. Likewise, the Town has the right to terminate an employee’s employment at any time, for any reason not prohibited by law, with or without cause, and subject to all federal and state constitutions and laws. Neither these policies nor any other document constitutes an express or implied employment contract or any right to continued employment. These policies do not imply or create a vesting or a contract entitling Town employees to any specific benefits

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or policies from the Town. The contents of this manual and Town policies and procedures may be changed at any time so long as they comply with all applicable federal, state, and local employment laws and regulations.

VII. TOWN MANAGER ROLE AND RESPONSIBILITIES.

The Town Manager is responsible for the administration of the Town's business, ensuring compliance with federal, state, and local laws and ordinances and working with Town Council and various community stakeholders to provide services to the citizens. In addition to supporting Town Council, the Manager is responsible for and is granted the authority to:

1. Establish the Town's organizational structure and manage departments for efficient operation of the Town.
2. Work with Town Council to develop an annual budget that supports the Council's vision and required services for the Town.
3. Oversees the management and operations of all departments by working with department heads to achieve the goals set by the Town Council.
4. Provides open communication avenues for citizens and employees to provide an environment of accessibility and transparency.
5. Interprets and administers federal, state and town laws, rules and regulations.

CHAPTER TWO – EMPLOYMENT

The Town believes that all employees, regardless of role, position, status, or salary make an important contribution to achieving the Town’s mission. The Town is committed to providing a safe, non-discriminatory, and alcohol and drug-free workplace where employees can work in supportive environments. Managers and employees are partners in ensuring the citizens of the Town of South Hill receive excellent services.

I. MERIT PRINCIPLES

- A. The Town supports merit system principles for all employment actions including selection, appointment, assignment, and promotion. A merit system is one in which employment actions are based on qualifications and competence rather than political favoritism, seniority, or other non-job-related factors. Similarly situated individuals are treated equitably.
- B. Employment policies and procedures are developed and implemented to provide for the recruitment and development of the best available employee for each position. The policies establish orderly procedures for managing the Town’s human resources to ensure that:
 - 1. Employment in public service is made attractive as a career,
 - 2. All appointments and promotions to positions are based on merit and fitness, determined by means of job-related and competitive standards,
 - 3. The position classification and compensation plan conform with the principle of equal pay for equal work, and
 - 4. Town employees are paid in relation to the duties they perform and the local labor market, and performance shall be considered in justifying salary adjustments and increases.

II. DISCRIMINATION, HARASSMENT AND RETALIATION

The Town of South Hill is an Equal Opportunity Employer (EOE) and is fully committed to the principles and practices of equal employment opportunities. The Town supports and promotes equal opportunity for all employees and applicants for employment in accordance with relevant state and federal laws. The Town does not discriminate against individuals in employment on the basis of an individual’s race, sex, pregnancy, childbirth or related medical conditions, sexual orientation, gender identity, religion, color, national origin, age, disability, genetic information, marital status, military or veteran status, protected activity, or any other legally protected status, nor does it tolerate any form of harassment in the workplace against individuals on the basis of race, sex, pregnancy, childbirth or related medical conditions, sexual orientation, gender identity, religion, color, national origin, age, disability, genetic information, marital status, military or veteran status, protected activity, or any other legally protected status. Protected activities include, for example, making a complaint of discrimination or harassment or participating in an investigation of such a complaint. Discrimination based on race includes discrimination on the basis of traits historically associated with race, including hair texture, hair type, and protective hairstyles, such as braids, locks, and twists. This prohibition of discrimination and harassment applies to all terms and conditions of employment from the hiring stage through the cessation of employment.

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Harassment is a form of discrimination and can take many forms. Harassment includes conduct or behavior that is insulting or derogatory to an individual based on race, sex, pregnancy, childbirth or related medical conditions, sexual orientation, gender identity, religion, color, national origin, age, disability, genetic information, marital status, military or veteran status, protected activity, or any other legally protected status. Harassment can include, for example, racial, ethnic, sexual, or religious insults or jokes, unwelcome comments, or conduct or stereotyping on the basis of one of the above delineated protected classifications. Sexual harassment includes unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature.

Any unwelcome behavior constitutes harassment in violation of this policy when: (1) submission to such conduct is made a term or condition of an individual's employment, (2) submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual, or (3) such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creates an intimidating, hostile, or offensive working environment.

The Town requires all of its employees, as a condition of employment, to act in accordance with this policy of non-discrimination, non-harassment and equal opportunity for all individuals regardless of race, sex, pregnancy, childbirth or related medical conditions, sexual orientation, gender identity, religion, color, national origin, age, disability, genetic information, marital status, or military or veteran status, protected activity, or any other legally protected status.

The Town will not tolerate retaliation, including any adverse employment action, harassment, or other form of retaliation, against an employee because that employee filed a complaint of discrimination or harassment, participated in a complaint-related investigation, or otherwise opposed discrimination or harassment.

Please see the Discrimination and Harassment Complaint Procedure below for the procedures for reporting or complaining about any violations of this policy.

III. REASONABLE ACCOMMODATIONS

The Town is committed to providing reasonable accommodations to individuals with disabilities; i.e., individuals who are qualified to perform the essential functions of the particular position, but require reasonable accommodation. The Town is also committed to providing reasonable accommodations to employees for known limitations related to pregnancy, childbirth, or related medical conditions, including lactation. In addition, the Town will provide a reasonable accommodation for an employee's sincerely held religious belief if the accommodation would resolve a conflict between the employee's religious beliefs or practices and a work requirement. The Town will provide a reasonable accommodation unless doing so would create an undue hardship for the Town.

Employees in need of an accommodation should contact their supervisor and Human Resources with the request. The Town will engage in an interactive process with the employee and, if needed, a health care provider, to determine what, if any, reasonable accommodation is available.

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Although an employee's specific request will be considered, the Town reserves the right to determine ultimately whether an accommodation can be provided and the accommodation to be provided. Please see the Discrimination and Harassment Complaint Procedure below for the procedures for reporting or complaining about any violations of this policy.

IV. DISCRIMINATION AND HARASSMENT COMPLAINT PROCEDURE

Employees who believe that they have been a victim of, or a witness to, any type of discrimination, harassment, or retaliation during the course of employment must promptly notify their immediate supervisor or, if such reporting is inappropriate, they must report it to an appropriate manager or other designated representative. Once reported, the supervisor or appropriate manager will then contact Human Resources. Any involved employee may also personally contact Human Resources to report a complaint.

Once reported, a Town representative or designated agent will then investigate the complaint. The Town retains the discretion to determine the method and means of the investigation, but, in most cases, the investigation will involve meeting with the alleged victim, the alleged wrongdoer, and relevant witnesses. Although the Town must necessarily investigate the complaint and cannot assure complete confidentiality, the Town will maintain the confidentiality of the complaint to the extent possible. Once the investigation is complete, the Town will take any warranted remedial action the Town deems necessary to end the discrimination or harassment or to prevent an offense from being repeated.

The Town will not tolerate any form of retaliation against employees who, in good faith, make a complaint of discrimination, harassment, or retaliation, assist in making such a complaint, or cooperate in an investigation of such complaint.

V. WORK ENVIRONMENT

- A. The Town of South Hill supports a fair and uniform personnel management system for its employees to ensure the most effective provision of services to the citizens of the community. Just and equitable incentives and conditions of employment shall be established and maintained.
- B. The Town of South Hill is committed to providing a workplace that supports high quality employee performance and is free from intimidation or coercion in any form. Discrimination in any form is NOT acceptable.

VI. COMPLIANCE

The Town of South Hill complies with all federal and state employment law and supports employment decisions that are job-related and free from unlawful discrimination. While compliance with all federal and state employment laws and regulations is a priority, in addition to laws governing discrimination, harassment, retaliation, and accommodations as noted above, the following are the most frequently applied.

- A. Health Insurance Portability and Accountability Act (HIPAA)

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In accordance with HIPAA Title I, the Town provides health insurance coverage for eligible employees and their family members who lose or change jobs and ensures that coverage is provided to those eligible regardless of specific disease or pre-existing condition. The Town complies with HIPAA Title II by following national standards for processing healthcare transactions relative to Protected Health Information (PHI).

B. Criminal Convictions

The Town does not discriminate against persons who have been convicted of criminal offenses. A prior conviction does not automatically exclude an applicant from employment with the Town. The nature and recency of the offense and the seriousness of the conviction are weighed and considered in relation to the duties of the position sought. When required by the nature and duties of a position, criminal background checks will normally be completed following a conditional offer of employment.

C. The Fraud and Abuse Whistleblower Protection Act

The Town complies with state and federal whistleblower regulations and will protect employees from dismissal, threats, or otherwise discriminating or retaliating against an employee exercising their rights as a whistleblower.

D. Freedom of Information Act (FOIA)

1. The Town of South Hill is subject to the provisions of the Virginia Freedom of Information Act (FOIA), which guarantees citizens of the Commonwealth and representatives of the media access to public records held by public bodies, public officials, and public employees.
2. A public record is any writing or recording, regardless of whether it is a paper record, an electronic file, an audio or video recording, or any other format, that is prepared or owned by, or in the possession of a public body or its officers, employees, or agents in the transaction of public business. All public records are presumed to be open, and may only be withheld if a specific, statutory exemption applies.
3. Any request pursuant to FOIA for copies of records held by the Town, even if the phrase FOIA is not specifically cited, shall be forwarded to the Town Clerk/FOIA Officer. The Town Clerk may forward the request to the appropriate staff member(s) for response. The Town must respond to the request within five working days of the request.

VII. POSITION CATEGORIES

- A. FULL-TIME EMPLOYEES are those who are scheduled to work at least 30 hours per week.
- B. PART-TIME EMPLOYEES are those who are scheduled to work less than 30 hours per week.
- C. SEASONAL EMPLOYEES are those who have been hired to work a particular period every year, e.g., the summer season in the case of seasonal Parks employees. The number of hours per week has no bearing on the employee's classification.

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- D. TEMPORARY EMPLOYEES are those who have been hired for a specific job, project or time. The number of hours per week has no bearing on the employee's classification.
1. Generally, part time, seasonal, and temporary employees are not eligible for benefits, except as required by law.
 2. The Town Manager and Police Chief have the authority to hire temporary employees who may not work longer than three (3) months at any one point in the Fiscal Year. The Town Manager and Police Chief must stay within departmental budget constraints when hiring temporary employees.

VIII. RECRUITMENT AND SELECTION

- A. The Human Resources Manager, working with department heads and the Town Manager, shall develop and maintain effective recruitment processes that attract applicants who are representative of the community and possess the education, knowledge, skills, and abilities to meet the current and future needs of the Town.
- B. All positions will normally be approved by Town Council through the annual budget development and approval process.
- C. Applications for vacant positions will normally be accepted for 2 weeks from the initial date of posting and will be advertised to attract the most qualified applicants. Applications will be submitted to the Human Resources Office.
- D. The Human Resources Manager in cooperation with the department head and/or supervisor will screen applications and manage the interview hiring process. Offers of employment may require the Town Manager's approval.
- E. Following a conditional offer of employment, medically related examinations such as alcohol and drug testing, medical, physical and/or psychological assessment, as determined appropriate and lawful, may be required. Criminal and other background checks to include driving record checks may also be required based on the job.
- F. Falsified statements on any document involved in the application process, including, but not limited to, the Application for Employment and/or resume, shall be grounds for rescinding an offer of employment, or immediate dismissal if the employee is already working for the Town.
- G. The Town of South Hill welcomes an inclusive environment within our organization. Our goal is to attract a diverse range of talent by employing a recruitment process that evaluates candidates based on skills, experience and alignment with our core values. We highly value our existing employees as essential assets who can assist us in broadening our candidate pool and advancing our evolving workforce. To acknowledge their contributions, we have implemented a referral program exclusively available to our employees. *See Attachment 7: Town of South Hill Employee Referral Form.*

IX. EMPLOYMENT OF SPECIAL CATEGORIES OF INDIVIDUALS

- A. Non-US Citizens: Non-US citizens possessing the legal documentation to work in the United States shall be considered for selection, promotion, and all other personnel actions on the same basis and under the same processes as US Citizens, except that applicants for sworn law enforcement positions must be US citizens. In accordance with the Immigration Reform and Control Act of 1986, the Town shall hire individuals who are authorized to work in the United States. New employees will be required to complete and sign Immigration and Naturalization Service Form I-9 verifying their authorization to work in the United States.

- B. Relatives: An employee cannot be supervised directly by anyone with whom the employee has a close personal relationship (i.e., family or significant other). Family is defined as related by blood or marriage; significant other is defined as two parties living in the same household. Family can include parent(s), spouse, child, sister, brother, grandparent, grandchild, or spouse's parent; including any relationship defined as a “step” relationship. Directly supervised is defined as one family member being responsible for salary recommendations, performance appraisals, hiring, firing, promoting or disciplinary action of another family member.
 - 1. If a family or significant other relationship is created or develops between two employees initially not related, one of the two employees will be expected to resign if a transfer is not available.
 - 2. In certain situations, such as emergency response or weather-related emergencies, employees who do not normally fall within the supervisory chain of command, including family members, may work together and/or supervise one another for the duration of the emergency.

- C. VRS Annuitants: An individual receiving a VRS annuity may not be employed in any full-time position unless they agree to suspend the VRS benefit payments for the duration of the employment.

- D. Age: Persons under the age of eighteen shall conform to Virginia labor laws governing the employment of minors. Sworn law enforcement employees holding full-time positions must be at least 21 years of age.

X. NEW EMPLOYEE ORIENTATION

- A. New employees shall normally participate in an orientation to employment with the Town prior to or within three (3) days of the date of hire. Orientation may include the completion of forms, other required paperwork and an explanation of policies and procedures.

- B. Orientation may also include benefit information sufficient for the employee to make appropriate decisions, completion of enrollment paperwork, receipt of the Employment Policies and Procedures Manual with a review of the policies and South Hill organizational information helpful for employment success.

XI. INTRODUCTORY PERIOD

- A. All employees serve a six (6) calendar month introductory period, beginning with the date of hire, except in the case of law enforcement employees who shall begin the introductory period upon completion of certification and field training. This period is an integral part of the employment relationship and shall be utilized for observing a new employee's work, for allowing an effective adjustment of a new employee to their position, and for separating any employee whose performance is found to be unsatisfactory. A performance evaluation will be completed at or near the end of the introductory period.
- B. Employees separated during the introductory period have no appeal or grievance rights.
- C. In unusual circumstances such as an extended absence during the introductory period or an inability to assess the employee's performance, the introductory period may be extended by the Town Manager upon written notification to the employee. Upon successful completion of this period, the employee's status will no longer be introductory, but the employee will remain employed at-will, subject to all federal and state laws and constitutions.

XII. SAFETY

The Town of South Hill is committed to protecting the safety and health of Town employees, assisting in preventing accidents and injuries, increasing efficiency of operations, and avoiding the cost of injuries and accidents. In a proactive manner, the Town shall work to effectively eliminate or control work-related hazards by providing management direction and employee involvement in the identification and resolution of hazards, and by providing training and evaluation as an ongoing process. Such measures shall include evaluating work tasks, equipment, and environment, with the objective of making the most efficient use of worker capabilities while reducing the possibility of physical injury.

XIII. HOURS OF WORK AND BREAKS

- A. The Town's administrative workweek is seven consecutive calendar days beginning Saturday morning at 12:01 a.m. and ending at midnight the following Friday. The standard scheduled workweek consists of 40 hours, except for law enforcement personnel who work a shift schedule as determined by the Police Chief.
- B. Town Hall employees' normal hours of operation are Monday through Friday from 8:00 a.m. to 5:00 p.m.
- C. Operational departments and work groups may set alternate work schedules, as needed, with the approval of the Town Manager. Alternate work locations and schedules may be approved by the department head or Town Manager on a case-by-case basis.
- D. Employees are required to take at least 30 minutes for meal breaks, and meal breaks may be up to one hour long, depending on the department's requirements. Meal breaks do not count

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as hours worked in computing pay and/or overtime. Meal breaks may not be taken at the beginning or end of the day, unless otherwise approved.

- E. Rest periods of less than 30 minutes may be designated and approved by the department supervisor. Break periods are paid time and are not accumulated from one shift, or one day to another.
- F. Employees who are nursing mothers are eligible to take reasonable breaks to express breast milk for up to one year after the birth of the employee's child. Eligible employees should notify their immediate supervisor of the frequency, timing, and duration of the lactation breaks they need to take. Lactation breaks for non-exempt employees generally are unpaid because uninterrupted lactation breaks during which no work is performed do not count as hours worked. However, when an employee uses an approved rest period as a lactation break, the rest period will be paid. Employees who are required to record time under the Town's timekeeping policy must accurately record the start and end of lactation breaks.

XIV. EMERGENCY SERVICE

Emergency response is a primary service delivery responsibility of the Town, and each employee has a responsibility to perform whatever duties may be assigned in emergency situations. As a part of this responsibility, service outside normal working hours or in some capacity other than the normally assigned position may be required. When unusual situations or emergencies occur, Town employees may be required to accept special assignments and perform duties as needed to ensure appropriate service delivery. Some employees may be designated as emergency personnel and may be subject to additional responsibilities and policies unique to emergency situations. To efficiently contact employees should they be needed, each employee must provide the Town with up-to-date personal contact information which may include phone numbers and personal email addresses.

XV. EMERGENCY CLOSINGS

The Town intends to provide maximum services to the public by maintaining normal business hours at all Town facilities. Under normal and safe conditions, employees are expected to arrive at work on time. However, emergencies, including but not limited to, power failure, epidemics, adverse weather conditions or other natural or human-caused conditions, may require the temporary closing of all or some departments and facilities in the Town. The Town Manager or their designee shall decide the Town position on closing or delayed opening. The Town Manager or their designee, in consultation with the affected department head, shall decide whether to close or delay opening an individual Town facility in cases where conditions such as loss of power affect one or a limited number of sites.

XVI. SEPARATION FROM EMPLOYMENT

Employees may separate from Town employment due to resignation, retirement, separation without prejudice, separation during the introductory period, disciplinary dismissal, or death.

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- A. Resignation is a voluntary separation initiated by an employee. Non-exempt employees who leave their position due to resignation shall normally provide at least two weeks' notice to their department head, verbally or in writing. Exempt and supervisory employees shall normally provide at least four weeks' notice of resignation. Supervisors shall document verbal resignations in writing. Once a resignation is submitted by the employee, either verbally or in writing, it may not be withdrawn unless the department head agrees to such withdrawal. Upon notification of intent to leave Town employment, the Town may designate a date earlier than that which the employee requested. Two weeks' notice is normally required for the employee to be paid for unused personal time off (PTO).
- B. Retirement is a separation initiated by an eligible employee based on age and length of service, typically in accordance with the provisions of the Virginia Retirement System.
- C. Separation Without Prejudice shall be used to separate an employee who is unable to report to work due to circumstances beyond his or her control such as Reduction in Force; an incapacitating medical condition that is not or cannot be resolved; the loss of a required license; circumstances causing conflict with Town policies, such as the employment of relatives' policy; incarceration; or similar situation. Employees shall normally be given seven calendar days advance written notice of the separation without prejudice.
- D. Dismissal due to disciplinary action is described in Chapter Seven, "Workplace Expectations and Procedures". Once disciplinary separation has been initiated, an employee may be allowed to resign in lieu of the dismissal at the Town Manager's discretion, and the record shall indicate that the employee "resigned in lieu of dismissal".
- E. Reduction in Force
 - 1. There may be times when the Town needs to adjust the size of the workforce. If Town Council decides that an adjustment necessitates a reduction in the number of employees, a layoff will result. Layoffs may be the result of economic conditions, lack of work, programmatic changes, reorganization, or position elimination.
 - 2. Employees will be given advanced notice of any pending layoff and the policies and procedures that will be implemented to affect the layoff. A variety of factors including past performance, ability to satisfactorily perform in newly configured positions and seniority, may be used to determine which employees are selected for layoff.
- F. An employee may be separated at any time during the Introductory Period if they fail to perform at an acceptable level and/or fail to demonstrate acceptable dependability, conduct, or suitability for the position and/or needs of the Town.
- G. An employee is considered to have separated from employment in good standing when the separation is voluntary, appropriate advance notice is provided and the employee is not being evaluated for misconduct, termination or other negative employment action.

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- H. Prior to or at the time of separation, the employee must return all Town-owned materials, apparel, and equipment to the supervisor. The employee must also provide a forwarding address to receive the final paycheck and W-2 statement of annual earnings.
- I. Human Resources staff may contact separating employees to discuss benefit options and schedule an exit interview. An exit interview, a meeting between a separating employee and a Human Resources' staff member, is encouraged in all voluntary separations including retirements.

XVII. PERSONNEL FILES

- A. Personnel files contain written material about an employee's employment. Information related to employment is considered a personnel file regardless of where the record might be physically located. Human Resources maintains the official personnel files for each Town employee and complies with the Government Data Collections and Dissemination Practices Act. Employees, supervisors, and department managers may identify materials to be included in the personnel files.
- B. Documents that are a part of the personnel file include, but are not limited to, job description, grade or pay range assignment, employment application/resume, benefit enrollment, tax forms, employee pay information, performance evaluations, disciplinary actions, counseling documentation, supervisor's job-related notes, employment agreements, commendations, certifications, and education materials.
- C. All medical information, such as Family Medical Leave certifications, ADA materials including requests for accommodations, results of physicals and drug/alcohol testing, is maintained in a locked cabinet that is physically separated from personnel files.

XVIII. RELEASE OF INFORMATION

- A. The Town treats information provided to it by employees as confidential. Requests for employment verification and other information directed to individual departments shall be sent to the Human Resources Department for appropriate response, in accordance with relevant laws and regulations. Human Resources may release specifically requested information to employees or former employees, other Town departments and local, state, and federal agencies to allow those departments and agencies to perform their necessary duties as follows:
 - 1. Current and former Town employees have the right to review any information in their personnel files, including departmental files. An employee, or designee with the employee's written authorization, may review the contents of his or her official personnel file by visiting the Human Resources Department during normal office hours. Upon the employee or former employee's request, Human Resources staff will obtain departmental files for review. Proof of identity must be provided before the personnel file may be reviewed.

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2. Routine information such as dates of employment, job title and salary history shall be given to representatives of Town departments for employees of the requesting department. Information requested by another Town department shall normally be supplied so long as the requesting department has a valid need for the information, such as when an employee from another department is being interviewed for a position.
3. Requests for information concerning Town employees are often received from federal agencies, credit bureaus, individual employers, and others. The Town provides a neutral reference by providing the following information:
 - a. Verification of name,
 - b. Verification that the person is employed by the Town and the job title, if currently employed,
 - c. Verification of dates of employment and the job title, not including the reason for separation, if no longer employed,
 - d. Salaries of employees who earn more than \$10,000 annually are a matter of public record and shall be released upon request,
 - e. Employees and former employees may authorize release of personnel files to an outside party by providing a signed release.

CHAPTER THREE – PAY AND CLASSIFICATION

I. COMPENSATION PHILOSOPHY

The Town of South Hill’s compensation system, as supported by Town Council, shall:

1. Establish and maintain a salary structure that will attract and retain qualified employees.
2. Ensure that like jobs are valued with comparable methods and are treated similarly in terms of base pay.
3. Maintain the salary structure in proper relation to competitive pay practices in the local labor market.
4. Ensure that each Town employee’s performance and salary is reviewed at regular intervals.
5. An employee’s total compensation shall consist of direct regular pay and overtime pay, and if eligible, the employer's contributions to employee benefits, holiday pay, and various forms of paid time off.

II. PAY PLAN

- A. The Town has an established Pay Plan, which is an approved system of grades and pay ranges. Classification is the assignment of a full- or part-time position on the Town’s Pay Plan to a pay grade based on an assessment of the duties, scope and nature of work, the degree of responsibility and other factors as determined appropriate. Every job is evaluated according to the kind of work and the degree of responsibility assigned. Employee base pay shall fit within the pay range and shall be at a rate no less than the minimum and no greater than the maximum of the range.
- B. Employee pay shall be in accordance with the scheduled salary ranges as adopted and amended by appropriate action of the Town Council. The salary ranges are determined by periodically surveying the prevailing rates for comparable work in other public employment and relevant businesses and industries in the surrounding area. The current cost of living, responsibilities of the position, and the Town’s financial condition and policies are also considered.
- C. The plan is maintained by periodically reviewing job descriptions, considering significant changes to duties and responsibilities, or working conditions.

III. JOB DESCRIPTIONS

- A. A Job Description is a written summary of the most important duties, responsibilities, qualifications and Fair Labor Standards status of a job. It is intended as a guide in understanding the general requirements, essential duties, physical demands, knowledge, skills, and abilities of the position. It does not describe the individual holding the position and is intended to broadly describe duties assigned to individuals in a variety of departments and offices.

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- B. An employee is normally provided a copy of their job description and pay range upon hire and may request a copy of their current description at any time by asking their supervisor.

IV. PAY PROCESS

- A. Employees are paid twenty-six (26) times per year. Payment is made through Direct Deposit every other Friday and pay statements are normally emailed to employees on pay day. The Town makes every effort to accurately compensate employees and to do so in compliance with all applicable state and federal laws.
- B. To ensure that employees are paid properly, each non-exempt employee shall record all time worked and paid time off taken on the bi-weekly timesheet form approved by the department head and each exempt employee shall record paid time off taken. All time worked shall be calculated to the nearest 15-minute increment.
- C. Non-exempt employees must record all time worked and therefore must clock in and out within 5 minutes of the normally scheduled start and end of the work period, including the lunch break. Clocking in or out is required when reporting to/from work, to/from meal breaks and when reporting to work from standby during off-duty hours. Employees failing to clock in or out shall be subject to disciplinary action up to and including dismissal.
- D. Working before or after normal hours of operation, or during lunch break, must be approved in advance by a supervisor. Employees may not work before or after normal hours of operation, or during lunch break on one day to make up for time missed another day during the workweek.
- E. Employees must not complete or otherwise alter the time sheet of another employee or clock in/out for another employee. The employee must sign their time sheet before sending the time sheet to payroll.
- F. The Town processes required deductions for federal and state income tax, Social Security and those required by court orders, such as garnishments, child support payments and/or voluntary child support payments when supported by a written agreement.
- G. An employee may also authorize other Town approved payroll deductions, such as contributions for retirement, medical, dental and vision coverage, and supplemental benefits which will be deducted 24 times per year. Effective July 2024, VRS Hybrid Voluntary Contributions will be deducted 26 times per year.
- H. Each employee is responsible for reviewing his or her pay statement to ensure that the pay and deductions are correct. Occasionally, inadvertent administrative mistakes occur which may be found through audits or by individual employees. An employee who believes that a mistake has occurred, or an incorrect deduction has been made must immediately notify their supervisor or the Finance Department so that prompt review may be initiated. If a payroll mistake has occurred, regardless of the cause of the error, the employee will normally be

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reimbursed for underpayments or required to repay overpayments, as appropriate to correct the consequences of the error. Adjustments will normally be made on the next paycheck.

V. PAY ACTIONS

- A. The established pay range for the pay grade for the job will be explained to the employee upon employment. New employees hired by the Town are normally brought into their position at the starting salary in the pay grade established for that position. When establishing starting pay, allowances may be made for previous experience and academic credentials where they have a direct bearing on job performance and requirements, with the approval of the Town Manager or Police Chief, respectively. In no circumstances will a new employee be provided a salary that exceeds the pay range maximum for the job for which the employee is hired.
- B. When employment is on a part-time and/or seasonal basis, the rate of compensation will normally be the beginning of the pay range of the position for which the employee is hired. In the event of recurring part-time or seasonal employment, the Town Manager or Police Chief will make the determination as to starting salary. Part-time and seasonal employees are not normally eligible for Town benefits, except where required by law.
- C. Employees may receive market adjustments, in addition to merit increases, in circumstances deemed appropriate by Town Council. Town Council, acting through the annual budget process, may revise the current Classification and Compensation plan. The increase will be effective on July 1 of any year unless Town Council selects another date for the increase to take effect.
- D. If an employee's performance is satisfactory or better at the time of their performance evaluation, the employee may receive a merit increase. Merit increases are based on the employee's evaluation score and where the employee's regular rate falls in their job grade. Increases are effective as of the first day of the next pay period following the date of the employee's performance evaluation. Performance evaluations and the increases associated with them are not eligible for grievance under the Town's grievance policy.
- E. Reclassification is the reassignment of a position from one pay grade to another resulting from a formal job review requested by the Town Manager. Reclassification may be the result of a significant change in the duties and responsibilities of a position, structural changes, a change in the needs of the organization or other similar situations. Reclassification to a position in a higher pay grade is normally accompanied by a pay adjustment of five (5) percent or increase to the minimum of the new pay range, whichever is greater. When an employee's position is reclassified to a lower pay grade and the current salary is above the maximum for the lower grade, the employee shall be permitted to retain their existing rate of pay in the new position (except in event of general service-wide reductions) but shall not be entitled to a salary increase until their salary is within the pay range to which the position is assigned.

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- F. A Promotion is an advancement to a job in a higher pay grade and range. This movement normally occurs through the competitive process and is normally accompanied by five (5) percent pay increase or increase to the minimum of the new pay range, whichever is greater. The Town Manager or Police Chief may determine an additional pay adjustment, taking into consideration the employee's experience, education, and skills related to the new position.
- G. A Demotion is a reduction in the pay grade, range and pay of an employee whose job duties are substantially reduced due to changing needs, disciplinary action, or unsatisfactory performance. A pay reduction of five (5) percent or to the maximum of the new pay range, whichever is lower, normally accompanies a demotion.
- H. An employee who voluntarily transfers to a job with a lower pay grade shall normally have their pay reduced, in an amount determined by the Town Manager.
- I. A Lateral Transfer from one job to another job in the same pay grade in the same or another department does not normally include a pay adjustment.
- J. Employees may be eligible for a base pay increase under the specific provisions of a departmental certification plan.
- K. Acting Appointments are recognized by a temporary pay adjustment of 5% or to the minimum of the range of the temporary position whichever is higher, when individuals are assigned to temporarily perform the duties of a higher, vacant position. The following guidelines apply to Acting Appointments:
 - 1. An "Acting Appointment" is a temporary assignment, normally more than 30 days and less than one-year duration.
 - 2. The department must be actively recruiting or have plans to actively recruit a permanent replacement in the case of a vacancy.
 - 3. An Acting Appointment is not intended for promotional purposes, as a "trial run", or as a "trainee" position. The acting employee must participate in a competitive process for full-time promotion.
 - 4. An acting appointment must be approved by the Town Manager.
 - 5. At the end of the acting period, the employee's salary will be adjusted to the rate of pay they were receiving prior to the Acting Appointment assignment. The exception would be if the employee were selected to permanently fill the position through the competitive process. In this case, the salary rate would be based upon the employee's salary prior to the assignment.
 - 6. If the Acting Appointment overlaps a fiscal year, the employee will receive an increase, if approved, based upon the pay rate prior to the Acting Appointment status.
 - 7. No additional pay will be provided after the Acting Appointment is completed, even if the employee continues to perform some of the duties during the orientation and probation period of a newly hired employee.

VI. OVERTIME PAY

- A. In compliance with the Fair Labor Standards Act (FLSA), all Town positions are designated as EXEMPT or NON-EXEMPT. Job titles do not determine exempt status. For an exemption to apply, an employee's specific job duties and salary must meet all the requirements of the regulations.
- B. All non-exempt employees, as defined by the Fair Labor Standards Act, are eligible to receive overtime compensation in pay or time. Monetary payments shall be at one- and one-half times the regular rate of pay for all hours over forty (40) hours in one administrative workweek, except public safety employees subject to the FLSA 207k exemption may work additional hours in accordance with the established work cycle. Hours worked for overtime purposes does not include paid time off such as holidays, PTO and civil leave.
- C. Non-exempt employees may earn overtime in the form of compensatory time at one-and one-half hours of time awarded for each hour worked over the appropriate threshold. While the employee's preferences may be considered in the election of pay or time, management may require time or pay based on departmental needs and procedures. Unused compensatory time must be paid promptly upon separation from Town employment or upon promotion or reassignment to an exempt position. Overtime pay or compensatory time will be included in the pay for the pay period in which it is earned.
- D. Exempt employees are not covered by the overtime provisions of the FLSA and are not eligible to receive overtime compensation. They are expected to work at least forty (40) hours per week and additional hours, as needed, to complete work responsibilities. They may use reasonable discretion, with the approval of their supervisor, to adjust their regular work schedule following extended periods of work over 40 hours per week or the Town Manager may award comparable time off, as appropriate. While employees in exempt positions are not normally eligible for overtime compensation, the Town may choose to award additional pay, under emergency circumstances, when approved by the Town Manager.
- E. A non-exempt employee shall not work outside the designated schedule without prior approval from the department head or designee. Should an employee work without approval, payment will be made, and the employee may be subject to disciplinary action up to and including dismissal. Failure by an employee to work scheduled overtime, once notified, may result in disciplinary action, up to and including dismissal.

VII. EMERGENCY CONDITIONS AND CALL-BACK

- A. The Town will pay overtime rates for emergency situations, even if the employee does not actually work more than 40 hours in a week, where employees are: asked to remain on duty after their regular shift ends and/or are called back to work to deal with emergencies such as blocked or broken water/sewer lines, weather conditions including snow and ice, downed trees or public safety emergencies. The Town Manager may declare other events as an emergency, at their discretion.

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- B. The emergency overtime rates will only apply to those hours worked on the emergency, plus one hour of overtime for travel time. Travel time will apply only if the employee is actually “called back” to work after clocking out for the day and leaving the work premises. Travel time will not apply if the employees are asked to remain on duty after their regular shift.
- C. Planned changes in the routine work schedule do not qualify as Emergency Conditions. Actual emergency hours worked, and travel times will be noted on the time records as such by the supervisor.

VIII. EMERGENCY CLOSINGS

- A. Essential Town services must be maintained during emergencies. Designated employees are expected to report to or remain at work to provide these services. Essential Emergency Designated Employees include personnel from:

- Public Works (Streets, Water, Sewer, Solid Waste)
- Fleet Maintenance
- Wastewater
- Police Department

Other departments and/or employees may be called upon to report to or remain at work during emergencies, at the discretion of the Town Manager.

- B. When Town offices and facilities are closed, essential emergency employees are required to report to work as directed by their supervisor or the Town Manager. Department heads, or their designees are responsible for scheduling their employees. They may also cancel or rescind previously approved paid time off for an essential emergency designated employee during an emergency situation.
- C. In the case of nonexempt, non-emergency employees, only the time designated for a delayed opening or early closure is covered by the above policy. Employees shall not normally report prior to the delayed opening time, unless instructed by their supervisor to do so. Any additional time off must be covered by other paid time off. An announced early closing time is the earliest time at which an employee may leave work without being charged leave. Employees who choose to stay at work later than the early closing time shall not receive additional pay or time off.
- D. If an employee was previously approved for paid time off and a weather closure occurs for the same day, no leave will be charged.
- E. If the day of closure is the employee’s regular day off, no additional time will be awarded unless the employee is required to report to work on the day of the closure.

- F. Designated exempt emergency employees may also be required to work and do not normally receive additional pay. At the Town Manager's discretion, exempt employees may be awarded additional time off for performing emergency duties.

IX. MEAL PROVISIONS

Employees required to return to or stay at work to provide services of an unscheduled nature such as weather emergencies, natural disasters, or systems failures may be provided meals appropriate to the time and duration of the unscheduled work. The Department Head will approve the location and timing of the meals.

X. REIMBURSEMENT FOR TRAVEL EXPENSES

Employees required or allowed to travel on official business are normally reimbursed for expenses incurred due to the travel. Out-of-pocket expenses incurred by an employee will be reimbursed provided the employee submits the appropriate form, has valid, original receipts, and the expenses have been authorized in advance by the department head. Eligible travel may include out of town training, professional conferences, seminars, or meetings. Travel must be approved in advance. *See Attachment 2: Travel Reimbursement Procedures.*

XI. OTHER PAY ACTIONS

Other pay actions such as car, uniform or tool allowances, shift differentials, and one-time monetary bonuses, rewards and incentives may be provided in addition to base pay as deemed appropriate and in compliance with the compensation philosophy. Such additional compensation is not part of base pay for VRS creditable compensation purposes or for pay adjustment purposes such as promotion or annual pay increases.

CHAPTER FOUR - BENEFITS

An array of benefits combined with wages establish a total compensation package that supports the Town's goals of attracting, rewarding, and retaining high performing employees. In addition to the benefits outlined within this chapter, personal time-off benefits are outlined in Chapter Five "Personal Time Off and Other Absences."

I. RIGHT TO MAKE CHANGES

From time to time, conditions or circumstances may require that the Town make changes, additions, or deletions in its benefits program for both active employees and retirees as Town Council determines are appropriate. This policy does not grant or guarantee employees or retirees vested benefits. In other words, employees and retirees are not guaranteed current or future benefits, unless required by federal or state law.

II. MEDICAL COVERAGE

- A. Group medical coverage, which includes basic vision coverage, is currently available for all full-time employees and their eligible dependents. In accordance with the Patient Protection and Affordable Care Act (PPACA), employees who average thirty paid hours per week over a one-year period are eligible for medical and dental coverage for the subsequent plan year. When enrolled, coverage begins the first of the month following the date of employment, except that if the employee is hired on the first of the month, coverage begins on that date, and continues until the last day of the month the employee leaves Town employment, drops coverage or changes status from full-time to less than full-time employment.
- B. Enrollment takes place at new hire orientation and thereafter during open enrollment periods. Employees may make changes in their coverage during open enrollment periods and when a qualifying event occurs that allows changes such as marriage, divorce, and birth or adoption of a child.
- C. The Town may share the cost of medical coverage with employees as determined annually during open enrollment. Payments for medical coverage must be made through payroll deductions and are automatically processed on a pre-tax basis unless the employee submits a written waiver. Eligible employees may purchase enhanced vision coverage and the employee shall pay the full cost of such coverage.

III. DENTAL COVERAGE

- A. Group dental coverage is available for all full-time employees and their eligible dependents. Coverage begins the first of the month following date of employment, except that if the employee is hired on the first of the month, coverage begins on that date. During the contract year, changes may be made only when a qualifying event occurs. Coverage continues to the last day of the month during which the employee leaves Town employment, or changes status from full-time to part-time, seasonal, or temporary.

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- B. The Town may share the cost of dental coverage with employees as determined annually in open enrollment. Payments for dental coverage must be made through payroll deductions and are automatically processed on a pre-tax basis unless the employee submits a written waiver.

IV. COBRA

- A. Under the Consolidated Omnibus Budget Reconciliation Act (COBRA) health benefit provisions, the Town offers a temporary continuation of group health coverage in accordance with federal regulations.
- B. The Town normally offers COBRA continuation coverage to covered employees, their spouses, former spouses, and dependent children when group health coverage would otherwise be lost due to separation from employment or reduction in hours such that the employee is no longer eligible for benefits. The cost of COBRA coverage is the full premium plus an administrative fee and must be paid by the covered person.
- C. The Town's medical provider sends COBRA notices following a qualifying event including specific enrollment information, timeline, and costs.

V. LIFE INSURANCE

- A. The Town currently offers life insurance and accidental death and dismemberment insurance policies for full-time employees at no cost to the employee. Coverage begins on the first day of employment. The amount of coverage is twice the annual salary rounded up to the nearest thousand, up to the maximum amount allowed by the insurance provider. Coverage continues to the last day of the month during which the employee leaves the employment of the Town, or change status from full-time to part-time, seasonal or temporary. Employees may purchase additional life insurance through VRS, and the employee shall pay the full cost of such insurance.
- B. Employees must submit beneficiary information and subsequent changes to VRS. Employees are urged to keep beneficiary information current.

VI. RETIREMENT

- A. As of August 1, 1999, the Town participates in the Virginia Retirement System (VRS). All full-time employees hired on or after this date, are enrolled in the Virginia Retirement System based on the date of enrollment or hire. VRS coverage begins on the first day of the month following the date of hire, except if an employee is hired on the first business day of the month, coverage begins that day. Coverage normally ends on the last day of the month of separation.
- B. VRS is the State of Virginia's retirement system and all rules and regulations regarding contributions and retirement benefits are made by the General Assembly. The Town, as a member employer, must comply with all regulations as set forth by the legislature.

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- C. VRS currently identifies Plan 1, Plan 2 and Hybrid plans based on date of initial enrollment. Sworn public safety employees are enrolled in Plan 1 or Plan 2 based on date of hire and all other employees are enrolled in Plan 1 or Plan 2, if enrolled or hired before January 1, 2014, and are enrolled in the Hybrid Plan if the initial membership in VRS is on or after January 1, 2014.
- D. Newly hired employees with active VRS membership retain their previous Plan enrollment. For example, a newly hired Town employee who has active Plan 1 VRS service retains Plan 1 membership even if hired by the Town of South Hill on or after January 1, 2014.
- E. The Town currently shares the cost of VRS coverage with employees as dictated by Virginia Code. The Town's contribution is based on a rate determined bi-annually by the VRS Board and the employee's contribution is set by Virginia Code at a minimum of 5% of annual pay.
- F. Members of the VRS Hybrid Plan may make additional voluntary employee contributions of up to 4%. These elections may be elected and/or changed prior to each quarter.
- G. Details of eligibility and other features of the Virginia Retirement System are covered in the Handbook for VRS Members, available in the Human Resources Department and on-line at www.varetire.org
- H. An employee may be eligible for a refund of the member contribution portion of retirement contributions upon termination from employment in accordance with VRS regulations.
- I. The Town reserves the right to participate in another retirement system should it deem appropriate.

VII. SHORT TERM/LONG TERM DISABILITY

The Town offers Short Term Disability and Long-Term Disability benefits for non-public safety, full-time employees at no cost to the employee. Coverage varies depending on the length of employment and whether the disability is work-related or non-work related. Eligibility becomes effective following thirteen months of full-time employment. Employees are encouraged to consult Human Resources for details on the disability benefits. Coverage continues to the last day of the month during which the employee leaves Town employment, or changes status from full-time to part-time, seasonal or temporary.

VIII. WORKERS' COMPENSATION

- A. Coverage for Workers' Compensation is funded by the Town for all employees and payment for claims will be made in accordance with state law. All on-the-job injuries must be reported immediately, and no later than 24-hours, to the employee's supervisor. Failure to promptly report an injury may result in non-payment. Illness or injury that is not work related is not covered by Workers' Compensation.
- B. Employees are required to immediately, and no later than 24-hours, report, preferably in writing, ALL workplace injuries, conditions, or illnesses, to their immediate supervisor. All incidents shall be reported no matter how insignificant, and regardless of whether medical

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treatment is necessary or sought. If the immediate supervisor is not available, the employee must report the incident to the next person in the chain of command in the department, or the Human Resources Manager. Late reporting by the employee may result in delayed or denied workers' compensation benefits.

- C. The Town has an approved Panel of Physicians for treating workers' compensation injuries and illnesses. The Human Resources Manager shall, immediately upon notification of a work-related injury or illness, provide the employee with a copy of the Panel of Physicians.
- D. An employee is not entitled to lost wage compensation for the first 7 days of incapacity resulting from a work-related disability. The Act includes weekends/holidays in this count, and these days do not need to be consecutive. The employee may use accrued leave for absences from work in the first 7 days. If the employee chooses not to use accrued leave, this will be excused leave without pay. It is the employee's responsibility to notify their supervisor regarding how they would like to charge the first 7 days missed from work. If a designation is not made, the employee's accrued leave will be used.
- E. Workers' Compensation pays lost wages for a compensable injury at two-thirds of the employee's average pay. An employee who is absent from work because of a Workers' Compensation compensable injury may use PTO to supplement any workers' compensation benefits they are receiving; however, the combination of workers' compensation and PTO cannot exceed 100% of the employee's regular pay. The employee will not accrue PTO time while on workers' compensation. PTO accrual will resume 30 days after the employee returns to active employment. *See Attachment 3: Workers' Compensation Procedures*

IX. UNEMPLOYMENT COMPENSATION

The Town of South Hill fully funds unemployment coverage in accordance with state requirements. Unemployment provides temporary income for workers when they lose their job for a qualifying reason. Eligibility and the amount and duration of unemployment compensation payments are governed by the provisions and laws of the Commonwealth of Virginia. Applications for benefits must be completed through the Virginia Employment Commission (VEC).

X. SUPPLEMENTAL INSURANCE

- A. At the Town's discretion, other supplemental insurance such as enhanced vision coverage, additional life or medical insurance, accidental insurance, short-term disability coverage, long term care, etc. may be available to employees to purchase through payroll deduction. Employees are responsible for the full cost of the premiums of these policies, which will be paid through payroll deduction on either a pre-tax or after-tax basis depending upon the product.
- B. Employees must complete enrollment forms as soon as possible after employment to meet plan enrollment requirements. Open enrollment is normally offered in June each year. During the contract year only those changes for reasons of a qualifying event may be made.

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- C. The Human Resources Department maintains an updated list of supplemental insurance offerings and points of contact.

XI. CREDIT UNION

The Town offers full-time employees the opportunity to deposit any amount they choose to their Virginia Credit Union account through payroll deduction. The Finance Department maintains applications and points of contact.

XII. UNIFORMS

- A. The Town provides uniforms or a uniform allowance to employees as is deemed necessary by the Town to enhance uniformity of appearance and the ability of the public to recognize Town employees. Typically, employees in the Police, Public Works, and Code Compliance Departments are provided uniforms, subject to Town Manager approval.
- B. When an employee leaves the employment of the Town, it is their responsibility to return all uniforms to the supervisor prior to the receipt of their final check. In the case of an employee who transfers into a position that does not require uniforms, they must return all uniforms to the supervisor by the first day of the new assignment.

CHAPTER FIVE – PERSONAL TIME OFF AND OTHER ABSENCES

I. PERSONAL TIME OFF (PTO)

- A. Personal Time Off (PTO) is accrued on the last day of each full month when the employee is actively employed with the Town. If, at any time during employment, an employee has any unpaid leave during the month the employee will not earn PTO for that month. Unpaid leave situations include but are not limited to personal leave without pay, suspension without pay, and administrative leave without pay.
- B. Full-time employees accrue Personal Time Off (PTO) according to years of service as follows:

Years of Service	Hours PTO Accrued per Month	PTO Hours Per Year	Maximum Hours Carried Over from Year to Year	Maximum Hours Paid Upon Separation
Less than 3	12	144	720	360
3 - 10	14	168	720	360
10 - 17	16	192	720	360
17 - 25	18	216	720	360
25+	20	240	720	360

- C. Total creditable service for full-time paid time off accrual purposes is calculated from the date of appointment or conversion to a full-time position. Promotion, demotion, transfers, or reassignment to a different full-time position does not affect the amount of accumulated paid time off.
- D. Employees must request Personal Time Off from their supervisor in advance. PTO approval is at the discretion of the supervisor and may be denied in situations such as when necessary to keep an operation or shift adequately staffed or when an employee has been absent from work for significant periods of time for other reasons. Employees may be called back to work from approved leave for valid service delivery reasons such as an emergency. Such time will also be recorded by the employee’s time reporting method. PTO must be used in one-hour increments.
- E. Full-time employees start earning PTO at the end of the month following thirty calendar days of employment and may accrue without limit throughout the calendar year. However, the maximum number of hours that may be carried forward into the new calendar year are capped as noted above and unused paid time off hours over the maximum as of December 31 of each calendar year will be forfeited.
- F. An employee who is absent from work because of Short-Term Disability (“STD”) may use PTO to supplement any disability benefits they are receiving; however, the combination of PTO and STD cannot exceed 100% of the employee’s regular pay. The employee will not

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accrue PTO time while on disability leave. PTO accrual will resume thirty calendar days after the employee returns to active employment.

- G. PTO may not be used to cover tardiness to work. If a non-exempt employee is late, the employee may be docked for whatever time is missed. The employee may also be subject to disciplinary action.
- H. A certification of illness or incapacity from a medical provider may be required for PTO usage due to an illness.
- I. Upon resignation from employment with the Town, if the employee gives proper notice of at least two weeks for non-exempt and 4 weeks for exempt employees, the employee will be paid at their current regular rate of pay for accumulated PTO hours up to the maximum pay out limit of 360 hours.
- J. During the probationary period the employee is entitled to fringe benefits. However, if an employee is separated from employment within the six (6) month probationary period he/she is not entitled to compensation for accrued annual leave.
- K. If an employee is terminated by the Town for cause (disciplinary, attendance, violation of Town policy, poor performance, etc.), or if an employee resigns without proper notice, all accrued, unused PTO will be forfeited and not paid out.

II. LEAVE OF ABSENCE

A leave of absence is defined as time away from work of two (2) weeks or more, with or without pay, and may be approved by the Town Manager, upon recommendation by the employee's supervisor and department head. To be eligible for a leave of absence, the employee must have been employed for at least 6 months. Failure to return to work at the end of the leave may be cause for dismissal. An unpaid leave of absence is considered Leave Without Pay.

III. HOLIDAYS

- A. All full-time employees of the Town receive paid holiday benefits. Paid holiday time is eight (8) hours regardless of the employee's normally scheduled work hours. Failure by a non-exempt employee to report to work on the day before or after a holiday, unless the employee has scheduled time off in advance, will result in loss of holiday pay.
- B. The following list includes the holidays observed by the Town. The Town Manager may follow the Commonwealth of Virginia holiday schedule or award additional holidays, at their discretion.

New Year's Day
Presidents' Day
Juneteenth

Martin Luther King, Jr. Day
Memorial Day
Independence Day

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Labor Day
Veterans Day
Thanksgiving
Christmas

Columbus Day
½ day Before Thanksgiving
Friday after Thanksgiving
TWO (2) Floating Holidays

- C. All full-time employees hired prior to October 1st of the calendar year are eligible for the Floating Holidays. The Floating Holidays must be approved in advance by the employees' supervisor and must be used within the current calendar year.
- D. An employee who is normally off work and is required to work on an observed holiday shall be paid eight hours for the holiday and the employee's regular hourly rate for the hours worked.
- E. A holiday falling within a period of pre-approved paid leave shall not require the use of paid leave for that day.
- F. **POLICE DEPARTMENT HOLIDAY PAY**
 - 1. If an employee of the Police Department works on an observed holiday, they will be paid for hours worked at regular pay and 8 hours of holiday pay regardless of when the shift begins or ends.
 - 2. If the holiday is the employee's regularly scheduled day off, the employee will be paid for 8 hours at their regular rate of pay.

IV. FAMILY AND MEDICAL LEAVE ACT (FMLA)

In accordance with the provisions of the Family and Medical Leave Act (FMLA), as amended, eligible employees are entitled to take up to twelve (12) weeks of job protected leave during any 12-month period for specified family and medical reasons. Employees, supervisors, and the HR Manager shall engage in interactive discussions about the need for FMLA, to coordinate absences, and related matters. In some cases, other employment laws such as the American with Disabilities Act and the Virginia Local Disability Program may work with the FMLA to impact the duration of job protected leave available to an employee.

A. Qualifying FMLA Events:

- 1. The birth of the employee's child or the placement of a child with the employee for adoption or foster care; or
- 2. To care for an immediate family member (spouse, child, or parent) with a serious health condition; or
- 3. To take medical leave when the employee is unable to work because of a serious health condition; or
- 4. Because of any qualifying exigency, i.e. an urgent need, as defined below and in applicable Federal regulations, arising out of the fact that the employee's spouse, son,

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daughter, or parent is a covered military member on covered active duty or has been notified of an impending call to covered active duty in the Armed Forces; or

5. To care for a military family member injured in the line of duty (Note: see section L “Military Caregiver FMLA Leave” below for specific guidelines.)

B. **Serious Health Condition:** an illness, injury, impairment or physical or mental condition that involved either an overnight stay in a medical care facility or continuing treatment by a health care provider for a condition that either prevents an employee from performing the functions of the employee’s job or prevents an employee’s qualified family member from participating in school or other daily activities.

C. **Qualifying exigencies:**

1. Short notice deployment;
2. Military events and related activities;
3. Childcare and school activities;
4. Financial and legal arrangements;
5. Counseling;
6. Rest and recuperation;
7. Post-deployment activities within 90 days of termination of active duty;
8. Parental care; and
9. Additional activities agreed on by the Town and the employee.

D. **Employee Eligibility:** An employee is eligible for FMLA leave when:

1. The employee has worked for at least 12 months for the Town. The twelve months need not have been consecutive so long as no break in service exceeds seven years. (If the employee was on the payroll for part of a week, the Town will count the entire week. The Town considers 52 weeks to be equal to twelve months.)
2. The employee has performed at least 1,250 hours of work for the Town over the previous 12 months before the leave would begin, not including paid or unpaid leave.
3. When both spouses are employed by the Town, they are jointly entitled to a combined total of 12 workweeks of family leave for the following events:
 - a. The birth or placement with the employee of a child for adoption or foster care.
 - b. To care for a parent who has a serious health condition.
4. In some cases, an employee who does not meet the eligibility criteria for FMLA may be entitled to paid time off as an accommodation for a qualifying disability.

E. **Calculation of Leave:**

Eligible employees can use up to 12 weeks of the leave described above during a 12-month period. The Town will use a rolling 12-month period measured backward from the date an employee uses FMLA leave. Each time an employee uses FMLA leave, the Town computes the amount of leave the employee has taken under this policy, subtracts it from the 12 weeks, and the balance remaining is the amount the employee is entitled to take at that time. For example, if an employee has taken five weeks of leave in the past 12 months, he or she has an additional seven weeks available under this policy. Note that the FMLA also entitles

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eligible employees to take time off for “Military Caregiver Leave”. The amount of time available for Military Caregiver Leave and the method by which such leave is calculated is described in Section L below.

F. Paid Family Leave:

As part of its commitment to supporting healthy families and promoting family-life balance, the Town will provide eligible employees with up to six (6) workweeks, or 240 hours, of paid family leave per rolling twelve-month period with the provisions of above FMLA policy (IV). This Leave works in conjunction with IV Family Medical Leave Act (FMLA), and Chapter Four VII Short- Term Disability Coverage. Each week of paid family leave is compensated at one hundred percent of the employee’s regular, straight time weekly base pay for their applicable hours (e.g., 40 hours per week for Full-Time (2080 hours per year) – not to exceed 240 hours of paid family leave.

G. Use of Paid Time Off:

Paid time off, if available, must be used concurrently with FMLA following the Paid Family Leave Benefit (six (6) workweeks or 240 hours). Paid time off includes PTO and holiday time. If an employee has less than 6 weeks of accrued paid time off, the employee must use appropriate paid leave first and take the remainder approved FMLA as unpaid leave.

H. Maintenance of Benefits:

Employees on FMLA leave will continue to receive, if eligible, health, dental, vision, and life insurance benefits up to the maximum twelve workweeks allowed. These benefits will continue on the same basis as an active employee during the 12-week period.

1. If any part of the approved FMLA becomes unpaid, the employee must arrange with the Finance Department to pay applicable member shares of health, dental, and vision premiums. Those on unpaid leave must also arrange with the Finance Department to continue other deductions, such as deferred compensation, and flexible spending accounts. Leave accrual will be suspended during periods of unpaid leave.
2. If the employee informs the Town that they do not intend to return to work at the end of the leave period, the employee’s rights to any health care benefits will continue to the extent provided by the Town’s health care plan.
3. If the employee chooses not to return to work for reasons other than a continued serious health condition, the Town may require the employee to reimburse the amount the Town contributed towards the employee health coverage during the leave period.
4. Paid time off will not accrue during the leave period if the employee is in an unpaid status. The use of family or medical leave will not be considered a break in service for vesting or benefits program purposes.

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H. Job Restoration:

An employee who uses family or medical leave under this policy will be restored to the same job or a job with equivalent status, pay, benefits, and other employment terms in accordance with the situation at the start of FMLA. Use of FMLA leave cannot result in the loss of any employment benefit that accrued prior to the start of the employee's leave. However, use of FMLA will not alter employment decisions, such as disciplinary action or reassignment, made prior to the start of the leave.

I. Intermittent Leave and Reduced Work Schedules:

In certain cases, intermittent use of the 12 weeks of family or medical leave, or a reduced work schedule may be allowed by the Town. The employee may request intermittent leave or reduced work schedule for their own serious health condition or to care for a seriously ill family member, where the need for leave is foreseeable and based on planned medical treatment. Employees are responsible for meeting with their supervisor and scheduling treatments, so they do not unduly disrupt the Town's operations. In some cases, the Town may temporarily transfer an employee who is using intermittent leave or a reduced work schedule to a different job with equivalent pay and benefits if another position would better accommodate the intermittent or reduced work schedule.

J. Procedures for Requesting Leave:

Employees requesting leave under this policy must provide 30 days advance notice to their supervisor if the need for FMLA leave is foreseeable, such as in the case of the expected birth, adoption, or foster care placement of a child, or planned medical treatment for a serious health condition of the employee or a family member. An employee undergoing planned medical treatment is required to make a reasonable effort to schedule the treatment to minimize disruptions to the Town's operations. If the need for FMLA leave is not foreseeable, employees must notify the Town of the need for leave as soon as possible, ordinarily within one or two business days. An employee's failure to give timely notice may delay their eligibility and/or prevent approval of FMLA leave.

1. Regardless of whether an employee requests FMLA leave, the Town normally designates leave as FMLA leave as soon as it becomes apparent that the employee is out of work for a reason that meets the requirements of the law. Typically, an absence will be designated FMLA leave when the employee has been or is anticipated to be absent for five or more workdays, or their equivalent, due to a qualifying situation.
2. Upon receiving an employee's request for leave (or upon learning of a need for leave that appears to meet the requirements of the law), the Town will provide the employee with a Notice of Eligibility, and Rights and Responsibilities. The employee must submit an appropriate certification form.
3. An employee requesting (or determined to need) leave because they are unable to work due to a serious health condition must provide, at his or her own expense, a complete and sufficient Certification of Health Care Provider for Employee's Serious Health Condition. <https://www.dol.gov/sites/dolgov/files/WHD/legacy/files/WH-380-E.pdf>

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4. An employee requesting (or determined to need) leave to care for an immediate family member with a serious health condition must provide, at his or her own expense, a complete and sufficient Certification of Health Care Provider for Family Member's Serious Health Condition. <https://www.dol.gov/sites/dolgov/files/WHD/legacy/files/WH-380-F.pdf>
5. An employee requesting leave because of a qualifying exigency must submit a complete and sufficient Certification of Qualification Exigency for Military Family leave. <https://www.dol.gov/sites/dolgov/files/WHD/legacy/files/WH-384.pdf>
6. The required certification must be provided within fifteen calendar days unless the employee provides a reasonable explanation for the delay. If the employee fails to provide complete and sufficient certification, the Town may deny the request for FMLA leave and possibly the request for paid time off. Management, other than the employee's first line supervisor, may request clarification or additional information from the medical provider regarding the medical certification.
7. After the Town has received the required notice and certification, it will inform the employee within five business days whether the leave will be designated FMLA leave. The employee will receive a Designation Notice indicating the amount of leave that will be counted against the employee's FMLA entitlement, if determinable at that time.
8. Departments will maintain appropriate information including the dates that each employee has taken FMLA leave; the number of hours of FMLA leave taken by each employee if leave is granted in increments smaller than a day; and records of any disputes between the employer and any employee over the designation of leave as FMLA leave. To track FMLA leave hours, payroll clerks will use the appropriate hours' codes when processing payroll to have the leave designated as FMLA leave.
9. Copies of the written notice and certification, and designation, along with all medical information, will be sent to the Human Resources Department.

K. Employee Responsibilities:

1. While on FMLA leave, employees are required to keep their supervisor informed regarding their status and their intent to return to work. A recertification of the medical necessity for FMLA may be requested every thirty days or when circumstances change significantly.
2. Employees are required to give at least two business days' notice if their anticipated date of return-to-work changes.
3. Employees may be required to provide a Fitness for Duty certification from their medical professional prior to their return to work. Notice of this requirement will be given to employees with the Designation Notice.

L. Military Caregiver FMLA Leave:

1. An eligible employee who is the spouse, son, daughter, parent or next of kin of a covered service member or qualifying veteran may take up to 26 weeks of leave in a 12-month period to care for such service member or qualifying veteran with a serious injury or illness incurred in the line of duty on active duty for which the covered service member or qualified veteran is undergoing medical treatment – either inpatient or outpatient – or

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is otherwise in outpatient status or on the temporary disability retired list. Such leave is designated “Military Caregiver Leave.”

2. Leave is permitted to care for current members of the Regular Armed Forces, National Guard, Reserves, veterans having left active service within the previous five years and those on the temporary disability retired list.
3. The service member or qualified veteran must have a serious injury or illness incurred in the line of duty, as determined by the U S Department of Defense, that may render him/her medically unfit to perform the roles of his office, grade, rank, or rating and for which they are undergoing medical treatment, recuperation, therapy or outpatient treatment.
4. To care for a covered service member or qualified veteran, an eligible employee must be the spouse, parent, son or daughter or next of kin of the covered service member or qualified veteran. “Next of kin” is defined as the covered service member’s or qualified veteran’s nearest blood relative – other than the service member’s or qualified veteran’s spouse, parent, son, or daughter – in this order of priority:
 - a. Blood relatives who have been granted legal custody.
 - b. Brothers and sisters
 - c. Grandparents
 - d. Aunts and uncles
 - e. First cousins
 - f. Another blood relative designated in writing by the service member or qualified veteran as his or her next of kin.
5. Employees eligible for Military Caregiver leave may use up to 26 weeks of leave during a single 12-month period. The 12-month period begins on the first day the employee takes leave for this purpose and ends 12 months thereafter.
6. Policies regarding Paid Family Leave, Maintenance of Benefits, Job Restoration, Use of Paid and Unpaid Leave, and Intermittent Leave and Reduced Work Schedules are the same as other FMLA leave.
7. As with other FMLA leave, employees must provide 30 days advanced notice if the need for Military Caregiver leave is foreseeable. If the need is not foreseeable, employees must notify their supervisor of the need for leave as soon as possible.
8. Upon receiving the employee’s request for leave, the Town will provide the employee with a Notice of Eligibility and Rights and Responsibilities Form.
9. An employee requesting Military Caregiver leave must submit a complete and sufficient Certification for Serious Injury or Illness Leave of Covered Service member <https://www.dol.gov/sites/dolgov/files/WHD/legacy/files/WH-385.pdf> or qualified veteran <https://www.dol.gov/sites/dolgov/files/WHD/legacy/files/wh-385-V.pdf> .
10. The required certification must be returned within fifteen calendar days, or the employee must provide a reasonable explanation for the delay. If the employee fails to provide complete and sufficient certification, the Town may deny the request for Military Caregiver leave and possibly the request for paid leave for the time off.
11. After the Town has received the required notice and certification, it will inform the employee within five business days whether the leave will be designated Military Caregiver leave. The employee will receive a Designation Notice indicating the amount of leave that will be counted against the employee’s FMLA entitlement, if determinable at that time.

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12. Employees have the same responsibilities under Military Caregiver leave as they do under other FMLA leave. They are required to keep their supervisor informed regarding their status and their intent to return to work and they are required to give at least two business days' notice of their anticipated date of return to work.

V. ORGAN DONATION LEAVE

- A. The Town provides unpaid, job protected leave to eligible employees for the purpose of organ and bone marrow donation. Employees who have worked for the Town for at least 12 months and physically worked 1,250 hours during the preceding 12 months, are eligible for up to 60 business days per 12-month period of unpaid organ donation leave and up to 30 business days per 12-month period of bone marrow donation leave. Organ donation leave will not run concurrent with Family Medical Leave (FML) and does not impact an employee's ability to take leave under FML within the same year.
- B. To receive organ donation leave, the eligible employee shall provide written physician verification to the employer that:
 1. the eligible employee is an organ donor or a bone marrow donor, and
 2. there is a medical necessity for the donation of the organ or bone marrow.

VI. BEREAVEMENT LEAVE

- A. A full-time employee shall be granted up to 24 hours of bereavement leave upon the death of a member of the employee's immediate family defined as father, mother, sister(step), brother(step), children(step), spouse (domestic partner), grandchildren, grandparents, or spouse's parents.
- B. The eligible time must include the day of the funeral or service.
- C. Employees must notify their department head of their need for bereavement leave, prior to taking time off. If additional time is needed, or if leave is requested for a death other than those listed above, the employee must use PTO, subject to department head approval.
- D. Bereavement leave is not deducted from any accrued leave. Paid bereavement leave requires that the employee is not on leave without pay. The Town may require verification of the need for bereavement leave.

VII. CIVIL LEAVE

- A. An employee's absence from work for jury duty or for attending court as a witness shall be considered Civil Leave. The employee must submit a copy of the official summons for jury duty or witness subpoena to their supervisor or department head prior to the beginning date of such service. Any employee appearing in court either as a defendant or plaintiff in a case shall not be eligible for Civil Leave.

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- B. An employee who has been granted civil leave shall be compensated at their regular rate of pay during jury duty or court appearances and may retain compensation received from the court.
- C. If an employee is released by the Court in less than four hours, they must contact their supervisor about whether they need to report to work. Employees will be expected to report to work on any day that the Court does not require their physical presence.

VIII. MILITARY LEAVE

- A. Military Leave is an employee's approved absence from work due to the performance of military duty on a commission or non-commission status, on a voluntary or involuntary basis in a uniformed service, including active duty, active duty for training, initial active duty for training, inactive duty training, full-time National Guard duty, funeral honors duty by National Guard or reserve members, or for an examination to determine a person's fitness for any of the above forms of duty.
- B. Employees shall notify their supervisor immediately when they learn of an upcoming need for military leave and shall provide a copy of the official military orders as soon as possible.
- C. In accordance with state law, there shall be no loss of regular employer pay during such absence, except that paid leaves of absence for federally funded military duty, to include training duty, shall not exceed 21 workdays per federal fiscal year, and except that no officers or employees shall receive paid leave for more than 21 workdays per federally funded tour of active military. Employees called to military duty may use accrued paid time off at their discretion and are not bound by the usual Town policy that requires use of all appropriate paid leave prior to approved for "leave without pay."
- D. For the purposes of paid military leave, a "workday" is defined as 1/260 of the total working hours an employee would be scheduled to work during an entire federal fiscal year. For full-time employees, 21 "workdays" equals 168 hours per year. Weekends are included to the extent that they are part of an employee's regularly scheduled work time. Whenever possible employees shall try to schedule their military leave at those times that have the least impact on the departments' service delivery needs.
- E. Employees may take other appropriate paid leave when paid Military Leave is exhausted, at the employee's discretion.
- F. An employee whose absence does not exceed five years and is released from service under honorable conditions is eligible for reemployment rights and employment benefits as described under the Uniformed Services Employment and Reemployment Rights Act of 1994 (USERRA).

IX. LEAVE WITHOUT PAY

- A. When all paid leave is exhausted, an employee may be granted, for reasonable cause, leave of absence without pay for a specified period. Department heads may grant up to two (2) days'

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leave without pay. The Town Manager may approve additional leave without pay, at their discretion. Regardless of the situation, time sheets must be completed for the period of absence.

- B. An employee on leave without pay at any time during the pay period, does not accrue personal time off for that pay period and does not earn paid holidays. Other benefits continue so long as the employee pays the employee portion of benefit cost. If the employee fails to return to work following the leave without pay, their employment will be terminated.

X. UNAUTHORIZED ABSENCE

- A. An absence from the job during a scheduled work period when the employee has not received prior approval for the absence from their supervisor will be considered an unauthorized absence. Employees will not be paid for unauthorized absences and will not earn paid time off for the pay period in which the absence occurs. In addition, the employee may be subject to disciplinary action up to and including dismissal.
- B. An employee in an unauthorized absence status who fails to contact his or her supervisor for three consecutive workdays shall be deemed to have abandoned his or her position and to have voluntarily resigned.
- C. When emergency conditions exist during a period other than the normal work period, for example, before or after the normal work shift, and the emergency has been communicated to employees, any employee who leaves the work site or fails to return to the work site without the approval of his or her supervisor or department head shall be in an unauthorized absence status.

CHAPTER SIX – DEVELOPING EMPLOYEES

I. TRAINING AND DEVELOPMENT

- A. The Town fully supports ongoing professional development, education and training programs to enhance the ability of employees to perform their duties in a safe and effective manner. Attendance will be required at safety training sessions. Hourly employees will be reimbursed for time required by their attendance beyond scheduled working hours, in accordance with the Fair Labor Standards Act and Town policies.
- B. With the approval of the Town Manager or department head, the employee may be granted authorized absence during duty hours to attend training sessions and professional conferences sponsored or participated in by the Town. Likewise, with the approval of the Town Manager or department head, reimbursement may be provided for reasonable expenses incurred in the participation in short courses, seminars, conferences, meetings, etc., pertaining to the employee's responsibilities with the Town.

II. EDUCATION ASSISTANCE

- A. The Town may offer tuition reimbursement for other job-related educational courses/classes. The employee must discuss, and obtain approval for, the courses from the department head and Town Manager prior to starting the course to be eligible for reimbursement of the costs and expenses of the course by the Town.
- B. If approved, the cost of the course will be reimbursed provided the employee successfully completes the course. (This does not include the costs of books.) Successful completion is defined as:
 - 1. A certificate of completion for a certificate course.
 - 2. "PASS" for a "PASS/FAIL" course.
 - 3. "B" or better for a course in which a grade is earned.
- C. Prior to enrollment and/or the start of an education program, an Education Assistance Agreement Form must be completed by the employee and signed by the employee's immediate supervisor, Human Resources and the Town Manager. *See Attachment 4: Education Assistance Procedures.*

III. PERFORMANCE MANAGEMENT

- A. Performance management is a process of identifying, evaluating and further developing employee skills and knowledge that support Council's goals. At the same time, effective performance feedback promotes employees' job satisfaction and morale by supporting their progress and development as well as providing regular feedback.
 - 1. The Town uses performance evaluations to assess the employee's ability to complete the responsibilities of their position as defined by the job description, and to assess the

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employee's compliance with the Town's policies and procedures. Every employee will receive a copy of their performance evaluation.

2. Evaluation processes and tools are developed and implemented by the Human Resources Manager to provide the methods and means of identifying what the organization expects of employees, of communicating the expectations to employees, and of holding employees accountable for meeting the expectations.
3. A formal evaluation must be completed at the end of the six-month introductory period and after one year of employment. Thereafter, formal evaluations will be conducted annually.
4. The introductory period does not modify the employment-at-will status that applies to the Town's employment relationship with all employees.
5. Employees who are moved to another position will be formally evaluated after the first 6 months in the new position to evaluate performance since assuming the new position.

B. ANNUAL EVALUATIONS

1. Annual performance evaluations will be prepared by the employee's immediate supervisor, and then reviewed by the employee's department head and Human Resources. The employee's immediate supervisor and department head will meet with the employee in person to discuss the performance evaluation, and the employee may make a written response on the evaluation. Human Resources will participate in the meeting to discuss the evaluation if the overall result requires a written Performance Improvement Plan.
2. The Police Department evaluates all employees annually, on the same schedule as other Town employees.
3. If an employee has been employed in a different department and/or position and served in the new position for less than 3 months, the employee's current supervisor may take into consideration the performance in the previous position.
4. Employees are encouraged to discuss their work performance with their immediate supervisor at any time.

C. UNSATISFACTORY PERFORMANCE EVALUATION

An employee who receives an unsatisfactory performance evaluation rating will not receive a merit increase and must meet the following criteria:

1. Complete a Performance Improvement Plan and meet objective performance goals identified by the supervisor within the time established in the Plan.
2. The Town Manager or Police Chief must concur with the supervisor's recommended performance goals and the time frame of the performance plan.
3. Failure to complete the Performance Improvement Plan in a timely manner may result in an extension of the Plan or termination of employment, as determined by the Town Manager or Police Chief.
4. If the employee meets the goals set by the supervisor and maintains satisfactory performance, the employee may be granted a merit increase at the discretion of the Town Manager or Police Chief.

CHAPTER SEVEN – EMPLOYEE RESPONSIBILITIES AND COMMITMENT

Effective and efficient service to the citizens relies on employees and management working together for the good of the community. Individual responsibility is critical to maintaining an effective working relationship. The following guidelines comply with Virginia State Code, govern employee behavior and include the procedures for addressing problems that might arise.

I. CODE OF CONDUCT

To ensure orderly operation and provide a positive work environment, the Town expects employees to follow standards of conduct designed to protect the interests and safety of all employees and the Town. The following standards may be described in more detail elsewhere in these policies. They are not all-inclusive and are illustrative of the minimum expectations for acceptable work performance and workplace behavior:

1. Report to work as scheduled.
2. Complete assigned and apparent duties in a satisfactory or better manner.
3. Report circumstances that affect work performance.
4. Comply with all Town and departmental policies.
5. Follow prescribed workplace safety practices.
6. Demonstrate the Town's Core Values on a continual basis.

II. CONFLICT OF INTEREST

- A. Employees are in a position of public trust; therefore, they may not engage in any activity, either privately or officially, where a conflict of interest may exist. Employees are not allowed to accept gifts, gratuities, or rewards of material value for any services which they perform in their jobs. Additionally, Town employees are prohibited from using information gained while performing their job to influence or further their own personal interests.
- B. All employees are subject to the Virginia Conflict of Interest Act, § 2.2-3100 et. Seq. of the Code of Virginia, which prohibits an employee from engaging in a transaction or a contract in which the employee has a financial interest which comes to him or her directly or through an immediate family member.
- C. No person seeking employment with, or promotion in the Town's service shall either directly or indirectly give any money, thing, or service of value to any person for or in connection with his or her appointment, proposed appointment, promotion, or proposed promotion.

III. POLITICAL ACTIVITY

All Town employees are encouraged to exercise their right to vote and may privately support candidates. To ensure and to maintain employees' individual rights free from interference or solicitation by fellow employees, supervisors, or officials, political activities during working hours or when officially representing the Town are expressly prohibited as follows:

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1. An employee shall not be asked or coerced to support a political activity.
2. An employee shall not engage in political activity on work premises, during work hours, while on duty, or while in uniform.
3. An employee shall not use Town-owned equipment, supplies or resources, and other related material (technology storage devices, paper, computer, social media) when engaged in political activities.
4. An employee shall not discriminate in favor of or against any person or applicant for employment based on political activities.
5. An employee shall not use their title or position while engaging in political activities.
6. No employee shall seek or attempt to use any political endorsement in connection with appointment to preference or advantage in connection with a position in the Town service, except as permitted and provided by state law.
7. Any harassing behavior regarding political activities or candidates will be governed by the Town's Harassment and Bullying policies.

IV. HARASSMENT AND BULLYING

- A. The Town of South Hill will not tolerate any form of harassment or bullying of its employees. Allegations of harassment or bullying shall be thoroughly investigated, and disciplinary or corrective action taken as warranted. The Town shall make efforts to protect the legitimate interests of all parties concerned in a dispute involving allegations of harassment.
- B. As set forth in the Town's Discrimination, Harassment, and Retaliation policy, harassment based on a protected classification is prohibited.
- C. Bullying is any repeated inappropriate behavior, either direct or indirect, conducted by one or more persons against another or others, at the place of work and/or in the course of employment including the following:
 1. Verbal Bullying: slandering, ridiculing, or maligning a person or their family; persistent name calling which is hurtful, insulting or humiliating; using a person as butt of jokes; abusive and offensive remarks.
 2. Physical Bullying: pushing, shoving, kicking, poking, tripping, assault, or threat of physical assault, damage to a person's work area or property.
 3. Gesture Bullying: non-verbal threatening gestures, glances which can convey threatening messages.
 4. Exclusion: socially or physically excluding or disregarding a person in work-related activities.
- D. Employees who feel they have been subjected to harassment should utilize the Town's Discrimination and Harassment Complaint Procedure. Similarly, employees who believe they have been subjected to bullying are expected to report the behavior to a supervisor, department head, Human Resources, or the Town Manager. Likewise, any employees witnessing harassing or bullying behavior are expected to report such behavior to a supervisor, department head, Human Resources, or the Town Manager.

V. SECONDARY EMPLOYMENT

- A. No employee shall engage in any other employment, or in a private business, or in the conduct of a profession during the hours they are employed to work for the Town. The employee shall not engage in other employment outside of such hours to an extent that their efficiency as a Town employee will be affected or that such employment will likely be in violation of the Virginia Conflict of Interest Act.
- B. An employee may take occasional part-time jobs elsewhere if in the opinion of the department head there is no conflict with working hours or conflict with interests of the Town. However, the employee's primary obligation shall be to their Town job and scheduled work assignments.
- C. Any employee having approval for a second job shall inform the secondary employer that they must respond to the Town of South Hill first in the event of an emergency.

VI. PERSONAL APPEARANCE

- A. The Town recognizes that appropriate work attire may vary among departments, job positions, and nature of work performed. Each department head shall be responsible for determining the appropriate dress standards for their department and informing employees of those standards. Employees shall consult their immediate supervisor or department head if they have questions as to what constitutes appropriate work attire and appearance. However, standards of attire shall, at a minimum, meet the following guidelines.
- B. During work hours, employees are expected to:
 - 1. Support a professional work environment,
 - 2. Present a non-distractive, clean, and positive appearance,
 - 3. Not wear clothing, hairstyles or accessories that present a safety hazard to the employee,
 - 4. Not wear tank tops, tee shirts, or clothing and/or accessories that include partisan political or profane messages.
 - 5. Avoid extreme hair color, excessive visible piercings, or tattooed images that include partisan politics or profanity.
 - 6. Employees who are provided Town uniforms shall wear them during work hours and shall not alter the uniforms in any way.
- C. Employees who arrive at work inappropriately dressed shall be sent home and directed to return to work in proper attire. Under such circumstances, non-exempt employees shall not be paid for time away from work.

VII. CONFIDENTIALITY

- A. In the course of their employment, an employee may have access to confidential Town information or activities that have not been released to the public. Such knowledge must not be released, divulged, or discussed with any person other than during the performance of official Town duties.

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- B. Employees must safeguard Town information used or accessed while performing their duties and must follow all applicable security procedures to ensure confidentiality and security of data.

VIII. SMOKING AND TOBACCO USE

Smoking and tobacco use, including vaping, are not allowed in any Town building, including administrative offices, Wastewater Treatment Plant, and any Town owned buildings except in designated areas. Smoking, tobacco use, and vaping in Town vehicles is prohibited.

IX. COMMUNICATION DEVICE USE

- A. The computer, internet, email, and fax facilities are Town property restricted to providing, documenting, and transmitting Town business and information using technological systems. The Town holds exclusive right to email communications to and from Town email accounts. Employees must comply with all software licenses, copyrights, and all other state and federal laws governing intellectual property and on-line activity.
- B. Security of certain computer systems is essential to maintain confidentiality of financial records and personnel information. A special access code to view or search these systems must be provided and approved by the department head.
- C. A confidential email transmission should have a copy made, if retention for filing is needed and the information is to be deleted from the computer.
- D. For a fax transmission to be confidential, it must be stated on the cover sheet. Likewise, the receipt of a confidential fax will be indicated on the cover sheet. In both situations, the fax message is intended only for use by the individual or entity named in the fax.
- E. The Town has the right to monitor all aspects of the computer, internet, email, and fax systems. Any excessive non-work-related use or a violation of the confidentiality, misuse, or sabotage of the facilities are considered serious offenses, and may result in withdrawal of access privileges, disciplinary action up to and including dismissal or legal action, depending on the nature of the offense.
- F. Except in the course of official duties, employees are prohibited from wearing or using any type of camera, video or recording device while on Town Property without the express written consent of the Town Manager.

X. PERSONAL USE OF SOCIAL MEDIA AND PUBLIC SPEECH

- A. The Town respects and honors the First Amendment rights of its employees to speak out as citizens on matters of public concern and to post individual comments on the Internet (such as, but not limited to, an employee's own website, blog, Facebook, Instagram, Twitter or similar social networking site). However, Town employees are advised that content posted,

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on-duty or off-duty, on social media pursuant to their official job duties may not in all cases be protected by the First Amendment and may result in disciplinary action, up to and including dismissal.

- B. Employees must be mindful of these responsibilities and their potential identification as a Town employee, even when engaging in personal activities such as blogging and posting on websites and social media. Employees are encouraged to use discretion and courtesy when communicating through electronic mail and other social media. Improper use of email or social media (i.e., creating disruption among co-workers, spreading offensive or derogatory remarks, jokes, or discriminatory references) is prohibited. Examples of inappropriate remarks would include racist or sexual language, obscenities, or comments referring to a person's age, religious beliefs, national origin, sexual orientation, gender, color, public assistance, or physical or intellectual disability.
- C. When using electronic communications and social media, users should be clear that their communication or posting is personal and is not a communication of the Town. For example:
 - 1. Users should use their personal email addresses and not those related to their positions with the Town when communicating or posting information for personal use.
 - 2. Users may use a disclaimer when posting opinions or views for personal use such as, "The views expressed on this (website, blog, social media site) are my own and do not reflect the views of my employer, the Town of South Hill" when appropriate to ensure these views are not viewed as official Town communications.
 - 3. Employees shall not post confidential, sensitive, or copyrighted information to which they have access because of their position with the Town.
 - 4. Employees must refrain from utilizing social media during their workday except when necessary to perform their job responsibilities.

XI. TELEPHONE CALLS/PERSONAL MAIL

- A. Town telephones are for conducting Town business and personal calls must be kept to a minimum and as short as possible. If there is a need to reach a field employee, calls may be directed to the Town Manager's or Police Chief's office.
- B. An employee's personal mail shall normally be directed to the employee's home address, except with prior supervisory approval.
- C. Employees' use of personal cell phones must be kept to a minimum during work hours and shall not distract an employee from their duties.
- D. The Town may provide cell phones for official use or to contact an employee who is on call. Employees must return the issued phone upon management's request.
- E. Employees shall not use cell phones while operating Town vehicles or equipment unless the employee is utilizing a hands-free device.

XII. SUSPECTED THEFT AND FRAUD

- A. Fraud is an act that is characterized by deceit, concealment, or violation of trust perpetrated to obtain money, property or services, to avoid payment or loss of services or to secure personal or business advantage or other benefit.
- B. An employee who has knowledge of an occurrence of work-related fraud or has reason to suspect that a fraudulent action has occurred at work, shall notify their department head, the Human Resources Manager or the Town Manager as soon as possible and shall not discuss the alleged fraud with others. Upon receipt of an allegation, the department head or other official will notify appropriate authorities, develop an action plan and coordinate all investigative processes.
- C. In compliance with the Fraud and Whistleblower Protection Act, the Town supports employees freely reporting instances of wrongdoing or abuse committed by governmental agencies or independent contractors of governmental agencies.
- D. Confidentiality is critically important in handling fraud allegations and all participants shall keep the details and results of the investigation as well as the identities of involved employees confidential to the extent permitted by law. Information will only be shared on a need-to-know basis. The alleged fraud and investigation shall not be discussed with the media. If the investigation concludes that the allegations of fraudulent activity by an employee are founded, the employee is subject to disciplinary action and/or legal action.
- E. Retaliation against individuals reporting suspected fraud or for cooperating, giving testimony, or participating in any manner in an investigation, proceeding, or hearing is unacceptable and will not be tolerated; however, such protection shall not condone unfounded or vindictive accusations of others.
- F. Department heads, with the assistance of the Town Manager, shall promptly investigate any suspicions or allegations of the following prohibited behaviors:
 - 1. Theft, misappropriation of funds, bribery, unauthorized use, unauthorized removal, possession of or vandalism of Town records or property, or employees' property.
 - 2. Falsification of or damage to Town records including employment application and supporting documents, timekeeping records, safety records and reports, and expense reports.
- G. Employees found to have committed these acts are normally subject to dismissal from Town employment on the first occurrence. *See Attachment 5: Fraud and Whistleblower Procedures.*

XIII. USE OF TOWN OWNED MOTOR VEHICLES

Effective services for the citizens and efficient use of Town resources require safe, accident-free operation of all motor vehicles used to perform official duties.

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A. Town employees may be assigned take-home vehicles at the discretion of Town Manager, typically predicated upon the need to be able to respond to emergencies after hours and on weekends. Employees who are subject to 24-hour call-in, stand-by or must respond to emergencies may be allowed to take vehicles home.

B. Appropriate Use of Vehicles

1. Town vehicles are to be used for official Town business and are not for personal or private use.
2. Drivers must observe all motor vehicles laws including by not limited to wearing a seat belt, stopping at stop signs, parking only in permitted areas, and obeying all speed limits. Drivers must always use defensive driving practices to avoid accidents. Examples include situations involving weather conditions, work zones, school zones, etc.
3. Cell/smart phones, GPS or other electrical devices must be operated via a hands-free device or while the vehicle is parked in a safe location.
4. Individuals not employed by the Town may ride in Town vehicles if directly related to official town business or pre-approved by the Town Manager or Police Chief.
5. Vehicles must be locked when the driver is not present.
6. Smoking, vaping and electronic cigarettes or other tobacco product use is strictly prohibited in all vehicles.
7. Hitchhikers and pets are not allowed in any Town vehicle.
8. Employees may not operate a vehicle while under the influence of intoxicating beverages, drugs or other substances.
9. Employees must notify their supervisor of any prescribed medication taken that may affect their ability to drive safely.
10. Employees must report any moving or traffic violation that occurs in a Town owned vehicle immediately to their supervisor.
11. Drivers must inspect the conditions of the vehicles daily and report any defect in the operation of equipment when it occurs.
12. An employee operating a Town vehicle who is involved in an accident or given a traffic ticket while using a cell phone will be responsible for all fees or fines associated with the incident. An employee cited for texting while operating a Town vehicle or equipment may be subject to disciplinary action up to and including dismissal.

C. Driver's License Requirements

1. Town employees who drive Town vehicles or motor equipment must possess a valid Virginia motor vehicle operator's license and possess an acceptable driving record as verified by the Virginia Department of Motor Vehicles (DMV). Employees must immediately notify their supervisor concerning any change in the status of their driver's license.
2. Driving Record reviews for current Town employees whose job requires them to drive a Town vehicle include pre-employment, annual review, for-cause review, periodic review, and when an employee seeks reassignment to a position that requires driving a Town vehicle.

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3. Management completes annual driving record reviews for all employees assigned to positions that require driving a Town vehicle or to routinely drive a personal vehicle to perform the essential functions of their job. Employees must complete the DMV Information Request form when requested.
4. For-cause reviews may be required at the Town Manager's discretion in situations when an employee is involved in a vehicle accident or receives a traffic citation while operating a Town vehicle. Employees applying for or seeking reassignment to a position covered by the Driving Policy shall meet all the requirements of applicants.
5. Periodic Driving Record reviews may be required, at the Town Manager's discretion, on a case-by-case basis, following notice of violations, citations, or suspensions.
6. An employee who drives as a part of his or her job must notify his or her supervisor and the Human Resources Manager within 24 hours if they receive any on- or off-duty citations that might affect their ability to retain a valid driver's license or has their license suspended or revoked for any reason.
7. A minimally acceptable driving record for a current employee includes the following components:
 - a. -4 or fewer demerit points.
 - b. No DWI/DUI convictions within the last three years.
 - c. An overall pattern of safe vehicle operation and driving habits.
8. The following conditions are unacceptable and normally prevent an employee from operating a Town vehicle until the driving record improves to a minimally acceptable level or they meet other specific requirements established by the Town Manager:
 - a. -5 or more demerit points
 - b. DWI/DUI conviction within the last three years, subject to Human Resources Manager review
 - c. A suspended license due to driving violations, or accidents, unless the employee has completed two full years with no subsequent moving violations, at-fault accidents, or penalties.

D. Consequences

1. An employee charged with an on-or off-duty DWI/DUI is normally prohibited from driving a Town vehicle, or a personal vehicle in lieu of a Town vehicle, until a decision regarding the charge is rendered by the Courts. Assignment to a non-driving position, if available, is at the discretion of departmental management. If a non-driving position is not available, the employee may be required to take appropriate leave or be placed on administrative leave without pay pending the outcome of court proceedings.
2. An employee that drives or is found to have knowingly driven a Town vehicle, or a personal vehicle to perform essential functions of the job, with a suspended or revoked driver's license is subject to appropriate disciplinary action. In addition, the employee may be subject to quarterly Driving Record review for a period of one year.
3. Disciplinary action, up to and including termination from employment with the Town, may be initiated if an employee has an unacceptable driving record and/or loses his or her driver's license or driving privileges. Disciplinary action may also be taken if an employee engages in misconduct or demonstrates poor performance relative to operating a Town vehicle as determined by their supervisor.

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E. Accident Reporting

1. All accidents involving Town owned vehicles or equipment, regardless of the amount of damage, must be reported to the immediate supervisor and/or department head and HR immediately following the accident/incident if possible and no later than within 24-hours.
2. Post-accident testing may be required as outlined in Section XIV, below.
3. The accident shall be investigated by the immediate supervisor and/or department head and, in the case of a vehicle accident, by the South Hill Police Department. The report(s) shall be submitted to the Human Resources Manager and Town Manager.
4. All employee injuries resulting from any accident shall be reported to their immediate supervisor immediately. The report shall be filed no later than 24 hours after the accident. The supervisor will fill out the accident/injury report, retain one copy and forward a copy to the Human Resources Manager and Town Manager.
5. Failure of the employee to report an accident within 24 hours, as described in the above policy, may result in disciplinary action up to and including dismissal. If it is determined the accident was due to gross negligence on the part of the employee, the employee may be subject to disciplinary action, up to and including dismissal.

XIV. DRUG AND ALCOHOL POLICY

- A. The Town of South Hill is committed to the safety and well-being of its employees and the public it serves. It is the Town's intent to establish and maintain a work environment free from the adverse effects of drugs, alcohol and other controlled substances. Employees reporting to work must be able to perform their assigned duties safely and competently; free from impairment due to drugs, alcohol or controlled substances, which influence judgment and job performance and may result in accident or injury to self, other employees, or the public.
- B. This policy applies to all applicants, employees, contractors, subcontractors, suppliers and vendors. Its provisions are required as a condition of employment, continued employment, and/or a condition of doing business with the Town of South Hill. It establishes guidelines and procedures for drug and alcohol screening, as well as rehabilitative measures and potential disciplinary actions.
- C. With the Town Manager's approval, individual departments may establish additional procedures to further support and maintain a drug and alcohol-free workplace and to comply with department specific laws and regulations.
- D. The Town seeks to:
 1. Ensure that employees are not impaired in their ability to perform assigned duties in a safe, productive, and healthy manner.
 2. Create a workplace environment free from the adverse effects of drug abuse and alcohol misuse.
 3. Prohibit the unlawful manufacture, distribution, dispensing, possession, or use of controlled substances.

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4. Encourage employees to seek professional assistance anytime personal problems, including alcohol or drug dependency, adversely affect their ability to perform their assigned duties.
5. Comply with all applicable Federal regulations governing workplace anti-drug and alcohol programs including The Federal Transit Administration (FTA), the U.S. Department of Transportation (DOT) standards for Commercial Drivers' License (CDL) holders, and the federal government's "The Drug-Free Workplace Act of 1988," as amended.

E. Definitions. For purposes of this Policy, the specified terms are defined as follows:

1. "Adulterant" means any chemical additive or foreign substance that blocks or is intended to block marijuana, cocaine, and other drugs from being detected in a urine drug screening.
2. "Alcohol" means ethyl alcohol as ethanol, and includes any substance containing alcohol that is for consumption.
3. "Town property" includes all property, facilities, offices, buildings, structures, fixtures, trailers, equipment, automobiles, trucks, all other vehicles, and parking areas, whether owned, leased, used or under the control of the Town. This may also include other work locations, or to and from such locations while in the course and scope of employment by the Town.
4. "Controlled Substance" means a controlled substance in Schedules I through V of Section 202 of the Controlled Substances Act (21 U.S.C. § 812).
5. "Conviction" means a finding of guilt (including a plea of nolo contendere) or imposition of sentence, or both, by any judicial body charged with the responsibility to determine violations of the Federal or State criminal drug statutes.
6. "Criminal Drug Statute" means a criminal statute involving manufacture, distribution, dispensation, use, or possession of any controlled substance.
7. "Drug or alcohol test" means and includes urine drug tests, blood tests, urine alcohol tests, blood alcohol tests, and breathalyzer alcohol tests.
8. "Drug Related Paraphernalia" means any unauthorized material, equipment, or item used or designed for use in testing, packaging, storing, selling, weighing, injecting, ingesting, inhaling, or otherwise used in introducing into the human body illegal or unauthorized drugs.
9. "Employee" means any individual who is hired or performs work for the Town.
10. "Illegal or Unauthorized Drug" means any drug that is not legally obtainable or that is legally obtainable, but has not been legally obtained. This term includes marijuana and

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related products, regardless of whether legally obtained. This term also includes prescription drugs for which the employee has no prescription, or that the employee is using in a manner other than as prescribed by the employee's physician, and over-the-counter drugs not being used according to the manufacturer's directions.

11. "Legal Drug" includes any prescribed drug or over-the-counter drug that has been legally obtained and is being used for the purposes for which it was prescribed or manufactured.
 12. "Medical Review Officer" means a licensed physician responsible for receiving laboratory results generated by the Town's drug testing program who has knowledge of substance abuse disorders and has appropriate medical training to interpret and evaluate an individual's confirmed positive test result together with his or her medical history and any other relevant biomedical information.
 13. Safety Sensitive Positions: The group of positions to be included in random drug and alcohol testing and that include positions in which it is reasonably foreseeable that, if the employee performs the position's routine duties while under the influence of drugs or alcohol, the employee could suffer a lapse of attention or other temporary deficit that would likely cause actual, immediate, and serious bodily injury or loss of life to self or others. This list includes, but is not limited to, any of the following:
 - a. All sworn and non-sworn employees of the Police Department.
 - b. Employees who operate heavy equipment or machinery.
 14. "Under the Influence" means that the employee is affected by any illegal or unauthorized drug or alcohol, or the combination of these, in any detectable manner. A determination of such influence can be established by professional opinion, a scientifically valid examination or, in some cases, by a layperson's opinion. For the purposes of this policy, a person with an alcohol blood level of 0.04 is deemed under the influence and in violation of this policy.
- F. General Policy Statement. The unlawful manufacture, use, possession, sale, purchase, dispensation, distribution, or being under the influence of controlled substances, illegal or unauthorized drugs, marijuana, or alcohol while on Town property including parking lots, in Town vehicles, at the site for performance for any work for the Town, or while on Town time off premises is strictly prohibited. Violation of this policy, as well as conviction under any drug statute including, but not limited to, conviction for drug use, possession, or sale, anywhere by an employee will be reason for disciplinary action up to and including termination. The refusal to submit to a drug or alcohol test prescribed by this policy is grounds for disciplinary action up to and including termination. As a condition of employment with the Town, employees must abide by the terms and conditions of this Drug and Alcohol Policy and further must notify the Town in writing of any criminal drug statute conviction involving a violation occurring at the workplace, no later than five (5) days after such conviction. Legal prescription drugs and "over the counter" medications must be used in accordance with the medication directions and consistent with this policy.

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G. Drug and Alcohol Testing Program

- a. **Reasonable Suspicion.** All employees are subject to reasonable suspicion testing. The determination for testing should be made by a trained supervisor, with corroboration by a witness if possible. Reasonable suspicion is a belief based on objective facts sufficient to lead a prudent supervisor or manager, who has been trained previously in detecting drug and alcohol use, to suspect that the employee, or other person, is using a prohibited drug, alcohol, or substance. The facts that lead to the reasonable suspicion must be based on specific, contemporaneous, articulate observations concerning the appearance, behavior, speech, or body odor of the employee. Reasonable suspicion includes (a) inappropriate behavior or performance problems on the job, (b) observable indications of substance use, or (c) actual observance of the individual taking drugs or alcohol. Such conduct must be witnessed by at least two trained supervisors or other trained Town officials if feasible. If not feasible, then only one such witness will be sufficient.
- b. **Post-Accident Testing.** The Town may conduct post-accident testing when the employee is on Town business and directly involved in a vehicle or on-the-job accident in which the circumstances show that the employee either caused the accident, or failed to take reasonable measures to avoid the accident; and the accident caused/resulted in bodily injury requiring medical treatment away from the scene or property damage requiring towing of either vehicle from the scene.
- c. **Random Testing.** Employees in Safety-Sensitive Positions shall submit to unannounced random drug and alcohol testing. The HR Manager will notify the employee's supervisor or designee when the employee's name is randomly selected for testing. When the supervisor notifies the employee that they have been selected for random testing, the employee must immediately proceed to the collection site. Employees subject to random testing will be randomly selected by a computer-generated program using a random sampling method.

H. Testing Procedures

1. Any employee who refuses to be tested or who attempts to alter or tamper with a sample, tests positive for an adulterant, or any other part of the testing process will be subject to disciplinary action up to and including termination.
2. All drug or alcohol testing will be performed by a certified laboratory or other licensed health care provider chosen by the Town. Additionally, the Town will test for the use of adulterants. All positive results for the use of adulterants will be considered positive results for illegal or unauthorized drugs. All positive results will be subject to confirmation testing. All testing will be performed with concern for each person's personal privacy, dignity and confidentiality. The results of any testing will be considered a confidential record disseminated strictly on a need to know basis or as may be legally required including the use of the results by the Town in any proceeding involving the employee before any administrative agency, court or other

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trier of fact in which the taking and results of such testing becomes an issue, defense or is otherwise relevant to action.

3. The test shall be administered so as to preserve and protect the integrity of the test sample whether blood or urine and it will be properly handled so as to account for its transfer from one individual to the other in the process of taking it to be examined.

I. Drug Free Awareness Program.

1. To assist employees and their families to understand and to avoid the perils of drug abuse, the Town has developed a comprehensive Drug Awareness Program. The Town will use this program in an educational effort to prevent and eliminate drug abuse that may affect the workplace. The Drug Awareness Program will inform employees about: (1) the dangers of drug abuse in general and in the workplace; (2) the terms of this policy; (3) the availability of treatment and counseling for employees who voluntarily seek such assistance; (4) sanctions for violations of the Town's Drug and Alcohol Policy; and (5) training for managers and supervisors.
2. Early recognition and treatment of drug abuse are important for successful rehabilitation. Whenever feasible, the Town will assist employees in overcoming drug abuse by providing information on treatment opportunities and programs. However, the decision to seek diagnosis and accept treatment for drug abuse is primarily the individual employee's responsibility. Employees with drug abuse problems should request assistance from the Town. The Town will treat all such requests as confidential and will refer the employee to the appropriate treatment and counseling services. Employees who voluntarily request the Town's assistance in dealing with a drug abuse problem may do so without jeopardizing their continued employment, provided they strictly adhere to the terms of their treatment and counseling program. All costs for this or any program will be paid by the individual. At a minimum, these terms include the immediate cessation of any use of drugs, and participation, where required by a program, in periodic unannounced testing for a 24-month period following enrollment in the program.

XV. WORKPLACE VIOLENCE

- A. The Town of South Hill prohibits any acts or threats of violence in the workplace against the Town's employees, customers or visitors while engaged in business with or on behalf of the Town, on or off the Town's premises. The Town is committed to:
 - 1. Providing a safe and healthy work environment in accordance with policies described herein.
 - 2. Proactively training employees on the philosophies and tenets of this policy, conflict resolution, and prevention awareness.
 - 3. Taking prompt remedial action up to and including termination of any employee who engages in threatening behavior, acts of violence, or uses obscene, abusive, or threatening language or gestures.
 - 4. Taking appropriate action when dealing with customers, former employees or visitors to the Town's facilities who engage in the above behavior, including notifying appropriate law enforcement officials and prosecution of offenders.
 - 5. Prohibiting customers and visitors from bringing onto Town premises firearms that are unauthorized by law.
 - 6. Enforcing the Weapons in the Workplace policy.

- B. All Employees are expected to refrain from fighting, "horseplay," or other conduct that may be dangerous to others. Acts of violence or threatened violence, including conduct that threatens, intimidates, or harasses another employee, customer, or visitor will not be tolerated.

- C. Employees should report indirect or direct threats of violence, incidents of actual violence, and suspicious individuals or activities to their supervisor immediately. If the threat is coming from the employee's supervisor, the employee must report the situation to Human Resources or the Town Manager. When reporting a threat of or actual violence, employees should be as specific and detailed as possible.

- D. In the case of an emergency, employees must immediately dial 911 to alert law enforcement. Any reported possibility of violence will be promptly investigated with action taken to resolve or diffuse the situation. Consequences may include disciplinary action and/or criminal prosecution. The Town prohibits any form of retaliation against any employee for making a report under this policy.

XVI. WEAPONS IN THE WORKPLACE

- A. The Town prohibits employees from possessing weapons of any kind (concealed or otherwise), or using, threatening to use, or displaying a weapon of any kind or any other object that is used for the purpose of injury or intimidation on Town property or while engaged in activities for the Town, unless required by official job duties, such as police officers. For the purpose of this policy, weapons include firearms, knives, mace, explosives, any object defined as a dangerous weapon by state or federal law, any items with the potential to inflict harm that has

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no common purpose. This prohibition applies to firearms openly carried and properly licensed concealed-carry firearms.

- B. The Town Manager may authorize, in writing, other qualified individuals to possess weapons on Town property for security purposes. Employees have a right to store a lawfully possessed firearm and/or ammunition in a locked private motor vehicle.

XVII. WORKPLACE SAFETY

- A. Each employee must work safely to protect themselves, co-workers, and the property and equipment of the Town. All employees are personally responsible for observing all stated and apparent safety practices, utilizing all personal protective equipment required for the job and using good judgement as it pertains to operations under their control.
- B. Employees shall report all accidents and safety hazards to their immediate supervisor within 24-hours after an accident occurs, or a hazard is observed. Employees must keep work areas clean and orderly, avoid engaging in horseplay and avoid distracting others, learn to lift and handle materials properly, and operate equipment and machinery in a safe and responsible manner.
- C. Supervisors shall properly attend to each accident or injury and provide the necessary information for proper care of injuries and insurance claims information to the individual designated for handling those situations.
- D. Disregard of safety rules, regulations, and “common sense” safety practices may result in disciplinary action, up to and including termination. An employee who causes or contributes to a preventable accident is subject to disciplinary action. An employee who is found to have been negligent shall be subject to disciplinary action up to and including dismissal. *See Attachment 6: Personal Protective Equipment Procedures.*

XVIII. WORKPLACE EXPECTATIONS AND DISCIPLINE

In most circumstances, employees perform at an acceptable or better level and demonstrate conduct that reflects credit upon themselves, their co-workers, and the Town of South Hill. When employees fail to conduct themselves in such a manner, it may become necessary to formally intervene to correct the behavior or end the employment relationship. The Town supports developing and implementing solutions to problems as quickly and effectively as possible so that attention is focused on providing quality service to the citizens and creating a positive work environment for all.

- A. The Town distinguishes between misconduct and unsatisfactory performance, except for acts of gross negligence, by defining unsatisfactory performance as the failure to meet performance expectations. Unsatisfactory performance is typically addressed through the Town’s performance management program, which identifies the specific actions required when an employee demonstrates overall unsatisfactory performance. Misconduct is generally defined as intentional and/or willful disregard for the Town’s standards of conduct

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and/or departmental rules. Employee misconduct is typically addressed through a progressive discipline approach.

- B. A progressive discipline approach establishes a set of guidelines rather than fixed disciplinary requirements. Progressive discipline encourages employees to become more productive and to adjust their behavior to Town expectations and standards. In most cases, an employee will have the opportunity to correct problems before more serious disciplinary actions are necessary. The type of disciplinary action is dependent upon the unacceptable behavior and the circumstances surrounding the behavior. It is not necessary that a progression of disciplinary actions, from less stringent to more stringent, be followed. The Town reserves the right to administer disciplinary action appropriate to the behavior and will consider the overall situation before a decision is made.

- C. The following actions describe the system established to address employee misconduct. The Human Resources Department shall assist supervisors, managers, and employees in developing approaches to problems that first and foremost serve the Town's interest and meet the overall policy objective. A performance improvement plan may be substituted for disciplinary action or may be developed in conjunction with disciplinary action, based on the circumstances.
 - 1. **VERBAL CONFERENCE:** Supervisor or department head may discuss conduct in private with an employee, with the discretion of keeping notes, with no record generated for the personnel files.
 - 2. **VERBAL WARNING:** A conference will be held in private with the employee explaining the problem, and written documentation will be placed in the personnel file.
 - 3. **INCIDENT REPORT:** Supervisor or department head will complete a written Incident Report, which will be placed in the employee's personnel file. This action may be in conjunction with any other action.
 - 4. **WRITTEN WARNING:** Supervisor or department head will write a memo discussing the problem, expected resolutions, and time frame for the resolutions. The memo will be discussed in a conference with the employee and placed in the employee's personnel file.
 - 5. **SUSPENSION:** An employee may be suspended either with or without pay, in accordance with the rules of the Fair Labor Standards Act. No employee shall be suspended without pay for a period longer than 2 weeks. An employee suspended without pay will not accrue PTO (Personal Time Off) for the month in which the suspension without pay occurs. A conference with the employee will be held prior to the suspension and will be documented. The conference may be waived if circumstances require an immediate suspension, in which case the circumstances will be documented. Department heads have the authority to suspend employees after conferring with the Town Manager.
 - 6. **INVOLUNTARY DEMOTION:** Under certain circumstances the Town may demote an employee to a position in a lower grade. This action will take place in accordance with applicable laws and regulations, and a conference will be held prior to the demotion. A record of the conference will be made, along with the employee's new position. The Town Manager shall authorize demotions.

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7. **DISMISSAL:** In a conference held prior to dismissal, the employee will be informed in writing of the reason for the dismissal. The conference shall be documented. The conference may be waived if circumstances require immediate dismissal, in which case a record of the events will be generated. The Town Manager shall authorize all dismissals.
- D. **Resignation while charges are pending to dismiss:** An employee who wishes to resign from their position during the dismissal process may request to do so by submitting a letter of resignation to the department head. The department head may accept the resignation or choose not to accept the resignation and proceed with the dismissal. If a resignation is accepted in lieu of dismissal, appropriate documentation to that effect shall be included in the employee's official personnel file. The department head may elect to include additional information at his or her discretion.
- E. In the case of dismissals which take place during the employee's introductory period, progressive discipline is not required, and the employee may be dismissed for a first instance of misconduct. In these cases, the employee shall receive a letter notifying them of the separation and giving the reason(s) for the action.
- F. **Actions Required for Suspension:** Suspensions shall be expressed in working days and shall place the employee in non-pay, non-duty status. A face-to-face meeting between the employee and the department head and/or Town Manager shall take place and the employee shall receive written notice of the intent to suspend, including the reasons for the proposed suspension in advance of the proposed suspension. Employees shall be given an opportunity to respond either verbally or in writing to show cause why the action should not be taken. The employee's response to the intended action does not constitute a grievance. The employee may be eligible to grieve should the action take place. The employee shall receive a letter of final determination at least 24 hours prior to the onset of the suspension.
- G. **Actions Required for Demotion for Cause:** A face-to-face meeting between the employee and the department head and/or Town Manager shall take place and the employee shall receive written notice of the intent to demote, including the reasons for the proposed demotion, in advance of the proposed demotion. The employee shall be given the opportunity to respond either verbally or in writing to explain why the action should not be taken. The employee's response to the intended action does not constitute a grievance. The employee may be eligible to grieve should the action take place. The employee shall receive a letter of final determination at least 24 hours prior to the effective date of demotion.
- H. **Actions Required for Dismissal:** A face-to-face meeting between the employee and the department head and/or Town Manager shall take place and the employee shall receive written notice of the intent to dismiss, including the reasons for the proposed dismissal, in advance of the proposed dismissal. In cases where the department head feels the employee's continued presence on the job during the notice period represents a hazard to himself or herself or others, adversely affects service delivery, morale or the image of the Town, the employee may be suspended from duty and placed on administrative leave, typically with pay, pending the proposed dismissal. The employee shall be given the opportunity to respond either verbally or in writing to show cause why the action should not be taken. The

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employee's response to the intended action does not constitute a grievance. The employee may be eligible to grieve should the action take place. The employee shall receive a letter of final determination at least 24 hours prior to the effective date of dismissal.

Example: A department head completes an investigation and determines the intent to dismiss an employee for major misconduct. Prior to the date of dismissal, the director, or designee, meets with the employee and provides the reasons for the intended dismissal. The employee is given a reasonable amount of time, usually one to three days, to respond to the reasons and provide information as to why he or she should not be dismissed. The director considers the response and makes a final determination to dismiss or take another action in lieu of dismissal. The director does not have to wait a full five days if the employee's response is completed within a shorter timeframe. The director provides the employee with a written determination at least 24 hours prior to the actual dismissal.

- I. Examples of employee unacceptable behavior and misconduct are outlined below. The list is not all-inclusive nor in order of severity and is a guideline to illustrate unacceptable behavior and misconduct and to help supervisors, managers and department heads administer discipline in a fair and consistent manner. The specific circumstances of each case shall be considered prior to determining appropriate action.
- J. Examples of unacceptable behavior and misconduct:
 1. Violation of the Code of Conduct.
 2. Harassment, Bullying, Fighting or attempting bodily injury to another employee on Town property or in the performance of Town duties including engaging in horseplay or practical jokes.
 3. Failure to report an accident or injury involving work or use of a Town vehicle or equipment within 24-hours.
 4. Unauthorized Absence including failure to report to work or tardiness without proper notice, leaving work area, walking off job, or leaving work site without authorization of supervisor.
 5. Removal of any Town equipment or material from Town property without permission of the Town Manager or department head.
 6. Improper use of time clock, failure to punch in or out, or punching in or out for another employee.
 7. Safety violations such as disregarding safety rules and practices, careless or reckless driving, failure to wear personal protective equipment, or use of equipment in an unsafe manner.
 8. Conviction in a court of law of any offense which makes the employee's background incompatible with Town employment.
 9. Falsifying any Town record or revealing Town information of a confidential nature to unauthorized persons.
 10. Refusal to carry out legitimate assignments and instructions as ordered by the supervisor including insubordination.
 11. Stealing, willfully damaging, or maliciously hiding any property of another employee of the Town.

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12. Immoral or indecent conduct on Town property or in the performance of Town work or services.
13. Consumption, impairment, or selling of alcohol, marijuana, or controlled substances on Town property or during work hours.
14. Violation of the Weapons policy.
15. Sleeping or habitual loafing on the job during working hours.
16. Off-duty misconduct of such major significance that the employee is unable to fulfill job responsibilities or there is a significant adverse impact on Town operations.

CHAPTER EIGHT - GRIEVANCE PROCEDURE

I. GENERAL INFORMATION

Employees are encouraged to resolve problems and complaints through informal means by discussing concerns with their immediate supervisors and upper management. However, to the extent such concerns cannot be resolved informally, the Town has a grievance procedure that affords an immediate and fair method for the resolution of disputes which may arise between the Town and its employees. In compliance with Section 15.2-1506 and 1507 of the Code of Virginia, the Town of South Hill establishes the following procedures for the hearings of grievances of eligible Town employees.

II. COVERAGE OF PERSONNEL

- A. All non-introductory full-time and part-time employees are eligible to file grievances with the following exceptions:
1. Appointees of Town Council.
 2. Deputies and executive assistants to the Town Manager.
 3. Key officials of the Town i.e., the head of any Town department and their equivalents.
 4. Employees whose terms of employment are limited by law.
 5. Temporary, limited term and seasonal employees.
 6. Law Enforcement Officers covered by the Law-Enforcement Officers Procedural Guarantee Act, Chapter 5, Sections 9.1-500 through 9.1-507 of Title 9.1 of the Code of Virginia who have elected to proceed pursuant to those provisions in the resolution of their grievance.
- B. The Town Manager shall determine the officers and employees excluded from the grievance procedure and shall maintain an up-to-date list of the excepted positions.

III. DEFINITION OF GRIEVANCE

A grievance is a complaint or dispute relative to an employee's employment including:

1. Formal disciplinary actions, including disciplinary demotions, transfers and assignments, suspensions, and dismissals provided that such dismissals result from formal disciplinary action or unsatisfactory job performance.
2. Concerns regarding the application of written personnel policies, procedures, rules and regulations.
3. Complaints of discrimination based on race, color, sex, religion, age, national origin, disability, pregnancy/childbirth or related medical conditions, marital status, sexual orientation, gender identity, political affiliation, or military/veteran status.
4. Acts of retaliation as the result of the use or participation in the grievance procedure or because the employee has complied with any federal or state law, has reported any violation of such law to a governmental authority, has sought any change in law before the Congress of the United States or the General Assembly, or has reported an incident of

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fraud, abuse or gross mismanagement. For purposes of this section, there shall be a rebuttable presumption that increasing the penalty that is the subject to the grievance at any level of the grievance shall be an act of retaliation.

IV. NON-GRIEVABLE MATTERS

- A. The Town shall retain the exclusive right to manage the affairs and operations of the Town. Accordingly, the following complaints are non-grievable:
1. Establishment and revision of wages or salaries, position classifications, or benefits.
 2. Work activity accepted by the employee as a condition of employment or work activity which may reasonably be expected to be a part of the job content.
 3. The contents of ordinances, statutes, or established personnel policies, procedures, rules, and regulations.
 4. Failure to promote except where the employee can show that established promotional policies or procedures were not followed or applied fairly.
 5. The methods, means, and personnel by which such work activities are to be carried on.
 6. Termination, layoff, demotion, or suspension from duties because of lack of work, reduction in workforce, or job abolition, except where such action affects an employee who has been reinstated within the previous six (6) months as the result of the final determination of a grievance. In any grievance brought under this exception, the action will be upheld upon a showing by the Town that (i) there was a valid business reason for the action and (ii) the employee was notified of the reason in writing prior to the effective date of the action.
 7. The hiring, promotion, transfer, assignment, and retention of employees within the Town.
 8. The relief of employees from duties of the Town in emergencies.
 9. Voluntary resignation.
 10. Counseling sessions and/or counseling memo.

V. DETERMINATION OF GRIEVABILITY

- A. Decisions regarding whether a matter is grievable, including questions of access to the procedure, shall be made by the Town Manager at the request of the Town or the grievant. The issues of grievability may be raised at any step of the procedure prior to the final hearing, but once raised, the issue shall be resolved before further processing of the grievance. The issue of grievability must be resolved prior to the final step hearing or it shall be deemed to have been waived. The decision on grievability shall be made within ten (10) calendar days of the request. The Town Manager shall provide a written ruling about grievability and access to the grievant.
- B. Decisions of the Town Manager may be appealed to the Mecklenburg County Circuit Court for a hearing on the issue of grievability and access. Proceedings for review of the decision of the Town Manager shall be instituted by filing a notice of appeal with the Town Manager within ten (10) calendar days from the date of receipt of the decision and giving a copy thereof to all other parties. Within ten (10) calendar days thereafter, the Town Manager shall transmit to the Clerk of the Circuit Court a copy of the decision of the Town Manager, a copy

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of the notice of appeal, and the exhibits. A list of the evidence furnished to the Court shall also be furnished to the grievant. The failure of the Town Manager to transmit the record shall not prejudice the rights of the grievant. The Court, on motion of the grievant, may issue a writ of certiorari requiring the Town Manager to transmit the record on or before a certain date.

- C. The Court shall hear and decide the appeal within the time frames established by Virginia Code § 15.2-1507, as amended. The Court may affirm the decision of the Town Manager or may revise or modify the decision. The decision of the Court is final and not appealable.
- D. The classification of a complaint as “nongrievable” shall not be construed to restrict any employee's right to seek or management's responsibility to provide administrative review of complaints outside the scope of this grievance procedure.

VI. PROCEDURE

A grievance shall be processed in the following manner:

Step 1 – Supervisor Level

An employee who has a grievance shall orally present their initial complaint to their immediate supervisor within 20 calendar days either after the event giving rise to the grievance or the time when the employee reasonably should have known of its occurrence. This first step is intended to provide for an informal processing of employee complaints by the immediate supervisor through a non-written, discussion format. The immediate supervisor shall have the authority to resolve the complaint if it involves actions within their control. A decision regarding resolution of the grievance by the immediate supervisor shall be reached and communicated, in writing, to the grievant within ten (10) calendar days of the immediate supervisor’s Step 1 discussion with the grievant. If the immediate supervisor is the Department Head, the grievant shall skip to Step 2 using Step 1 time limits.

Step 2 – Department Head Level

If the grievant is not satisfied with and does not accept the Step 1 response, or if the immediate supervisor fails to respond within the required time frame, the grievant may advance to Step 2 of this procedure. The grievant advances to Step 2 by reducing the grievance to writing on a Grievance Form and filing the completed form with the immediate supervisors within ten (10) calendar days of receipt of the supervisor’s response or the deadline for that response, whichever occurs first. The written statement must specify the alleged wrongful act on which the grievance is based and the resultant harm. The written statement must also include the description of the relief that the grievant is seeking through the use of the grievance procedure. Once the grievance has been reduced to such written statement, challenges to additional management actions or omissions cannot be added.

The immediate supervisor shall forward a copy of the Grievance Form immediately to the affected Department Head with a copy to the Human Resources Manager. Upon receipt of the Grievance Form, the Department Head shall meet with the employee within five (5) workdays of receipt of the Grievance Form. The persons present at this meeting may include

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the grievant, the Department Head, appropriate witnesses, and the Human Resources Manager. Witnesses shall be present only while actually providing information concerning the grievance.

The Department Head shall give the employee a second step response in writing on the Town Employee Grievance Form within five (5) workdays following the date of the meeting. A copy of the response shall be forwarded to the Human Resources Manager.

Step 3 – Town Manager Level

If the grievant is not satisfied with and does not accept the Step 2 written response, or if the Department Head fails to respond within the required time frame, the grievant may advance to Step 3. The grievant advances to Step 3 by completing the appropriate Grievance Form within 5 business days after receipt of the Department Head's response or the deadline for that response, whichever occurs first. Such grievance shall include a description of the complaint or dispute which constitutes the grievance, the reasons for rejecting the Step 2 response, and the specific relief which the grievant expects to obtain.

The Town Manager shall meet with the grievant within 5 days of receipt of the Grievance Form. The grievant may have one representative of his choice present at this meeting. If such representative is an attorney, the Town Attorney may also be present. Witnesses shall be present only while providing testimony. The Town Manager shall render a written response to the grievance within five (5) calendar days following the meeting.

Step 4 – Grievance Hearing

If the grievant is not satisfied with and does not accept the Step 3 written response, or if the Town Manager fails to respond within the required time frame, the grievant may advance to Step 4 of this procedure. The grievant advances to Step 4 by completing the appropriate Grievance Form and forwarding the completed form to the Human Resources Manager within ten (10) calendar days of receipt of the Step 3 response or the deadline for that response, whichever occurs first.

The Town Manager shall contact the Executive Secretary of the Supreme Court of Virginia to request the appointment of an administrative hearing officer. The appointment shall be made from the list of administrative hearing officers maintained by the Executive Secretary pursuant to Va. Code § 2.2-4024 and shall be made from the appropriate geographical region on a rotation basis.

The date of the final hearing shall be established according to the availability of the hearing officer, the Town Manager, the grievant, and their respective counsel, if any, and shall be set as soon as practicable. The hearing officer shall hold a pre-hearing meeting with the Town Manager and the grievant, and their respective counsel, if any, to plan for the final hearing and address procedural and pre-hearing matters. The Town Manager shall provide the hearing officer and the grievant with copies of the grievance record at least ten (10) days prior to the scheduled final hearing. The grievant and/or the grievant's attorney, at least ten (10) days prior to the scheduled final hearing, shall be allowed access to and copies of all relevant files intended to be used in the grievance proceeding. Documents, exhibits, and lists

of witnesses shall be exchanged between the parties at least ten (10) days in advance of the final hearing.

VII. GRIEVANCE HEARING PROCEDURES

The hearing officer is charged with the responsibility of interpreting the application of appropriate government policies and procedures in the case. The hearing officer does not have the prerogative or authority to formulate new policies or procedures or to alter existing policies or procedures nor to direct subsequent action of management when the hearing officer determines that the action of management grieved was inappropriate. The conduct of the final hearing is as follows:

- A. The hearing officer determines the propriety of attendance at the hearing of persons not having a direct interest in the hearing, and, at the request of either party, the hearing shall be private.
- B. The hearing officer may at the beginning of the hearing ask for statements clarifying the issues involved.
- C. Exhibits, when offered, may be received in evidence by the hearing officer, and when so received, are marked and made part of the record.
- D. In matters concerning the grievant's discharge or other disciplinary action, the Town shall present its evidence and witnesses first. In all other matters, the grievant shall present the grievant's evidence and witnesses first. All witnesses shall submit to questions or other examination or cross-examination. The hearing officer may, at its discretion, vary this procedure but must afford full and equal opportunity to all parties and witnesses for presentation of any material or relevant proofs.
- E. The parties may offer evidence and shall produce such additional evidence as the hearing officer may deem necessary to an understanding and determination of the dispute. The hearing officer is the judge of relevancy and materiality of the evidence offered. The hearing officer has the authority to determine the admissibility of evidence, without regard to the burden of proof or the rules of evidence. All evidence shall be presented in the presence of the hearing officer and the parties, except by mutual consent of the parties. Documents, exhibits, and lists of witnesses shall be exchanged between the parties a minimum of ten (10) working days in advance of the hearing. Hearings are not intended to be conducted like proceedings in courts.
- F. The hearing officer shall specifically inquire of all parties whether they have any further proofs to offer or witnesses to be heard. Upon receiving negative replies, the hearing officer shall declare the hearing closed.
- G. The hearing may be reopened by the hearing officer on its own motion or upon application of a party for good cause shown at any time before a decision is made.
- H. The decision of the hearing officer shall be provided in writing to all parties within thirty (30) days of the final hearing unless the parties agree otherwise. The decision of the

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hearing officer, acting within the scope of the hearing officer's authority, is final and binding in all its determinations, and shall be consistent with existing policies, procedures, and law.

- I. Any relief granted by the hearing officer shall not be final if the Town Manager, or designee, determines that the relief granted is not consistent with written policy of the Town.
- J. Either party may petition the circuit court for an order requiring the implementation of the decision of the hearing officer. The decision shall be filed in writing by the hearing officer with the Town Manager not later than ten (10) working days after completion of the hearing, unless an extension of time is agreed to by the Town and the grievant. Copies of the decision shall be transmitted to the employee and to the employee's supervisor by the Town Manager within five (5) working days after the Town Manager receives it.

VIII. ADDITIONAL PROVISIONS

- A. Time frames may be extended by mutual agreement of the Town and the grievant.
- B. After the initial filing of a written grievance, failure of either party to comply with all substantial procedural requirements of the grievance procedure without just cause shall result in a decision in favor of the other party on any grievable issue, provided the party not in compliance fails to correct the noncompliance within 5 workdays of receipt of written notification by the other party of the compliance violation. Such written notification by the grievant shall be made to the Town Manager.
- C. The Town Manager may require a clear written explanation of the basis for just cause extensions or exceptions. The Town Manager shall determine compliance issues. Compliance determinations made by the Town Manager shall be subject to judicial review by filing a petition with the circuit court within 30 days of the compliance determination.
- D. All time frames refer to calendar days unless specifically stated otherwise. In the event the last day of any time frame falls on a Saturday, Sunday, holiday observed by the Town or a day the Town offices are closed, the time frame shall be extended until the next day the Town offices are open.



Town of South Hill Grievance Step Waiver Form

Name _____ Current Date _____

Department _____ Supervisor _____

Action Being Grieved _____ Date of Action _____

I wish to waive the following step(s) of the Grievance Procedure:

- First Step (Immediate Supervisor)
- Second Step (Department Director)
- Third Step (Town Manager/Police Chief)

I wish to waive the above step(s) for the following reason(s):

Employee Signature

Approved

Not Approved

Town Manager Signature

Date



**Employee Grievance Form
STEP 2: Department Head Level**

To advance your grievance to Step 2, you must submit this completed form to the Department Head within 10 workdays of receipt of the Step 1 decision.

Grievant's Name (please print)	Department
Mailing Address	Date of Occurrence Prompting Grievance __/__/__
Phone	Date Step 1 Response Received __/__/__
Grievant's Signature	Date __/__/__

Explain in your own words the nature of your grievance and the event(s) which prompted your original complaint.

Please describe the specific relief (remedy) you are seeking.

Please explain why the Step 1 response is unacceptable to you.

Department Head's Response.

Grievant's additional information attached Yes No

Department Head's additional information attached Yes No

Department Head's Signature _____ Date _____



**Employee Grievance Form
STEP 3: Town Manager Level**

To advance your grievance to Step 3, you must submit this completed form to the Town Manager within 5 workdays of receipt of the Step 2 decision.

Grievant's Name (please print)	Department
Mailing Address	Date of Occurrence Prompting Grievance __/__/__
Phone	Date Step 2 Response Received __/__/__
Grievant's Signature	Date __/__/__

Please explain why the Step 2 response is unacceptable to you.

[Empty box for explanation]

Please re-state the specific relief (remedy) you are seeking.

[Empty box for relief]

Representative's Name (if applicable) _____ Is the representative an attorney? Yes No

Grievant's additional information attached: Yes No

Town Manager Response

[Empty box for Town Manager Response]

Town Manager additional information attached: Yes No

Town Manager Signature _____ Date _____



**Employee Grievance Form
STEP 4: Panel Hearing**

To advance your grievance to Step 4, you must submit this completed form to the Human Resources Manager within 10 workdays of receipt of the Step 3 decision.

Grievant's Name (please print)	Department
Mailing Address	Date of Occurrence Prompting Grievance __/__/__
Phone	Date Step 3 Response Received __/__/__
Grievant's Signature	Date __/__/__

Please explain why the Step 3 response is unacceptable to you.

Please re-state the specific relief (remedy) you are seeking.

Representative's Name (if applicable) _____ Is the representative an attorney? Yes No

(For Human Resources Use Only)

Panel Members:	Grievant's Appointed Member
	Town's Appointed Member
	Panel Chair

Panel Response – Final and Binding

Grievant's Appointed Member Signature

Town's Appointed Member Signature

Panel Chair Signature

ATTACHMENT 1: GLOSSARY OF TERMS

Acting Appointment: When an employee is assigned temporary performance duties of a higher vacant position.

Administrative Pay Increase: An increase to employees displaying outstanding performance review or new duties that do not qualify for reclassification.

Administrative Workweek: The seven-calendar day work week designated by the Town for the purpose of administering the Fair Labor Standards Act

Age Discrimination in Employment Act (ADEA): The federal law prohibits employment discrimination against persons forty years of age or older.

Americans with Disabilities Act (ADA): The federal law that prohibits discrimination against people with disability in everyday activities.

At-Will Employment: Law doctrine that defines an employment relationship in which either party can break the relationship with no liability and without notice for any non-discriminatory reason. Either party may terminate the employment at any time, for any cause or for no cause at all.

Bereavement Leave: Paid time off granted to employees upon the death of the spouse, child, parent, siblings, grandparent/child, spouse's parent/sibling, or person for whom the employee is the legal guardian, and equivalent step-relations.

Call Back: A situation where an employee is off duty and is called to return to work to deliver services required to protect the safety, security and/or well-being of the community.

Civil Leave: Leave for participation in non-work-related required legal processes.

Classification: The assignment of a full- or part-time position on the Town's pay plan to a pay grade or pay band based on an assessment of the duties, the scope and nature of work, the degree of responsibility and the relevant labor market.

Consolidated Omnibus Budget Reconciliation Act of 1985 (COBRA): A federal Act that mandates that the Town offer continued health care coverage for employees enrolled in the benefit plan for a certain number of months (usually 18) after they suffer a loss of health care benefits.

Code of Conduct: Set of ethics, principles and/or standards governing the conduct of individuals within the organization.

Compensatory Time: The practice of awarding paid time off at one and a half hour for every hour worked over 40 hours in a designated workweek, or the designated hours in the work cycle for employees governed by 207k exemption of the FLSA, instead of overtime pay.

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Conflict of Interest: An actual or potential conflict occurs when an employee is in a position to influence a decision that may result in a personal or professional gain for that employee or for a relative as a result of the Town's business dealings.

Demotion: Movement of an employee either voluntarily or involuntarily to a position in a lower pay grade and pay range.

Department Director: Employee responsible for the management and oversight of a Town Department and the work of assigned employees, including discipline, hiring and dismissal recommendations, as well as the operational, financial, and staffing needs of the Department.

Direct Deposit: The electronic method to deposit employees' pay directly into the financial institution of their choice.

Discipline: Action taken when an employee has not met the standards of conduct or Town rules ranging from verbal reprimand to dismissal depending on the severity of the employee's unsatisfactory work performance or misconduct.

Dismissal: An involuntary separation of an individual's employment initiated by the Town.

Disregard of Public Trust: Actions or conduct during or off working hours, which could impair the public's confidence or trust in the mission or operation of the Town.

Dress Code: Appearance and work clothing standards that ensure compliance with departmental expectations and ensure the safety of the employee and department operations.

Drug and Alcohol-Free Workplace: Standards and regulations that protect the safety of the employees and citizens of the Town. The policy establishes the expectations of all employees and the rules for drug and alcohol testing including but not limited to Department of Transportation requirements, safety sensitive positions, reasonable cause, random testing, and post-accident.

Emergency Personnel: Employees who hold certain positions that provide necessary health, safety, and emergency Town services, regardless of adverse conditions.

Employee: An individual who, in consideration of wages or salary for the benefit and under the control of the Town, is compensated through the Town payroll.

Employee Assistance Program (EAP): Benefit for employees that offers confidential assessment, counseling services, referrals and follow-up services to employees and family members who have personal and/or work-related problems.

Equal Employment Opportunity (EEO): Practices governed by state and federal law that protect an applicant or employee from discrimination based on race, color, religion, sex, pregnancy, childbirth, and related medical conditions, gender identity, sexual orientation, national origin, disability, age, marital status, military and veteran status, or genetic information.

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Exempt Employee: Employee who is employed in a position that is exempt from overtime pay due to their status as a bona fide executive, administrative, professional or computer employee according to Section 13(a)(1) of the Fair Labor Standards Act and payment on a salary basis.

Fair Labor Standards Act (FLSA): Federal law that establishes minimum wage, overtime pay, recordkeeping and child labor standards affecting full-time and part-time workers in the private sector and in federal, state and local governments.

Family Medical Leave Act (FMLA): Federal law that provides job-protected, leave for eligible employees upon a qualifying event. The Act protects the employee's job while on FMLA leave, maintains their access to health benefits, and makes it unlawful to retaliate or discriminate for taking FMLA leave.

FMLA Qualifying Events: Situations that qualify an employee to use Family Medical Leave include the birth of a child, adoption or placement of a foster child, care for an immediate family member i.e., parent, spouse or child, with a serious health condition, the employee is unable to work due to a serious health condition, care for a military family member injured in the line of duty, or a qualifying exigency for certain reasons related to a family member's foreign deployment.

Flexible Spending Account (FSA): A voluntary benefit that allows the employee to set aside a portion of their pay to be reimbursed for health care expenses, child or elder care expenses, and transportation expenses on a pretax basis.

Freedom of Information Act (FOIA): § 2.2-3700 et seq. of the Code of Virginia, which guarantees Virginia citizens, including representatives of the media, access to public records held by public bodies, public officials, and public employees. Public records are any writing or recording, regardless of format that is prepared or owned by, or in the possession of, a public body or its officers, employees or agents in the transaction of public business. All public records are presumed to be open, and may only be withheld if a specific, statutory exemption applies.

General Wage Increase: Simultaneous increase of pay normally given to all employees at the beginning of the fiscal year.

Grievance: An employee's dissatisfaction with an employment action, application of Town policy or workplace conditions.

Grievance Procedures: A formal process for resolution of an employee's dissatisfaction with eligible employment actions or perceived misapplication of rules and regulations. The Grievance Procedures adhere to §§ [15.2-1506](#) and 15.2-1507 of the Code of Virginia.

Harassment: Harassment is unwelcome verbal and/or physical conduct that is based on race, color, religion, sex, sexual orientation, gender identity or pregnancy, childbirth or related medical conditions (including lactation), national origin, age, disability, military status, status as a veteran, marital status, genetic information or other class protected against discrimination

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under Federal or State law. Harassment becomes unlawful where enduring the offensive conduct becomes a condition of continued employment or the conduct is severe or pervasive enough to interfere with work performance or creates an intimidating, hostile, or abusive environment.

Health Insurance Portability and Accountability Act (HIPAA): The federal law that requires confidentiality of employees' protected health information and prohibits discrimination against employees and dependents based on their health status.

Holidays: Days designated by the Town of South Hill as official days off with pay to observe a holiday.

Inclement Weather: Delays or disruption caused by conditions that, in the Town's opinion, make performance of the services and/or operation potentially unsafe or potentially hazardous.

Interactive Discussion: An informal dialogue that clarifies individual needs and appropriate reasonable accommodation, following an employee's request for accommodation due to disability, pregnancy, or other limitation.

Introductory Period: A 6-month period of employment that allows the employee an opportunity to learn and grow in their knowledge of the Town's operations, mission, practices and culture. This time provides the Town an opportunity to determine if the employee is suited for employment with the Town and able to satisfactorily perform the duties of the position.

Lateral Transfer: Movement from one job to another in the same pay grade.

Leave Without Pay (LWOP): An approved leave status when an employee has exhausted paid leave to cover the absence or to document a disciplinary suspension from duty and pay.

Merit System: Employment actions based on qualification and competences, rather than favor, seniority or other unrelated factors.

Military Leave: Absence from work due to the performance of military duty on a commission or non-commission status on a voluntary or involuntary basis in a uniformed service capacity. Military leave is administered according to Title 10 and 32 of the United States Code and by VA Code §§ 44-93 – 44-93.1.

Misconduct: Conduct or behavior by an employee that is inconsistent with Federal, State, or Town standards for which specific corrective or disciplinary action is warranted.

Non-Exempt Employee: Employee who is employed in a position that is paid on an hourly basis and eligible for overtime compensation according to the Fair Labor Standards Act.

Open Enrollment: The designated period when employees can enroll in or make changes to their health insurance or other benefit plans.

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Overtime Pay: Pay at a rate of time and a half (1½) the employees' regular rate of pay for all hours spent in the performance of assigned duties over 40 hours in a designated workweek or the designated hours in the work cycle for employees governed by 407k exemption of the FLSA.

Patient Protection and Affordable Care Act: (PPACA): Health care reform law with the primary goals of making affordable health insurance available to more people, expanding the Medicaid program and supporting innovative medical care delivery methods designed to lower the costs of health care generally.

Pay Plan: An administrative structure that provides pay grades and ranges to which each position is assigned. Assignment to a pay grade is based on the work duties assigned to the position, and the relevant labor market.

Personal Time Off (PTO): A benefit that provides pay for approved absences during regularly scheduled work hours.

Pregnant Workers Fairness Act (PWFA): The federal law that requires reasonable accommodation to an employee's known limitation related to pregnancy, childbirth, or related medical conditions, unless the accommodation causes the employer an undue hardship.

Pre-Tax Deductions: Approved amounts, typically contributions for insurance premiums and other benefits, withheld from an employee's gross pay before income taxes are calculated and withheld.

Productive Time: Actual time spent in the performance of the assigned job duties.

Promotion: Movement of an employee to a position in a higher pay grade and salary range.

Reasonable Accommodation: A modification or adjustment to a job, work environment, or the hiring process that enables an individual with a disability to have equal opportunity in hiring and enables a qualified individual with a disability to perform the essential functions of a job.

Reclassification: The reassignment of a position from one pay grade to another resulting from a formal job review. Reclassification may be the result of a significant change in the duties and responsibilities of a position, structural changes, a change in the needs of the organization or other similar situations.

Recruitment: The process of advertising, accepting applications and filling an open position where the comparison and evaluation of credentials are used to screen and select an individual for employment.

Reduction in Force (RIF): A temporary or indefinite reduction in the workforce due to economic conditions, technological changes, lack of work, or other appropriate reasons, initiated by the Town and usually through no fault of the employee.

Resignation: Voluntary separation initiated by an employee who chooses to leave employment.

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Rules of Conduct: Individual behavior that is exemplified by, but not limited to, any offense during or off working hours that could have an adverse effect on the Town's operation.

Salary Range: The minimum and maximum pay amounts that can be given to an employee in a specific job classification.

Solicitation: Any form of requesting money, support or participation for products, groups, organizations or causes that are unrelated to the Town.

Stand By: Time that a designated, non-exempt employee must remain available to report to work during off-duty hours and is not unduly restricted in his or her freedom to conduct personal business. An employee on stand-by is not required to remain at work or home and is free to engage in personal pursuits, with the understanding that they must be available to respond and report to work if necessary.

Starting Pay: The pay offered to an individual when they begin employment with the Town.

Supervisor: An employee who has the responsibility for directing and evaluating the work of other employees.

Unauthorized Absence: Any absence from the job during a scheduled work period without approval from the employee's immediate supervisor, or when an employee does not follow the proper request or verification procedure for an absence, is considered an unauthorized absence and is subject to disciplinary action up to and including dismissal.

Uniformed Services Employment and Reemployment Rights Act (USERRA): The federal law that protects military service members and veterans from employment discrimination based on their service and allows them to regain their civilian jobs following a period of uniformed service.

Virginia Retirement System (VRS): State of Virginia pension system of which the Town is a member. The program is administered by the State of Virginia and the Town of South Hill complies with all VRS regulations set forth by the legislature. The cost of VRS is shared by the Town and the employee. Detailed information can be found at <http://www.varetire.org>.

Whistleblower: A current or former employee who witnesses or has evidence of wrongdoing or abuse and who makes or demonstrates by clear and convincing evidence that they are about to make a good faith report of, or testifies or is about to testify to, the wrongdoing or abuse to an appropriate authority.

Whistleblower Protection: State protection against discharge, threats, discrimination or retaliation against a whistleblower.

Workplace Violence: Any act that threatens the safety of an employee, visitor or customer, affects the health, life or well-being of an employee, visitor or customer or results in damage to

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Town or customer property.

Workweek: The official workweek established by the Town for all employees. Certain exceptions, such as in public safety, may be established for continuity of operations.

Workers' Compensation: State governed insurance that provides cash benefits and/or medical care for workers who are injured or become ill as a direct result of their job. The Workers' Compensation insurance carrier must determine the injury/illness to be "compensable" before any benefits are received by the employee.

ATTACHMENT 2: EMPLOYEE TRAVEL REIMBURSEMENT PROCEDURES

Out-of-pocket expenses incurred by an employee will be reimbursed provided the employee submits the appropriate form, has valid, original receipts, and the expenses have been authorized in advance by the Department Head. Reimbursement shall follow the Meals, Lodging, and Transportation policy adopted by the Town as follows:

- A. All travel must be approved in advance by the Department Head.
- B. Employees must submit a Travel Expense Voucher to the Department Head. This voucher should include:
 - 1. Destination/Purpose of Trip.
 - 2. Beginning and Ending Dates.
 - 3. Full Amount of any travel advance, including:
 - a. Number of nights of lodging and estimated costs;
 - b. Number of Meals and estimated costs (not to exceed the approved allowances);
 - c. Type of Transportation;
 - d. Name and relationship of any non-employee accompanying the employee on the trip; and
 - e. Signature.
- C. The Department Head, upon receipt and approval of request for an advance, should obtain a Purchase Order, which will be attached to the Travel Expense Voucher for processing. This Purchase Order and the Travel Expense Voucher should be submitted to the Finance Director no later than 2:00 p.m. on the Wednesday prior to the Friday preceding the departure date.
- D. Meal Allowances:
 - 1. Meals are not provided/reimbursed for one-day events.
 - 2. When eligible, the maximum allowance for meals will follow the current IRS guidelines. Location specific rates can be found at www.gsa.gov/perdiem.
 - 3. When two or more employees are traveling together, if the more senior employee has a Town Credit Card, then he/she should take responsibility for paying for the meals and submitting receipts for reimbursement.
 - 4. Receipts are required for reimbursement of meal expenses. If any meal in conjunction with a convention or conference exceeds the per diem meal allowance, that meal will be reimbursed provided that a receipt or conference literature is submitted with the Travel Expense Voucher.
 - 5. If meal costs are included with any convention, conference or seminar fees, then that meal is deducted from the allowance cited above.
 - 6. Requests for reimbursement must be submitted no less than five workdays following the return to work of the employee.
 - 7. Consumption of alcohol while on Town time is strictly prohibited. Alcohol purchases while traveling on Town business will not be reimbursed.

Town of South Hill Employment Policies and Procedures

E. Lodging Allowances:

1. Lodging expenses are limited to the actual cost of the room, provided that the employee seeks reasonably priced lodging, subject to approval by the Department Head or Town Manager. For single-day events, lodging will not be approved for events that are less than two hours travel time between the Town and the event site.
2. Employees sharing a room with a non-employee will be reimbursed at the single occupancy rate.
3. Any personal entertainment purchased (e.g., in-room movies, etc.) will not be reimbursed.

F. Transportation Allowances:

1. The Town will pay reasonable transportation fees in advance to the travel agency, carrier or employee. Employees must provide receipt, ticket stub, or similar documentation.
2. Any cancellations to pre-paid travel should be reported as soon as possible.
3. Travel by personal vehicle, if approved, will be reimbursed at the IRS rate in effect at the time of the travel.
4. Mileage from the Town will be calculated using applications such as Apple or Google Maps.
5. Other reasonable mileage is allowed in lieu of taxi fare for travel to and from restaurants, etc. at the destination point. This is not to exceed five miles per day without prior approval from the Town Manager.
6. Parking expenses for parking decks in major cities will be reimbursed by the Town, regardless of whether the vehicle used is personal or Town-owned. A receipt must be provided. For metered parking, a report of the time spent at the meter and the meter rate must be included with the Travel Expense Voucher.

G. Reimbursement Procedures:

1. Employees have five workdays to submit all travel receipts and other documentation necessary to complete the Travel Expense Voucher on file. The employee will receive reimbursement within five days of submittal of all necessary documentation. Employees who owe a refund to the Town for advances greater than travel expenses will be required to submit this refund within five workdays following the submittal of the travel documentation.
2. Compensation for Travel Time for Non-Exempt Employees: Per the Requirements of the U.S. Department of Labor, non-exempt employees traveling to and from out-of-town sites are paid for travel time for the amount of time spent in travel that exceeds the amount of time the employee spends in normal journey to work. This limitation only applies to employees who leave for training from their home, as opposed to leaving from the work site. Example: An employee of the Wastewater Treatment Plant who lives in Boydton usually takes twenty minutes to travel to work. To travel to Emporia for a seminar the employee spends one hour and twenty minutes traveling to the seminar. The employee is owed one hour of wages for time worked as compensation for travel time.

ATTACHMENT 3: WORKERS' COMPENSATION PROCEDURES

I. GENERAL INFORMATION

This Policy is not a substitute for the Virginia Workers' Compensation Act ("the Act") as found in Title 65.2 of the Code of Virginia. It is also not a substitute for competent legal advice on matters relating to workers' compensation and employment law in Virginia. While every effort has been made to present the contents of the Act as accurately as possible, it should be noted that this document includes information which may be subject to change because of future legislative action by the Virginia General Assembly. Case law rulings related to workers' compensation may also impact the contents and interpretation of the information contained in this Policy. For a more complete resource on workers' compensation law, employees are referred to the full text of the Act.

II. WORKERS' COMPENSATION PROCEDURES

The Town's first responsibility is the prevention of occupational injuries and illnesses. Despite our best efforts, injuries and illnesses do sometimes occur. Workers' compensation provides benefits for an employee in the event of certain occupational illnesses, injuries or death.

A. REPORTING

1. Employees are required to immediately report, and no later than 24-hours, preferably in writing, ALL workplace injuries, conditions, or illnesses, to their immediate supervisor. All incidents shall be reported no matter how insignificant, and regardless of whether medical treatment is necessary or sought. If written notice is given to the supervisor, the employee should retain a copy of the notification. If the immediate supervisor is not available, the employee must report the incident to the next person in the chain of command in the department, or the Human Resources Department. Late reporting by the employee can result in delayed or denied workers' compensation benefits.
2. The supervisor must submit an incident/accident report to Human Resources as soon as possible following the incident and no later than 24-hours. Once received and discussed, the supervisor shall immediately complete an accident report with Contact Compcare OnCall (Virginia Risk Sharing Association – VRSA) at 1-877-234-0898. Delays in reporting can jeopardize the employee's rights under the Act and subject the Town to penalties, which can be assessed by the Virginia Workers' Compensation Commission. All accident reports shall be submitted to VRSA within 24 hours of the notification of a work-related injury or illness. If the injury is life or limb threatening, call 911.
3. The supervisor and/or Human Resources Manager shall provide the employee with a copy of the completed accident report and provide the employee with a copy of "What Employees Need to Know" ("WENK") guide. The WENK is a workers' compensation informational guide published by VRSA. In lieu of WENK, "A Workers' Compensation Guide for Employees" from the Commonwealth of Virginia may be provided.
4. In addition, the supervisor shall complete an Incident Report outlining the accident and making recommendations, so the accident is not repeated. Copies of the Incident Report shall be distributed to the department head and the Human Resources Department.

Town of South Hill Employment Policies and Procedures

B. PANEL OF PHYSICIANS

1. The Town has an approved Panel of Physicians for treating workers' compensation injuries and illnesses. The Human Resources Manager shall, immediately upon notification of a work-related injury or illness, provide the employee with a copy of the Panel of Physicians. The employee shall sign and date an acknowledgment of receipt of the Panel of Physicians, and the supervisor shall witness the employee's signature. The Panel of Physicians shall be offered to the employee, regardless of whether the employee intends to receive medical attention. The employee should be provided with a copy of the signed Panel of Physicians.
2. Treatment by a physician or medical facility outside of the Panel of Physicians will be at the employee's expense.
3. In the event of an emergency, the employee may receive treatment at the closest emergency facility. Once the emergency treatment is completed a Panel physician must be chosen for follow-up care.

C. MEDICAL TREATMENT

1. An employee shall not utilize health insurance for situations believed to be work related, unless the claim is denied by VRSA.
2. Immediately upon receipt all medical bills, reports and other medical correspondence shall be forwarded to VRSA. Employees should bring these documents to the Human Resources Department to forward to VRSA. All medical facility inquiries shall be referred to VRSA.
3. Only VRSA has the authority to authorize treatment, testing, physical therapy, surgery, change in physician, or second opinion, etc.
4. The employee shall cooperate with VRSA. This includes supplying disability slips, medical information, keeping appointments, etc. Additionally, the employee shall keep his/her supervisor and/or Human Resources Department advised of his/her work status and cooperate with return-to-work efforts.

D. PRESCRIPTIONS

1. The Human Resources Manager shall complete and provide the employee with an Instant Coverage Workers' Compensation Prescription Program authorization if medication is prescribed. The employee will take this authorization to a participating network pharmacy and will be provided with a 7-to-10-day supply of medication at no cost. This authorization is valid for one-time use only. VRSA must authorize any additional medication prescribed beyond the first fill.
2. Should an employee incur the cost for any medication, a receipt, which includes the employee's name, prescribing physician's name, date of purchase, name of medication and cost of medication, may be submitted to VRSA for reimbursement consideration.

Town of South Hill Employment Policies and Procedures

E. WAGE LOSS BENEFITS

1. The first seven (7) days after the injury is not covered by Workers' Compensation benefits. Employees who have PTO available may use their leave for the regular work days within this seven day period. Seasonal, temporary, and part-time employees who are not eligible for PTO leave, and employees who do not have earned leave available, will not receive pay for absences from work in the first 7 days.
2. If the absence is longer than 7 days, the employee will receive compensation benefits from VRSA in accordance with the provisions of the Act.
3. If an employee is out of work for over 21 days for a covered injury/illness for which disability is authorized by a Panel physician, the employee will receive compensation from VRSA for the first 7 days. The employee has the option of signing this check over to the Town and, in return, his/her accrued leave will be restored, or the employee can keep the compensation and the accrued leave will not be reinstated.
4. Workers' Compensation carrier pays for compensable injuries at 66.2/3% of the average weekly wage on the 8th day of a compensable injury. An employee who is absent from work because of Workers' Compensation may use PTO to supplement any workers' compensation benefits they are receiving; however, the combination of workers' compensation and PTO cannot exceed 100% of the employee's regular pay.
5. The employee will not accrue PTO time while on workers' compensation. PTO accrual will resume 30 days after the employee returns to active employment.
6. If the work-related disability constitutes a "serious health condition," it will be designated under the Family Medical Leave Act, ("FMLA") which will run concurrently with workers' compensation benefits.
7. While receiving workers' compensation benefits, any voluntary deductions are the responsibility of the employee. Premiums for Town-provided benefits will be paid for by the Town for a maximum of 12 weeks.
8. Accrued leave may be used for a disability resulting from a denied workers' compensation claim and, if the disability constitutes a "serious health condition," the disability will be designated under FMLA.

F. RETURN TO WORK – LIGHT/MODIFIED DUTY

1. The Town shall make every effort to provide light/modified duty, where practical, for employees with temporary restrictions resulting from a work-related disability. Light duty must be defined by the employee's physician and, therefore, all light/modified assignments will be within the employee's medical capability and will adhere to the treating physician's recommendations. The light/modified assignment may or may not be in the same occupation, department, pay scale, hours, etc. as the employee was performing prior to the work-related injury or illness.
2. If an employee refuses a light/modified assignment that has been approved by his/her treating physician and is within his/her capabilities, the employee's workers' compensation lost time wages benefits may be jeopardized.
3. Additional information concerning worker's compensation coverage, regulations, and entitlements is available from the Human Resources Department, at VRSA website and the website for the Code of VA Workers' Compensation Act.

ATTACHMENT 4: EDUCATION ASSISTANCE PROCEDURE

- A. The Town supports ongoing education and training programs that enhance employees’ abilities to perform their duties in a safe and effective manner. Attendance will be required at safety training sessions. Hourly employees will be reimbursed for time required by their attendance beyond scheduled working hours, in accordance with the Fair Labor Standards Act and Town policies.
- B. The Town Manager, upon recommendation of the department head, may approve authorized absence during duty hours to attend training sessions sponsored or participated in by the Town. Reimbursement may be provided for reasonable expenses incurred in the participation in courses, seminars, conferences, meetings, etc.
- C. The Town **may** offer tuition reimbursement for other job-related educational courses/classes. The employee **must** discuss and obtain approval for the courses from the department head and Town Manager **prior** to starting the course to be eligible for reimbursement of the costs and expenses of the course.
- D. If approved, the cost of the course will be reimbursed provided the employee successfully completes the course. The Town will pay for approved, job-related certification testing up to three attempts. Reimbursement does not include the costs of books. Successful completion is defined as:
 - 1. A certificate of completion for a certificate course.
 - 2. “PASS” for a “PASS/FAIL” course.
 - 3. “B” or better for a course in which a grade is earned.
- E. Prior to enrollment and/or the start of an education program, an Education Assistance Agreement Form must be completed by the employee and signed by the employee’s immediate supervisor, Human Resources and the Town Manager. If an employee receives education reimbursement and the employee terminates their Town employment the following repayment schedule will apply:

Time Elapsed from Education Assistance Payment Date to Termination Date	Percentage of Repayment Required
12 Months or Less	100%
More than 12 Months but less than 18 Months	66%
More than 18 Months but less than 24 Months	33%

Town of South Hill Employment Policies and Procedures

**TOWN OF SOUTH HILL
EDUCATION ASSISTANCE**

EDUCATION ASSISTANCE AGREEMENT

The Town agrees to pay/reimburse the following education assistance expenses:

Name of Employee: _____

Course: _____

Sponsor or College/University: _____

City, State: _____

Date of Attendance _____ to _____

Total Expense Amount Approved: \$ _____

In consideration of payment of these expenses by the Town of South Hill, you agree to the following:

- If you are unable to complete this course due to what the Town of South Hill considers extenuating circumstances (illness or the illness of a family member; emergency situation, etc.) and you receive a tuition or materials refund from the school, you agree to reimburse the full refund to the Town of South Hill.
- If you voluntarily or involuntarily terminate employment with the Town of South Hill ***prior*** to completing the course, you agree to refund the entire amount of the educational reimbursement back to the Town of South Hill.
- If you voluntarily or involuntarily terminate employment with the Town of South Hill ***after*** completion of the course, you agree to repay the tuition expenses in the following manner:

Time Elapsed from Education Assistance Payment Date to Termination Date	Percentage of Repayment Required
Less than 12 Months	100%
12 Months but less than 18 Months	66%
18 Months but less than 24 Months	33%

If any legal action is brought to enforce any provision of this agreement by the Town of South Hill, you must pay all costs associated with the action as well as any costs of litigation, including reasonable attorney fees.

The Education Expense Agreement creates no contract of employment between you and the Town of South Hill. You may terminate your employment with the Town at any time with or

Town of South Hill Employment Policies and Procedures

without cause and the Town of South Hill may terminate your employment at any time with or without cause.

Name of Employee (print name): _____

Agreed to by: _____
(Signature of Employee)

Today's Date: _____

TOWN OF SOUTH HILL

Supervisor/Department Head: _____

Date: _____

Human Resources Manager: _____

Date: _____

Town Manager: _____

Date: _____

Copy to:
Employee File
Finance Department

ATTACHMENT 5: FRAUD AND WHISTLEBLOWER PROCEDURES

I. FRAUD POLICY AND PROCEDURE

A. Responsibilities

1. Fraud is defined as the intentional, false representation or concealment of a material fact for the purpose of inducing another to act upon it producing detrimental results. This policy applies to any fraud or suspected fraud involving any Town employee or elected official, as well as vendors, consultants, contractors, funding sources, and/or any other parties with a business relationship with the Town. Any investigative activity required will be conducted without regard to the suspected wrongdoer's length of service, position/title, or relationship with the Town.
2. Elected officials, the Town Manager, department heads, and superintendents are responsible for the detection and prevention of fraud, misappropriations, and other irregularities. Each member of the management team must be familiar with the types of improprieties that might occur within their area of responsibility and be alert for any indication of irregularity.
3. Fraud that is detected or suspected must be reported immediately to the Town Manager who will coordinate investigations.
4. The Town legal counsel must be notified immediately of any detected or suspected fraud involving an elected official. The method of investigation is at the discretion of the Town legal counsel.

B. ACTIONS CONSTITUTING FRAUD

The terms fraud, defalcation, misappropriation, and other fiscal irregularities refer, but are not limited, to:

1. Any dishonest or fraudulent act.
2. Forgery or alteration of any document or account belonging to the Town.
3. Forgery or alteration of a check, bank draft, or any other financial document.
4. Misappropriation of funds, securities, supplies, equipment, or other assets of the Town.
5. Impropriety in the handling or reporting of money or financial transactions.
6. Disclosing confidential or proprietary information to outside parties.
7. Accepting or seeking anything of material value from contractors, vendors, or persons providing goods or services to the Town. Exception: gifts less than a nominal \$50 in value as customary event gifts (such as holiday, retirement, etc.).
8. Destruction, removal, or inappropriate use of records, furniture, fixtures, and equipment.
9. Any similar or related irregularity.

Town of South Hill Employment Policies and Procedures

C. FRAUD INVESTIGATION

1. The Town Manager and/or the Town legal counsel have free and unrestricted access to all Town records and premises, whether owned or rented; and the authority to examine, copy, and/or remove all or any portion of the contents of files, desks, cabinets, and other storage facilities on the premises without prior knowledge or consent of any individual who may use or have custody or any such items or facilities when it is within the scope of his/her investigations.
2. The Town Manager/Town legal counsel may utilize whatever internal and/or external resources they consider necessary in investigating. If an investigation substantiates that fraudulent activities have occurred, the Town Manager/Town legal counsel will issue reports to Town Council and/or the appropriate Town Council Committee.
3. Decisions to prosecute or refer the examination results to the appropriate law enforcement and/or regulatory agencies for independent investigation will be made in conjunction with Town legal counsel and Town Council, as will final dispositions of the case.
4. If suspected fraud or other wrongdoing involves programs funded in whole or in part with federal funds, additional responsibilities, such as special reporting and disclosure to the awarding agency, may apply to the Town. The Town will fully comply with all additional reporting, disclosure and requirements pertaining to suspected acts of fraud as described in award documents.

D. CONFIDENTIALITY

1. Staff and elected officials will treat all information confidentially in a case of fraud or investigation of irregularity. Any employee who suspects dishonest or fraudulent activity will notify the Town Manager immediately and should not attempt to personally conduct investigations or interviews/interrogations related to any suspected fraudulent act. Any elected official who suspects dishonest or fraudulent activity will notify the Town legal counsel immediately.
2. Investigation results will not be disclosed or discussed with anyone other than those who have a legitimate need to know. This is important to avoid damaging the reputations of persons suspected, but subsequently found innocent, of wrongful conduct, and to protect the Town from potential civil liability.

E. FRAUD REPORTING PROCEDURES

1. Great care must be taken in the investigation of suspected improprieties or irregularities to avoid mistaken accusations or alerting suspected individuals that an investigation is under way.
2. An individual who discovers or suspects fraudulent activity will report their suspicions immediately. The reporting individual or other complainant may remain anonymous. All inquiries concerning the activity under investigation from the suspected individual(s), their attorney or representative(s), or any other inquirer should be directed to the Town Manager or Town legal counsel. No information concerning the status of an investigation will be given out. The proper response to any inquiry is "I am not at liberty to discuss

Town of South Hill Employment Policies and Procedures

this matter.” Under no circumstances should any reference be made to “the allegation,” “the crime,” “the fraud,” “the forgery,” “the misappropriation,” or any other specific reference.

- a. The reporting individual shall be required to refrain from contacting the suspected individual to determine facts or demand restitution.
- b. The reporting individual shall not discuss the case, facts, suspicions, or allegations with anyone unless specifically asked to do so by Town legal counsel, the Town Manager, the appropriate Town Council Committee or unless required by law.

II. WHISTLEBLOWER COMPLIANCE AND PROTECTION

- A. The Town is subject to the Fraud and Whistleblower Protection Act, which is set forth in Code of Virginia sections 2.2-3009 to 2.2-3014. Any changes to the Fraud and Whistleblower Protection Act made by the General Assembly will take precedence over any policies written here. The Town supports employees being freely able to report instances of wrongdoing or abuse committed by governmental agencies or independent contractors of governmental agencies.

B. “WHISTLEBLOWER” DEFINITIONS

1. "Abuse" means an employer's or employee's conduct or omissions that result in substantial misuse, destruction, waste, or loss of funds or resources belonging to or derived from federal, state, or local government sources.
2. "Appropriate authority" means a federal, state, or local agency or organization having jurisdiction over criminal law enforcement, regulatory violations, professional conduct or ethics, or abuse, or a member, officer, agent, representative, or supervisory employee of the agency or organization. The term also includes the Office of the Attorney General, the Office of the State Inspector General, and the General Assembly and its committees having the power and duty to investigate criminal law enforcement, regulatory violations, professional conduct or ethics, or abuse.
3. "Employee" means any person who is regularly employed full time on either a salaried or wage basis, whose tenure is not restricted as to temporary or provisional appointment, in the service of and whose compensation is payable, no more often than biweekly, in whole or in part, by a governmental agency.
4. "Employer" means a person supervising one or more employees, including the employee filing a good faith report, a superior of that supervisor, or an agent of the governmental agency.
5. "Good faith report" means a report of conduct defined in this chapter as wrongdoing or abuse that is made without malice and that the person making the report has reasonable cause to believe is true.
6. "Governmental agency" means (i) any agency, institution, board, bureau, commission, council, or instrumentality of state government in the executive branch listed in the appropriation act and any independent agency; (ii) any county, city, or town or local or regional governmental authority; and (iii) any local school division as defined in Virginia Code § 22.1-280.2:2.

Town of South Hill Employment Policies and Procedures

7. "Misconduct" means conduct or behavior by an employee that is inconsistent with state, local, or agency standards for which specific corrective or disciplinary action is warranted.
8. "Whistleblower" means an employee who witnesses or has evidence of wrongdoing or abuse and who makes or demonstrates by clear and convincing evidence that he is about to make a good faith report of, or testifies or is about to testify to, the wrongdoing or abuse to one of the employee's superiors, an agent of the employer, or an appropriate authority. "Whistleblower" includes a citizen of the Commonwealth who witnesses or has evidence of wrongdoing or abuse and who makes or demonstrates by clear and convincing evidence that he is about to make a good faith report of, or testifies or is about to testify to, the wrongdoing or abuse to an appropriate authority.
9. "Wrongdoing" means a violation, which is not of a merely technical or minimal nature, of a federal or state law or regulation, local ordinance, or a formally adopted code of conduct or ethics of a professional organization designed to protect the interests of the public or employee.

C. PROHIBITED ACTIONS

1. The Town may not discharge, threaten, or otherwise discriminate or retaliate against a whistleblower whether acting on their own or through a person acting on their behalf or under their direction.
2. The Town may not discharge, threaten, or otherwise discriminate or retaliate against a whistleblower, in whole or in part, because the whistleblower is requested or subpoenaed by an appropriate authority to participate in an investigation, hearing, or inquiry by an appropriate authority or in a court action.
3. To be protected by the provisions of this chapter, an employee who discloses information about suspected wrongdoing or abuse shall do so in good faith and upon a reasonable belief that the information is accurate. Disclosures that are reckless or the employee knew or should have known were false, confidential by law, or malicious shall not be deemed good faith reports and shall not be protected.
4. Nothing in this chapter shall prohibit the Town from disciplining or discharging a whistleblower for his or her misconduct or any violation of criminal law.

D. REMEDIES

1. In addition to the remedies provided in Virginia Code section 2.2-3012, any whistleblower may bring a civil action for violation of this section in the Circuit Court of Mecklenburg County. In a proceeding commenced against the Town under this section, the court, if it finds that a violation was willfully and knowingly made, may impose upon the Town, whether a writ of mandamus or injunctive relief is awarded or not, a civil penalty of not less than \$500 nor more than \$2,500, which amount shall be paid into the Fraud and Abuse Whistleblower Reward Fund. The court may also order appropriate remedies, including (i) reinstatement to the same position or, if the position is filled, to an equivalent position; (ii) back pay; (iii) full reinstatement of fringe benefits and seniority rights; or (iv) any combination of these remedies. The whistleblower may be entitled to recover reasonable attorney fees and costs. No action brought under this

Town of South Hill Employment Policies and Procedures

subsection shall be brought more than three years after the date the unlawful discharge, discrimination, or retaliation occurs. Any whistleblower proceeding under this subsection shall not be required to exhaust existing internal procedures or other administrative remedies.

2. A whistleblower disclosing information of wrongdoing or abuse under this policy and procedure that results in a recovery of at least \$5,000 may file a claim for reward under the Fraud and Abuse Whistleblower Reward Fund established in Virginia Code section 2.2-3014.

E. APPLICATION OF TOWN GRIEVANCE PROCEDURE

A whistleblower may initiate a grievance pursuant to the Town's Employee Grievance Procedure if they believe they have experienced retaliation.

ATTACHMENT 6: PERSONAL PROTECTIVE EQUIPMENT

I. PURPOSE

- A. Employees shall use and maintain the required Personal Protective Equipment (PPE) when performing the essential functions of the job. PPE is any material or device worn to protect a worker from exposure to, or contact with, any harmful substance or force.
- B. The Town shall ensure that all Town-provided equipment is appropriate for the hazards employees face, and that the equipment is kept in a sanitary and reliable condition. The Town shall also ensure that all Town-provided equipment meets or exceeds federal or state safety standards and regulations. Employees must receive written department director approval prior to using their own equipment while performing Town-related work. The employee must demonstrate that their equipment is appropriate for the hazards the employee faces, meets federal and state safety standards and regulations, and is kept in a sanitary and reliable condition.

II. EYE PROTECTION

- A. All employees are required to wear eye or face protection when exposed to hazards from flying particles, molten metal, liquid chemicals, acids or caustic fluids, chemical gases or vapors, or potentially injurious light radiation. Employees faced with hazards from flying particles shall wear eye protection with side protectors. Employees required to wear prescriptive lenses to correct vision must either wear eye protection with the prescription incorporated into the lens, or wear eye protection that can be worn over the prescription lenses without disturbing the position of either the safety lenses or the prescription lenses. The Town will provide non-prescription safety lenses for all qualifying employees and/or circumstances. Employees may be required to provide certification that their regular eyewear meets safety standards if so claimed. A doctor's certification will be required for any exception to this policy.
- B. Employees faced with the hazard of injurious light radiation shall follow the shade number guidelines enumerated in OSHA Standard CFR § 1910.133 (a) (5), et. seq.
- C. All eye and protective devices shall comply with ANSI Z87-1-1989 "American National Standard Safety Requirements for Industrial Head Protection," as stated in OSHA Standard CFR § 1910.135 (b) (2). Later standards issued by ANSI will be acceptable.

III. HEAD PROTECTION

- A. All employees working in construction environments, or who are otherwise faced with hazards, must wear a protective helmet (hard hat). If an employee is faced with an electrical shock hazard, a helmet that protects against shock hazards must be worn. Examples of such situations include, but are not limited to, working in and around heavy equipment; taking down trees; any overhead work; and working in excavation sites. Protective helmets will not

Town of South Hill Employment Policies and Procedures

be required if the worker is more than 30 feet away from an active job site. The Town will provide the appropriate protective helmets for all qualifying employees and/or circumstances.

- B. All protective helmets shall comply with ANSI Z87-1-1986 “American National Standard Practice for Occupational and Educational Eye and Face Protection,” as stated in OSHA Standard CFR § 1910.133 (b)(1). Later standards issued by ANSI will be acceptable. In addition, eye and face protection must be distinctly marked to facilitate identification of the manufacturer. Employees may be required to provide certification that their personal headgear meets safety standards if so claimed. A doctor’s certification will be required for any exception to this policy.

IV. FOOT PROTECTION

- A. All employees working in areas where heavy materials or equipment are used, or where falling objects present a hazard, are required to wear shoes with steel toe protection. Most Public Works employees fall into this category.
- B. Foot shields that can be worn over shoes will be provided for employees who may be faced with occasional job hazards where foot protection will be required. Crew supervisors, superintendents, or department heads will be responsible for ensuring that the employee obtains foot shields, when necessary, from the Safety Officer. The Safety Officer is responsible for seeing that the foot shields are worn properly.
- C. All protective footwear shall comply with ANSI Z41-1991 “American National Standard Personal Protection-Protective Footwear,” as stated in OSHA Standard CFR § 1910.136 (b) (1). Later standards issued by ANSI will be acceptable.
- D. The Town, in its efforts to ensure that workers are provided adequate foot protection, will reimburse each worker for their purchase of personal protective footwear that meets ANSI standards. The maximum amount reimbursed to each employee each fiscal year will be determined by Town Council as part of the budget setting process. The Safety Officer, superintendent, or department head will ensure that the footwear meets the standards before approving reimbursements under this policy. Receipts and tags to support the purchase must be provided by the employee.

V. SAFETY VESTS

Safety vests that meet federal and state regulations must be worn when workers are working in and around public streets. These vests will incorporate reflective material such that the workers can be seen either in a work zone or working along the streets. Workers are required to secure the vests and any loose straps, so the vests do not pose a hazard for getting caught in equipment or machinery in use on the job. The Town will provide the appropriate safety vests for all qualifying employees and/or circumstances. Other OSHA approved attire may be substituted for vests as deemed appropriate by the Town Manager.

Town of South Hill Employment Policies and Procedures

VI. HEARING PROTECTION

Employees are required to wear hearing protection in required situations in accordance with federal and state regulations. The Town will provide the appropriate hearing protection for all qualifying employees and/or circumstances.

VII. RESPIRATORY PROTECTION

Employees are required to wear respiratory protection in required situations in accordance with federal and state regulations. The Town will provide the appropriate respiratory protection for all qualifying employees and/or circumstances.

VIII. TRAINING

- A. Employees will be trained in the use of any PPE they will be required to use. Employees shall know when PPE is necessary, what types of PPE to use, how to properly use the PPE, limitations of the PPE, and the proper care, maintenance, useful life, and disposal of PPE.
- B. Employees must demonstrate that they understand the training given to them prior to performing work requiring PPE. Training sessions will be documented, with the record to include attendance, date, time, duration, and subject of the training.

IX. PPE MAINTENANCE

- A. Employees are required to wear PPE whenever appropriate to comply with all federal and state regulations. PPE should fit properly. If PPE does not fit, return the ill-fitting PPE to the Safety Officer for replacement.
- B. Prior to each use, employees must check all PPE issued to them to ensure that there are no obvious defects. If a PPE becomes defective, the employee should return the defective PPE to the Safety Officer for replacement.
- C. Loss or misplacement of PPE is no excuse for not wearing PPE. Each employee is responsible for the PPE assigned to them and shall make sure the PPE is always available for use at all times.



ATTACHMENT 7: TOWN OF SOUTH HILL EMPLOYEE REFERRAL FORM

Employee Information

Last Name: _____	First Name: _____	MI: _____
Department: _____		
Email Address: _____	Contact Phone: _____	
Are you involved in the recruitment process for your department? <input type="checkbox"/> Yes <input type="checkbox"/> No		
Relationship to candidate: _____		

Candidate Information

Last Name: _____	First Name: _____	MI: _____
Home Address: _____		
City: _____	State: _____	Zip Code: _____
Email Address: _____	Contact Phone: _____	
Position referred for: _____		
Department: _____		

Employee Referral Program

The Town of South Hill welcomes an inclusive environment within our organization. Our goal is to attract a diverse range of talent by employing a recruitment process that evaluates candidates based on skills, experience and alignment with our core values. We highly value our existing employees as essential assets who can assist us in broadening our candidate pool and advancing our evolving workforce. To acknowledge their contributions, we have implemented a referral program exclusively available to our employees.

A. Eligibility: All Full time employees are eligible to refer up to a maximum of two (2) candidates per fiscal year. Candidates can only be referred to approved full-time open positions. Employees must be employed by the Town for at least two (2) years or more and may not be in any disciplinary process. Referred candidates may not be current employees of any status (temporary, part-time, full-time, intern, etc.), former employees, or immediate relatives (spouse, sibling, in-law, parent, etc.).

B. Referral Incentive: Eligible and approved incentives will be paid out in the amount of \$1,500 per referral (taxable income). Incentives will be distributed in two or three phases:

- **Non-Certified Police Officers**
 - \$500 following 30 days of hire date of selected candidate
 - \$500 upon successful completion of the Basic Police Academy
 - \$500 upon successful completion of the Field Training Program

- **Certified Police Officers or Other Full Time Hired Candidate**
 - \$750 following 30 days of hire date of selected candidate
 - \$750 following completion of six-month satisfactory introduction period

Town of South Hill Employment Policies and Procedures

C. Referral Process: The referring employee must complete the required Town of South Hill Referral Form. Forms must be received by the HR Department prior to the job posting closing date. **Police Department Referrals Only: Employees must submit a letter of referral to the Chief of Police identifying the candidate. A copy of this referral letter must accompany the required Town of South Hill Referral Form.**

No referral forms will be accepted for a closed or non-posted position. Referred candidates may only be referred once. If the candidate is not selected for an open position, he/she cannot be referred for another open position unless approved by HR. To ensure integrity and non-biases, no employee who refers a candidate shall participate in any of the hiring process (interviews, background checks, testing, etc.). Town employees excluded from this policy include department supervisors/department heads, Chief of Police, Deputy Chief, Town Manager, HR Manager, or the hiring manager of an open position.

I acknowledge that I have reviewed and comprehended to Town of South Hill’s employee referral guidelines and incentive distribution phases.

Employee Signature: _____ Date: _____

Candidate Signature: _____ Date: _____

For Human Resources and Finance Department Use Only:

_____ Approved	_____ Denied
Candidate Hire Date: _____	End of Probation Period: _____
Processed By: _____	Date Received: _____

Payment: _____	Date: _____
Payment: _____	Date: _____
Payment: _____	Date: _____

Return Signed and Completed Form to:
Human Resources Department
southhill@southhillva.org
211 S. Mecklenburg Ave.
South Hill, VA 23970

Town of South Hill Employment Policies and Procedures

RECEIPT OF EMPLOYMENT POLICIES AND PROCEDURES

EMPLOYEE ACKNOWLEDGMENT FORM

The Employment Policies and Procedures Manual contains important employment information about the Town of South Hill, and I agree that I will consult my supervisor, the Town Manager, or Human Resources regarding questions not answered in the Manual.

I have entered my employment relationship with the Town of South Hill voluntarily and acknowledge that there is no specified length of employment. Accordingly, either I or the Town of South Hill can terminate the relationship at will, with or without cause, at any time, so long as there is no violation of applicable federal or state law.

The information, policies, and benefits described here are subject to change and I acknowledge that revisions to the Manual may occur, except to the Town's policy of employment-at-will. All such changes will be communicated through official notices, and I understand that revised information may supersede, modify, or eliminate existing policies. Revisions to the policies in this Manual will be first approved by the Town Manager and subsequently adopted by the Town Council.

I understand that the Town will engage in an interactive discussion about reasonable accommodations for me if I need that accommodation because of a disability or pregnancy.

I acknowledge that this Policies and Procedures Manual is neither a contract of employment nor a legal document. I have received the Manual, and I understand it is my responsibility to read and comply with the policies contained in this Manual and any revisions made to it.

Employee Signature

Date

Employee's Name (typed or printed)

Witness Signature

Date