

**ATTACHMENT B
MUNICIPAL EMERGENCY MANAGEMENT COORDINATOR
KEY ACTION CHECKLISTS**

The Municipal Emergency Management Coordinator coordinates all components of the emergency management program in Town of Osceola. This includes hazard analysis, preparedness, and mitigation, response and recovery activities for all natural and technological disaster/emergencies. The following tasks represent a checklist of actions this department should consider.

MUNICIPAL EMERGENCY MANAGEMENT COORDINATOR SHOULD:

1. Report to the Municipal CP.
2. Ensure that Town of Osceola officials and Polk County Emergency Management Coordinator have been notified, key facilities warned, sirens activated, etc.
3. Activate the Municipal EOC when requested/required. Make sure that it is fully operational and that EOC staff have reported/are reporting to it.
4. Obtain initial Uniform Disaster Situation Report (UDSR) and other relevant information. Relay this information to the Town of Osceola Chair and to the Polk County Emergency Management Coordinator.
5. Conduct regular briefings of EOC staff as to the status of the situation.
6. Evaluate available resources, including personnel, by checking with EOC Staff. If deficiencies exist, take action to obtain the needed resources.
7. Ensure that Town Officials and emergency response agencies have begun to keep separate and accurate records of disaster-related expenditures.
8. Establish communications with the county EOC if activated or the county emergency management office. The communications equipment available is telephone, pagers, fax, radios, etc.

**ATTACHMENT C
TOWN OF OSCEOLA CLERK/ASSESSOR/TREASURER
KEY ACTION CHECKLISTS**

The Town of Osceola Clerk/Assessor/Treasurer is responsible for assisting the Town of Osceola Chair with assigned activities in the Town of Osceola. The following tasks represent a checklist of actions this department should consider in an emergency or disaster situation.

TOWN OF OSCEOLA CLERK/ASSESSOR/TREASURER SHOULD:

1. Report to the Town of Osceola EOC or CP.
2. Issues directives as to travel restrictions on local roads and recommends protective actions if necessary.
3. Prepare local state of emergency declaration for the Town Chair to sign.
4. Maintain records indicating Town expenses incurred due to the disaster.
5. Assist in the damage assessment process by:
 - a. Providing information regarding the dollar value of property damaged as a result of the disaster.
 - b. Providing information (name, telephone number, etc.) regarding the owners of property that has been damaged or destroyed as a result of the disaster.
6. Delegate authority to department directors to permit acquisition of equipment and supplies needed following a disaster.
7. Assign department directors account numbers to which emergency expenditures may be charged.
8. As Public Information Officer (PIO) function as the sole point of contact for the news media and public officials.
9. Maintain liaison with the EOC and CP in order to stay abreast of situation.
10. Establish news media briefing room and brief the media at periodic intervals.
11. If the situation escalates and the county EOC is activated, coordinate with the County PIO to prepare news releases.
12. Conduct press tours of disaster areas within the municipality as the situation stabilizes.
13. Assist the county in establishing a Joint Public Information Center.
14. Assist the county with establishing a Rumor Control Center.
15. Issue protective action recommendations or public service advisories as directed by the Town Chair.

**ATTACHMENT D
WARNING/COMMUNICATIONS
KEY ACTION CHECKLISTS**

The Warning and Communications function is responsible for warning and communications in the Town of Osceola. The following tasks represent a checklist of actions this function should consider in an emergency or disaster situation.

The Polk County Sheriff's Department Dispatch and Polk County Sheriff's Department are responsible for warning and communications activities in the Town of Osceola. The following tasks represent a checklist of actions this department should consider in an emergency or disaster situation.

1. Warn the following:
 - a. Town of Osceola Chair
 - b. Polk County Emergency Management Coordinator
 - c. Town of Osceola Municipal Emergency Management Coordinator (if applicable)
 - d. Special Facilities (see listing of special facilities)
 - e. Hospital
 - f. Schools
 - g. Nursing Homes
 - h. Senior Housing
 - i. Day Care Centers
2. Ensure all agencies represented in the municipal EOC have communications both to their staff at their department offices and their staff at the incident site. This equipment consists of telephones, cell phones, R.A.C.E.S., pagers.
3. Activate public warning system. This may consist of sirens, door-to-door, telephone fan out. Develop assignment on how alert, watch and warning would be handled prior to a disaster or emergency situation.
4. Establish communications with Command Post if established.

ATTACHMENT E LAW ENFORCEMENT KEY ACTION CHECKLISTS

The Polk County Sheriff's Department is responsible for law enforcement activities in the Town of Osceola. The following tasks represent a checklist of actions this department should consider in an emergency or disaster situation.

1. Establish a staging area in the municipality; designate a CP; and establish initial command until relieved.
2. Ensure that an adequate number of law enforcement staff has been notified and that they report as situation directs.
3. Direct the designated law enforcement representative to report to the Municipal CP or EOC.
4. Secure the affected area and perform traffic and crowd control.
5. Participate in warning the public in the immediate vicinity as situation warrants.
6. Coordinate evacuation efforts.
7. Determine scope of incident as to immediate casualties/destruction and whether the incident has the potential to expand and escalate.
8. Direct officer(s) to close off the damage site area and to stop all in-bound traffic. Set up an emergency pass system.
9. Report above information to appropriate law enforcement agencies.
10. Keep records of all overtime hours, extra manpower hours used, plus all equipment and mileage. Also all additional supplies and costs to your department.

Other responsibilities may include:

- o Enforce curfew restrictions in the affected area.
- o Coordinate the removal of vehicles blocking evacuation or other response activities.
- o As necessary, shelter in-place or evacuate prisoners as may be appropriate from the affected area.
- o Assist the medical examiner with mortuary services.
- o Assist with search and rescue activities.
- o If the County EOC is activated, establish and maintain contact with the person representing law enforcement.
- o Try to anticipate your department's needs for manpower and equipment 24-hours in advance. If additional assistance is needed, utilize mutual aid agreements with other law enforcement agencies.

**ATTACHMENT F
HUMAN SERVICES
KEY ACTION CHECKLIST**

Polk County Department of Human Services personnel will serve as the Human Services Coordinator in the Town of Osceola and is responsible for human services activities in the Town of Osceola. The following tasks represent a checklist of actions this person must consider in an emergency or disaster situation.

1. Coordinate activities of agencies/departments, which provide human services type services as Identified in County EOP.
2. Report to the emergency operations center.
3. Coordinate with Red Cross in opening and managing shelters in the municipality.
4. Ensure canteen is set up to feed emergency workers in the municipality.
5. Work with Red Cross/Salvation Army in providing food and clothing to disaster victims. Provide emergency assistance to persons with special needs.
6. Provide necessary outreach services to citizens affected by emergency or disaster.
7. Distribute emergency literature to disaster victims giving instructions and assistance pertaining to their immediate needs.
8. Provide psychological counseling and crisis intervention to disaster victims.
9. If County EOC is activated, establish and maintain contact with the person representing Human Services.
10. Maintain records of all personnel overtime, mileage and all other expenditures.

**ATTACHMENT G
DEPARTMENT OF PUBLIC WORKS
KEY ACTION CHECKLISTS**

The Department of Public Works personnel are responsible for maintenance activities in the Town of Osceola. The following tasks represent a checklist of actions this department should consider in an emergency or disaster situation.

1. Ensure that maintenance personnel have been alerted and that they report as the situation directs.
2. Report to the Municipal Command Post.
3. Review the disaster situation with field personnel and report situation to the Municipal Emergency Management Coordinator.
4. Maintain transportation routes.
5. If necessary, coordinate flood fighting activities, including sandbagging, emergency diking, and pumping operations.
6. Coordinate with Law Enforcement travel restrictions/road closures within the municipality.
7. Provide emergency generators.
8. Assist with traffic control and access to the affected area.
9. Assist with urban search and rescue activities as may be requested.
10. Assist private utilities with the shutdown of gas and electric services.
11. As necessary, establish a staging area for public works.
12. Report public facility damage information to the Town of Osceola.
13. If the County EOC is activated, establish and maintain contact with the County Highway Commissioner.
14. Keep records of overtime hours, extra manpower hours, all supplies used including mileage and fuel, plus any mutual aid equipment and manpower needed in the response and recovery process.

ATTACHMENT H **PUBLIC HEALTH SERVICES/EMERGENCY MEDICAL SERVICES** **KEY ACTION CHECKLISTS**

Osceola Area Ambulance Service will serve as the Emergency Medical Services Liaison in the Town of Osceola and is responsible for emergency medical services activities in the Town of Osceola. The Polk County Health Department is responsible for public health activities in the Town of Osceola. They will coordinate health services activities with a representative from Town. The following tasks represent a checklist of actions this person should consider in an emergency or disaster situation.

Emergency Medical Services

1. Assist in evacuating nursing homes, hospitals, and other medical facilities as needed.
2. Coordinate emergency medical care to victims (hospitals and ambulances).
3. Establish a triage area for victims.
4. Coordinate medical transportation for victims.
5. Establish a staging area in the municipality.
6. Maintain close accounting of all expenditures utilized over and above normal operating costs, paying particular attention to overtime salaries.

Other responsibilities may include:

- o If additional assistance is necessary, utilize mutual aid agreements and/or contracts with other Ambulance Services.

Public Health

1. Assure public health needs of disaster victims are met.
2. Assume primary operational control for health-related emergencies such as pollution, contaminations, diseases and epidemics.
3. Maintain close accounting of all expenditures utilized over and above normal operating costs, paying particular attention to overtime salaries.

**ATTACHMENT I
FIRE SERVICES
KEY ACTION CHECKLISTS**

The Allied Emergency Services is responsible for fire services activities in the Town of Osceola. The following tasks represent a checklist of actions this department should consider in an emergency or disaster situation.

1. Respond to Fire Hall, CP or as directed by on-scene personnel.
2. Assist Law Enforcement in warning the affected population.
3. Rescue injured/trapped persons.
4. Protect critical facilities and resources.
5. Designate a person to record the arrival and deployment of emergency personnel and equipment.
6. Assist Law Enforcement with evacuation, if needed.
7. Assist the municipal public works department and utilities with shutting down gas and electric services, if necessary.
8. Overtime salaries and equipment costs including mileage and supplies used through both your department and any mutual aid assistance should be closely monitored and recorded for possible grant assistance

Other responsibilities may include:

- o Assist with traffic control.
- o Assist with debris clearance.
- o If necessary, coordinate flood fighting activities, including sandbagging, emergency diking, and pumping operations.
- o Coordinate with Law Enforcement travel restrictions/road closures within the municipality.
- o Provide emergency generators.
- o If the County EOC is activated, establish and maintain contact with the person representing fire services.
- o If the Regional Hazardous Materials Team is needed for a Level A response, contact Polk County Emergency Management to request assistance through the WEM Duty Officer. If additional assistance is necessary, utilize mutual aid agreements and/or contracts with other fire departments.

**ATTACHMENT J
DAMAGE ASSESSMENT
KEY ACTION CHECKLISTS**

The Municipal Emergency Management Coordinator in cooperation with the Polk County Emergency Management Coordinator will be responsible for damage assessment activities in the Town of Osceola. The following tasks represent a checklist of actions this department should consider in an emergency or disaster situation.

1. Report to the Municipal EOC or Command Post.
2. Record initial information from first responders such as law enforcement, public works, ambulance service, or fire services.
3. Coordinate with incident commander and head of activated agencies to assess extent of public damage and individual damage.
 - a. Within first 2-3 hours: Complete preliminary UDSR:
 - i. Number of fatalities.
 - ii. Number of critical/minor injuries.
 - iii. Number of home/businesses damaged/destroyed.
 - iv. Number of power/telephone lines, poles damaged.
 - v. Number of public facilities such as highways, roads, bridges, etc. damaged.
 - vi. Number of people who are homeless or in shelters.
 - b. Within 8 hours:
 - i. Recount items 1-6 above.
 - ii. Complete another UDSR, estimating public and private damage.
 - iii. Videotape and/or take photos of major damage.
 - c. Within 24 hours:
 - i. Update items 1-6 above.
 - ii. Complete updated UDSR.
4. Provide damage assessment information to the appropriate Town officials and county emergency management director to assist in the preparation of the UDSR.
5. If the situation warrants, assist the Town Chair with the preparation of a local state of emergency declaration and forward to the Polk County Municipal Emergency Management Coordinator.
6. Plot damage assessment information on status boards in the municipal EOC and locate damaged sites on a map.
7. Record all expenditures for municipal personnel, equipment, supplies, services, etc., and track resources being used.
8. Prepare reports for the municipal Public Information Officer.

OTHER POSSIBLE ATTACHMENTS YOU MIGHT WANT TO
CONSIDER INCLUDING IN YOUR MUNICIPAL PLAN

X	LIST OF FREQUENCIES (local, state and federal agencies)
X	SHELTER LIST AND/OR MAPS
X	LIST OF SARA FACILITIES AND CHEMICALS PRESENT
	EQUIPMENT/PERSONNEL RESOURCE LIST
X	COMMUNITY MAP
	DEBRIS DISPOSAL SITE LOCATIONS
	DAMAGE ASSESSMENT TEAM CALL LIST
X	SAMPLE DISASTER DECLARATION
X	SOP ON REQUESTING GUARD ASSISTANCE
	PERSONNEL ROSTER (INCLUDING HOME TELEPHONE NUMBERS)
	MUTUAL AID AGREEMENTS
	LIST CLEAN-UP CONTRACTORS
X	COPY OF COUNTY'S BASIC PLAN AND ANNEX A
	ESTABLISH A PASS SYSTEM
	FISCAL AND ADMINISTRATIVE PROCEDURES & RECORDS
	OTHER SITUATIONS THAT MAY BE UNIQUE TO YOUR JURISDICTION

X = A copy of these documents will be provided by Polk County Emergency Management upon request

Town of Osceola
Polk County
Employee Handbook

Adopted
August 7, 2012

Amended
4/14/15-, 3/5/19 and ~~x/x/xx~~9/5/2023

PURPOSE OF HANDBOOK

This Employee Handbook sets forth the personnel policies of the Town of Osceola. Its purpose is to familiarize employees with the personnel policies of the Town of Osceola.

All employees are considered "at-will" employees. Therefore, nothing contained in this document is to be construed by any employee as establishing, creating or constituting a written, oral or implied contract of employment. Furthermore, nothing herein shall be construed as a guarantee of continued employment nor as a guarantee of any benefits or conditions of employment.

The provisions set forth in this Handbook supersede all prior personnel policies and procedures, whether written or established by past practice. Because this Employee Handbook is based on the Town's operational policies and procedures, federal and state mandated policies and procedures, and present employee fringe benefit programs which are all to some degree subject to change, this manual is also subject to change. The Town of Osceola reserves the right to revise, add, subtract, correct, delete or update any part or all of the materials in this Handbook.

Any changes made in this Handbook will be brought to the attention of all employees by employee meetings, posting of the change on the employee bulletin board, and/or corrections in the Employee Handbook itself.

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SECTION 1

INTRODUCTION

- 1.1 This publication contains information and general guidance regarding employment policies, procedures, rules and regulations for use by management and employees of the Town of Osceola ("Town" or "Employer").
- 1.2 This handbook has been prepared to acquaint all employees with the policies, procedures, rules and regulations in the Town and to provide for the Town's orderly and efficient operation.
- 1.3 These personnel policies and procedures are based on an "open door" philosophy. The Town wants to ensure that an employee feels free to discuss any problems relating to personnel policies and procedures with management. To that end, the Town encourages interactive communication between an employee and an employee's supervisor. It is important for an employee to keep in mind that problems, when they arise, can best be resolved with an employee's immediate supervisor. If, for some reason, the problem cannot be resolved, a Town representative will assist the employee in referring the employee to appropriate personnel.

By working together cooperatively and in harmony, we can be assured that the Town will continue to be known as a fine place in which to work.

SECTION 2

SCOPE, APPLICATION AND MANAGEMENT RIGHTS

- 2.1 The policies and procedures contained in this handbook apply to all Town employees.
- 2.2 The policies and procedures contained in this handbook are subject to the application of relevant labor laws in the case of certain classes of Town employees.
 - (a) Applicable state law governs the discipline and discharge of Town employees.
 - (b) Operational, safety and similar mandated policies, procedures, rules, regulations and bylaws relating to the functioning of the Town employees supplement this handbook.
- 2.3 Certain rights and responsibilities are imposed on the Town by state and federal laws, rules, legislation and court decisions. Many of these have implications for the policies and procedures that govern employees. For this reason, a summary of the Town's basic rights and responsibilities may be helpful. These rights and responsibilities include, but are not limited to, the following:
 - (a) Managing and directing the Town's employees, including the hiring, evaluation, compensation, promotion, scheduling, transfer, assignment, and retention of employees in positions with the Town.
 - (b) Laying off employees.

- (c) Establishing work rules.
- (d) Establishing and altering employment policies and procedures, including those set forth in this handbook.
- (e) Suspending, discharging, or taking other appropriate disciplinary action against employees.
- (f) Scheduling overtime work as required, consistent with the Town's requirements.
- (g) Developing job descriptions and creating or eliminating jobs as the Town's needs require.
- (h) Introducing new or improved methods or facilities or changing existing methods or facilities.
- (i) Contracting out for goods and services.
- (j) Discontinuing certain operations.
- (k) Directing all operations of the Town.
- (l) Eliminating, changing or expanding its workforce, its general employment policy and procedures, and this document, at any time, and for any reason.

- 2.4 All employment with the Town shall be based on the need for the work and fiscal responsibility as determined in the sole discretion of the Town Board.

SECTION 3 EQUAL EMPLOYMENT OPPORTUNITY

- 3.1 The Town of Osceola is an equal employment opportunity employer.
- 3.2 The Town provides equal employment opportunity to all qualified employees and applicants for employment regardless of the employee's race, creed, color, religion, sex, national origin, ancestry, age, physical or mental disability, marital status, or any other characteristic of an individual protected by, without limitation, the Wisconsin Fair Employment Act, Title VII of the 1964 Civil Rights Act, the Civil Rights Act of 1991, the Age Discrimination in Employment Act of 1967, and the Americans with Disabilities Act of 1990, as those laws may be changed or amended from time to time. Positive action is required from all employees to help ensure that the Town complies with its obligations under state and federal law.
- 3.3 Equal consideration to all qualified persons includes, but is not limited to, the following functions: recruitment, hiring, placement, demotion, compensation for employment, promotions, transfers, training, involuntary layoffs, discipline, separation from employment, and other conditions of employment.

- 3.4 The procedure for processing grievances regarding the Town's equal employment opportunity policy is located in this Employee Handbook.
- 3.5 Our policy objective is to employ individuals who are qualified for specific work by such job-related standards as experience, demonstrated aptitude and skill, education, training, overall ability and other relevant considerations.

SECTION 4
HARASSMENT POLICY AND
GRIEVANCE PROCESSING PROCEDURE

- 4.1 The policy of promoting equal employment opportunities extends to prohibiting the harassment of Town employees.
- 4.2 Harassment of other employees – in any form – is unacceptable, will not be condoned, and will subject the harassing employee to disciplinary action, up to and including discharge from employment.
- 4.3 Under federal and state fair employment laws, members of protected classes are shielded from unlawful discrimination in employment. Such discrimination can be in the form of harassment such as: unsolicited and repeated derogatory epithets, derogatory statements, or gestures made to a person because of the employee's protected status or any attempt to penalize or punish a person because of that employee's protected class or status. Any employee who believes that they have been subjected to unlawful discrimination must immediately report the harassment to the immediate supervisor or Personnel Committee, as provided in the grievance procedure located in this handbook.
- 4.4 The Town shall immediately and confidentially investigate all allegations of workplace harassment. If an employee is responsible for the harassment, the employee will be subject to disciplinary action, up to and including termination from employment.
- 4.5 Acts of sexual harassment at the workplace by employees against other employees, vendors or members of the public will not be tolerated and are strictly prohibited. Accordingly, the Town of Osceola adopts and establishes the following work rules and grievance procedure:
 - (a) It is unlawful and against policy for any employee, male or female, to harass another by: making unwelcome sexual advances or making favors or other verbal or physical conduct of a sexual nature a condition of any employee's work; using an employee's submission to or rejection of such conduct as the basis for or as a factor in any employment decision affecting the individual; or otherwise creating an intimidating, hostile or offensive working environment by such conduct.
 - (b) The creation of an intimidating, hostile or offensive working environment may include, but is not limited to, such actions as persistent comments on an employee's sexual

preference or the display of obscene or sexually oriented photographs or drawings. Conduct or actions that arise out of a personal or social relationship that are not intended to have a discriminatory employment affect may not be viewed as harassment. The Town will determine whether such conduct constitutes sexual harassment, based on a review of the facts and circumstances of each situation.

- (c) The Town of Osceola will not condone any form of sexual harassment toward others. All employees who violate this policy will be subject to disciplinary action, up to and including discharge from employment.
 - (d) Employees who believe they are being sexually harassed should immediately report the harassment to the employee's immediate supervisor or Personnel Committee. If the employee's supervisor is the source of the alleged harassment, the employee should report to the Personnel Committee, Town Supervisor or the Town Clerk. All sexual harassment grievances should be made in writing and will be investigated.
 - (e) Supervisors who receive a sexual harassment grievance should carefully investigate the matter, keeping in mind that privacy considerations will be applied in handling this type of grievance. The investigator should question all employees who may have knowledge of either the specific incident complained of or similar problems. The grievance, the investigative steps and the findings should all be documented as thoroughly as possible.
 - (f) Employees who are dissatisfied with the resolution of a sexual harassment grievance may file a grievance through the Town's grievance resolution procedure. No employee will be subjected to any form of retaliation or discipline for pursuing a sexual harassment grievance. Modifications to the grievance resolution procedure may be necessary so as not to duplicate the investigation procedure.
 - (g) If an employee believes that he or she is being retaliated against for pursuing a claim of harassment, that employee should immediately file a written grievance.
- 4.6 It is the Town's intention to be fair and impartial in order to establish the smoothest working relationship possible. Retaliation against any person who has registered a grievance or who has made a report of harassment, or against any person who has participated in the Town's investigation of a grievance or report, is strictly prohibited.

SECTION 5 WORKPLACE VIOLENCE POLICY

- 5.1 The safety and security of our employees is of vital importance. Therefore, acts or threats of physical violence, including, but not limited to, intimidation, harassment and/or coercion, which involve or affect the Town or which occur on Town property are considered misconduct and will not be tolerated.
- 5.2 The prohibition against threats and acts of violence as described above applies to all persons

involved in the operation of the Town, including (but not limited to) our own personnel, contract and temporary workers, and non-employees on Town property. Any confirmed act or threat will be grounds for disciplinary action, up to and including termination of employment.

- 5.3 No provision of this policy statement or any other provision in this plan alters the at-will nature of employment with the Town. Town management makes the sole determination of whether, and to what extent, threats or acts of violence are acted upon by the Town. In making this determination, we may undertake a case-by-case analysis in order to ascertain whether there is a reasonable basis to believe that workplace violence has occurred.
- 5.4 Any employee who has been a recipient of a threat of violence or a victim of an act of violence is to make a report to the Personnel Committee. Such reports will be kept confidential to the maximum extent possible and may be used in the Town's investigation. Because the threat may come from a source external to the Town, we will assess the need for special safeguards and cooperate with local authorities.

SECTION 6

GRIEVANCE PROCEDURE

- 6.1 The Town of Osceola recognizes the right of its employees to receive fair and impartial treatment. Accordingly, the Town has established the following grievance procedure. We regard the use of this problem-solving procedure not as a nuisance, but as an opportunity to correct dissatisfaction in job-related practices and policies.
- 6.2 Purpose: This grievance procedure is adopted pursuant to s. 66.0509(1m), Wis. Stat., and is intended to provide a timely and orderly review of disputes regarding: a) employee terminations, b) employee discipline, and c) workplace safety.
- 6.3 Definitions for terms used in this document **Section 6:**
 - (a) Days: means calendar days, excluding legal holidays as defined in s. 995.20, Wis. Stat.
 - (b) Discipline: means any employment action that results in disciplinary suspension without pay, disciplinary reduction in pay or other benefits, disciplinary demotions and terminations. The term "discipline" does not include verbal notices or reminders, written reprimands, performance evaluations, documentation of employee acts and/or omissions in an employment file, non-disciplinary demotions, non-disciplinary adjustments to compensation or benefits, actions taken to address job performance such as establishment of a performance improvement plan or job targets; placing an employee on paid leave pending an internal investigation; or other personnel actions taken by the employer for non-disciplinary reasons.
 - (c) Hearing Officer: means the impartial hearing officer required pursuant to s. 66.0509(1m)(d)2, Wis. Stat. The hearing officer selected by the Town to serve as the hearing officer shall be a lawyer, a professional mediator/arbitrator, a retired judge, or other qualified individual. The hearing officer shall not be an employee of the Town.

- (d) Termination: means a discharge from employment for rule violations, poor performance, acts detrimental to the employer or other acts of misconduct. The term "termination" does not include: a voluntary quit; completion of seasonal employment; completion of temporary assignment; completion of contract; layoff or failure to be recalled from layoff at the expiration of the recall period; retirement; ~~job abandonment ("no call, no show" or other failure to report to work); termination cessation~~ of employment due to medical condition (in accordance with law); ~~lack of qualification or license~~; or any other cessation of employment not involving involuntary termination.
- (e) Workplace Safety: means any alleged violation of any standard established under state law or rule or federal law or regulation relating to workplace safety.

6.4 Process and Timelines:

(a) Step One

Written Grievance Filed with Personnel Committee The grievant must file a written grievance with the Clerk within 10 days of the termination, discipline or actual or reasonable knowledge of the alleged workplace safety issue. So that an earnest effort can be made to resolve the matter informally, the grievant must discuss the issue with the Personnel Committee prior to filing the written grievance. However, in the case of a termination, such a meeting is not required. Grievance forms may be obtained from the Clerk. The Town Clerk shall inform the Personnel Committee about receipt of the written grievance as soon as practicable.

The Personnel Committee will meet with the grievant within 10 days of receipt of the written grievance. The Personnel Committee will provide the grievant with a written response within 10 days of the meeting. A copy of the response shall be filed in the Clerk's office.

(b) Step Two

Impartial Hearing Officer The grievant may request an appeal to the hearing officer by filing a written request with the Town Clerk within 10 days of receiving the written response. The Town Clerk shall notify the Personnel Committee about the filing of the request for a hearing as soon as practicable. The Town will work with the hearing officer and grievant to schedule a mutually agreeable hearing date.

The hearing officer shall provide the grievant and the Personnel Committee with a written decision no later than 30 days after the hearing date. The hearing officer shall also provide the Clerk with a copy of the decision for filing in the Clerk's office.

(c) Step Three

Review By Town Board The non-prevailing party may file a written request with the Clerk for an appeal to the Town Board within 10 days of receipt of the hearing officer's decision. The Clerk shall notify the Personnel Committee about the request as soon as possible. The Town Board shall decide the matter and issue a written decision within 45 days of the filing of the appeal. The Town Board may sustain, deny or modify the recommendation of the impartial hearing officer. The decision of the Town Board shall be final and binding. A copy

of the Board's decision shall be provided to the grievant and filed in the Clerk's office.

(d) Other Procedural Information.

1. All timelines may be extended by mutual written agreement of the Town Board and grievant. Without such agreement, a failure of the grievant to adhere to any of the specified timelines shall preclude any further consideration of the grievance.
2. If the last day on which an event is to occur is a Saturday, Sunday, or legal holiday, the time limit is extended to the next day which is not a Saturday, Sunday or legal holiday. A grievance or request for an appeal is considered timely if received by the Clerk during normal business hours or if postmarked by 11:59 p.m. on the due date.
3. If the grievance is not answered within the time limits, at any stage, the grievant may proceed to the next available step within 7 days.
4. The grievant and Town Board may mutually agree in writing to waive a step or multiple steps within the procedure.
5. Granting the requested or agreed upon remedy resolves the grievance.

6.5 Grievance Requirements:

(a) The written grievance must contain:

1. A statement of the pertinent facts surrounding the nature of the grievance.
2. The date the incident occurred or the date the alleged workplace safety concern was discovered.
3. The steps taken to informally resolve the grievance, the individuals involved in the attempted resolution, and the results of such discussion.
4. The specific remedy requested, ~~;~~ and
5. A description of the workplace safety rule alleged to have been violated, if applicable.

6.6 Personnel Committee's Response:

(a) The Personnel Committee's written response to the employee's written grievance must contain:

1. A statement of the date the meeting between the grievant and Personnel Committee was held.
2. A decision as to whether the grievance is sustained or denied.

6.7 Procedure Before the Hearing Officer: The hearing officer shall define the issues, identifying areas of agreement and identifying the issues in dispute, and hear evidence and arguments. The hearing officer will determine whether the Town acted in an arbitrary and capricious manner. In all cases, the grievant shall have the burden of proof to support the grievance. This process does not involve a hearing before a court of law; thus, the rules of evidence will not be strictly followed. However, no factual findings may be based solely on hearsay evidence.

The hearing officer may require the grievant and Town to submit materials related to the grievance and witness lists in advance of the hearing in order to expedite the hearing. The hearing officer shall sustain or deny the decision of the Personnel Committee. The hearing officer is not given authority to grant in whole or in part the specific request of the grievant. Within 30 days after the hearing, the hearing officer will issue a decision in writing indicating the findings and reasons for the decision.

If the hearing officer's decision on any grievance is appealed, only the issues raised in the hearing may be appealed. Issues are not subject to modification in the appeal process.

- 6.8 Hearing Officer's Decision: The hearing officer's written decision must contain:
1. A statement of pertinent facts surrounding the nature of the grievance.
 2. A decision as to whether the grievance is sustained or denied, with the rationale for the decision.
 3. A statement outlining the timeline to appeal against the decision.
- 6.9 Representation: Both the grievant and the Town may be assisted by a representative of their own choosing in person or by teleconference at any point during the grievance process.
- 6.10 Consolidation: The Personnel Committee and/or the hearing officer may consolidate grievances where a reasonable basis for consolidation exists.
- If more than one grievant is grieving the same issue or circumstance, a single grievance form may be used. A group grievance must be signed by all grieving employees and must indicate that it is a group grievance at the first step in the grievance process.
- 6.11 Costs: Any expense incurred by the grievant in investigating, preparing, or presenting a grievance shall be the sole responsibility of the grievant. Each party (grievant and employer) shall bear its own costs for witnesses and all other out-of-pocket expenses, including possible attorney fees. The fees of the impartial hearing officer shall be divided equally between the parties with the grievant(s) paying half and the employer paying the other half. Fees paid the hearing officer will be determined on a case by case basis.

SECTION 7 RULES OF CONDUCT

- 7.1 All Town employees shall comply with the reasonable rules and regulations of conduct on the job, which may be promulgated from time to time at the sole discretion of the Town Board.
- 7.2 Rules and regulations governing the conduct of employees on the job are intended to provide for the orderly and efficient operation of the Town.
- 7.3 A list of rules of conduct on the job cannot be complete, exhaustive or exclusive, because it is neither possible to list every form of possible misconduct nor to anticipate every rule of conduct that the Town may wish to promote or to prohibit in the future.

7.4 The following rules of conduct on the job are in force and effect:

- (a) Solicitation and Distribution. The maintenance of a business atmosphere is important to the operation of the Town of Osceola and protects employees from undue interference while performing the employee's jobs. Employees may not, in working areas at any time, engage in solicitation of any kind or the distribution of literature of any kind for any organization, fund, activity or cause during normal working hours or during the normal working hours of any employee being solicited or receiving literature.

The term working area does not include any area provided to employees as a lunch or break room. The term normal working hours does not include regular, authorized breaks or an employee's unpaid lunch period. Off-duty employees may not solicit or distribute literature on Town premises at any time.

- (b) Political Activity. Except as specifically permitted by state law, employees may not hold elective office in the Town.

Employees shall not, in the employee's working area or during employee's working hours, engage in political activity relating to Town government except to sign a nomination petition or to vote. An employee may express a private or personal opinion with respect to Town government political issues only in an area provided as a lunch or break room, and then only during authorized breaks or the unpaid lunch period.

No employee shall attempt to influence or to pressure any other employee, citizen or resident to obtain any property or contribution of money, time or support, directly or indirectly, for any political campaign or personal gain during the employee's or any other employee's working hours or in the working area.

- (c) Alcohol and Drugs. Employees must report to work free of drugs, intoxicants, alcohol, narcotics, or any other controlled substance.

Employees may be disciplined, up to and including termination, for possession, consumption, not being free of, or use of any drugs, drug paraphernalia, intoxicants, alcohol, narcotics, or any other controlled substance, at any time while on Town property or while performing Town work.

Employees must report to the employee's supervisor or Personnel Committee when the employee ~~are~~ is taking any prescription or over-the-counter medication known to cause dizziness or drowsiness or that might affect ~~the~~ the employee's senses, motor ability, judgment, reflexes, or otherwise affect the employee's ability to perform the employee's job. The Town will not unlawfully discriminate against an employee based on information relating to the use of prescribed or over-the-counter medication and any disability requiring the use of that medication. This information will be treated as a confidential medical record and maintained in a separate, confidential medical file along with the employee's other medical records.

The purpose of these work rules is: (a) to establish and maintain a safer, healthier working environment; (b) to help reduce the number of and potential for industrial injuries; (c) to aid in reducing absenteeism and tardiness; and (d) to improve job performance.

Town employees who hold a commercial driver's license and who perform safety-sensitive functions are subject to Department of Transportation regulations mandating pre-employment, random, reasonable suspicion, post-accident, return to duty and follow-up drug-testing in accordance with the Town's Alcohol and Substance Abuse testing policy attached as Appendix A and Appendix B.

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The Town may require an employee to undergo a drug and/or alcohol screening test to verify compliance with this rule and related state and federal regulations. The procedure for drug and/or alcohol testing is provided for in Appendix A to this handbook. Refusal to cooperate with this rule may result in discipline, up to and including termination. Depending upon the seriousness and circumstances of the violation, and at the Town's sole discretion, an employee who tests positive for drugs and/or alcohol may be referred to counseling, rehabilitation, or to an employee assistance program, if any, at the employee's sole expense.

- (d) Public Service. All Town employees are public servants. Employees shall, at all times and in all circumstances while dealing with the public, conduct themselves in a manner which reflects favorably upon the Town.

Employees shall provide the public with prompt, courteous, effective and efficient service and shall promptly and accurately communicate citizen comments, concerns and questions to the employee's immediate supervisor or Personnel Committee, who shall refer potential action matters to the attention of the Clerk and the Town Board.

- (e) Appearance. Town employees shall dress appropriately for the employee's position and job duties. Employees shall maintain reasonable standards of neatness and cleanliness. Clothing that is imprinted with illustrations or messages that may be insulting, demeaning, harassing or offensive to co-workers or the public are prohibited. Jewelry, perfume and other accessories should not interfere with an employee's or co-workers' ability to do their jobs and should not pose a safety or health hazard. Reporting to work in other than a presentable condition may necessitate the employee being sent home to change. Repeated violations may lead to disciplinary action up to and including termination of employment. Those employees who are furnished with uniforms, protective gear and/or I.D. badges are required to wear all such items as furnished by the Town.
- (f) Payment Other Than Wages. Employees shall not accept or solicit any individual fee, gift, discount, entertainment or anything of value in the course of performing Town work. No employee shall accept or solicit any direct or indirect payment, other than wages and benefits paid in the normal course of employment by the Town, as compensation for performing any Town job or providing any Town service.
- (g) Private and Public Property. Property of any value found by or coming into the hands of

employees from any person during the performance of the employee's duties shall not be converted to personal use or for personal gain but shall be reported to and surrendered to the supervisor for disposal or processing according to established departmental procedures.

Employees shall not remove any Town property, any property belonging to Town contractors, property in Town custody, or the property of any other Town employee from the work site.

This policy does not preclude employees' use of Town property or vehicles when necessary for job performance or where given prior approval to perform work appropriate to the job away from the work site, to travel to and from the work site, or to use Town property for minor or occasional personal use upon prior approval and after providing reasonable indemnification to the Town for such use.

- (h) Smoking. In order to maintain a safe and comfortable working environment and to ensure compliance with applicable laws, smoking (including vaping and electronic cigarettes) in Town buildings and in Town vehicles is strictly prohibited. Employees violating this policy may be subject to disciplinary action, up to and including discharge.
- (i) Safety and Health. As a Town employee, the employee has a personal responsibility to keep oneself, co-workers, and equipment free from accident. Employees shall at all times conduct their work in a safe and healthy manner with the public's, the employee's, and co-workers' safety as their first priority. Doing the job safely is as much a part of job performance as technical knowledge, skill or ability. Therefore, the employee should report any unsafe practice and conditions to the employee's supervisor at once. Delay may result in serious injury.

Employees shall comply with all posted, promulgated or legally mandated health and safety regulations pertaining to the performance of the employee's jobs and the maintenance of the employee's work spaces. Employees must, at all times, wear any safety equipment and clothing, and any safety guards or devices provided for or mandated to be used as part of performing the employee's job duties. Employee's failure to use/wear safety gear will be subject to disciplinary action up to and including termination.

All work related injuries or illnesses of any kind, no matter how minor or severe, shall be reported to the supervisor immediately. If the employee is injured on the job (or if the employee is a witness to an injury), the employee must report the incident as soon as possible after taking necessary action to prevent further injury or death. The employee may also be required to make a written report about the incident to the Personnel Committee by using the Employee's Report of Injury Form as ~~noted-attached~~ in Appendix ~~DE~~.

The Town of Osceola welcomes and encourages suggestions from all employees regarding safety.

- (j) Job Accountability. Employees shall perform the duties of the employee's job and shall comply with the orders and directions of the employee's immediate supervisor.

Job performance shall meet the reasonable work standards established by an employee's supervisors, the Town administration, and as promulgated from time to time by the Town Board.

Employees shall submit timely and accurate timecards and shall provide personal information as required for the Town to comply with state and federal labor laws, record keeping and maintenance, and insurance requirements. A change of name, address, home telephone number, or change affecting fringe benefits or tax withholding information shall be reported to the Personnel Committee, Clerk or Treasurer without delay. Employees shall not falsify any report, supply any false or misleading information, or report or falsify any information of another Town employee.

Employees shall notify the supervisor whenever leaving the work site and shall immediately report for duty upon the expiration of any break or lunch period. Employees shall not leave work, commence clean up or stop work without notifying the supervisor.

- (k) Telephone. Employees shall not use Town telephones for personal use except with prior authorization of the supervisor or in the case of an emergency. Use of personal cell phones should not interfere with work-related activities.

- (l) Outside Employment. Regular Full Time Town employees, as defined below; in Section 9.1, shall not hold employment outside the employee's employment with the Town if such outside employment will create any actual or any appearance of a conflict of interest with the Town, if such outside employment will affect the efficient and effective performance of the employee's job duties, or if such outside employment makes it necessary for any reason to change the employee's work assignment or schedule.

- (m) Residency. The Town recommends that employees live in or reasonably near the Town to be available to help the citizens and to be able to respond to emergencies quickly. Town employees are recommended to live within 20 minutes of the Town Hall.

- (n) Bulletin Boards. It is the policy of the Town to keep employees informed of Town activities. The Town may also provide a bulletin board in a location convenient for use by its employees. Authorization for employees to use the Town bulletin board must first be obtained from management. All persons who post notices, letters, and the like on Town bulletin boards without first obtaining authorizations will be subject to disciplinary action, up to and including termination.

- (o) Confidentiality. It is the policy of the Town of Osceola to ensure that the operation, activities, and business affairs of the organization are kept confidential to the greatest possible extent. If, during the course of employment, an employee acquires confidential or proprietary information about the Town or those interacting with the Town, such information is to be handled in strict confidence and not to be disclosed to others.

Employees are also responsible for the internal security of such information.

Nothing in this policy is intended to prohibit employees from discussing with others the employee's wages, hours or terms and conditions of employment.

Employees found to be violating this policy are subject to disciplinary action, up to and including termination.

- (p) Performance Evaluation. The employee's supervisor will normally conduct a formal review of the employee's performance sometime during the employee's first year of employment. Thereafter, performance evaluations will normally occur on an annual basis. Such evaluations may include a review of the employee's quality and quantity of work, dependability, job knowledge, judgment, initiative and other job-related issues. These evaluations can serve as an assessment of the employee's performance and a tool for planning the employee's career development.

SECTION 8

DISCIPLINE

- 8.1 State laws, in particular Sections 946.10 through 946.18 of the Wisconsin Statutes, prohibit all public employees from engaging in certain kinds of conduct. If a public employee engages in one of these prohibited acts, it could be treated as a felony offense calling for a term in prison, a fine of up to \$10,000, or both. Some kinds of conduct all public employees must avoid include, but are not limited to:
 - (a) Accepting or offering to accept, either directly or indirectly, any property or any personal advantage for the employee, the employee's immediate family, or an organization for which the employee is associated, which the employee is not authorized to receive, pursuant to an understanding that the employee will act in a certain manner in relation to any matter which by law is pending or might come before the employee in the employee's capacity as such employee or that the employee will do or omit to do any act in violation of the employee's lawful duty.
 - (b) Asking for or accepting any special privilege from a public utility or accepting any special privilege from a public utility.
 - (c) Intentionally soliciting or accepting anything of value for performing a service or duty that is part of an employee's responsibilities.
 - (d) Intentionally failing or refusing to perform any lawful duty that is assigned or one that is required by law, administrative rule or ordinance.
 - (e) Intentionally acting in excess of the authority an employee is entitled to exercise or which the employee knows is forbidden by law to do in the employee's official capacity.

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- (f) Bidding for, negotiating or entering into a contract that involves an expenditure of \$15,000 a year or more and in which the employee has a private pecuniary interest, direct or indirect, if at the same time the employee is authorized or required by law to participate in the employee's capacity as such employee in the making of that contract or to perform in regard to that contract some official function requiring the exercise of discretion on the employee's part.
- (g) Giving anything of value to another person for the purpose of securing the passage or defeat of a measure before the state legislature.

8.2 Town employees are also expected to observe reasonable rules of personal conduct governing the employee's behavior on the job. Disciplinary action against Town employees may be taken for violations of any personnel policies and procedures or for unsatisfactory work performance. At the Town's sole discretion, various types of employee discipline may be imposed which include, but are not limited to, the following: verbal warning, written warning or suspension. None of these disciplinary measures are required to be used before discharge from employment occurs nor are the listed disciplinary actions required to be used in any specific order. Employees who violate Town policies and procedures or who have unsatisfactory work performance are subject to disciplinary action, up to and including discharge from employment.

8.3 Town employees are expected to work in a competent and conscientious manner which reflects favorably upon the employee and the Town. Instances may occur when an employee has exhibited questionable behavior and corrective action is necessary. The following is a list of examples of behavior which would normally justify corrective action.

1. Fraud in securing employment
2. Incompetency
3. Inefficiency
4. Unauthorized absences
5. Repeated absence or tardiness
6. Neglect of duty
7. Insubordination or willful misconduct
8. Dishonesty/theft of Town property
9. Assuming duties while under the influence of controlled substances or intoxicants; or possession of use of intoxicants or controlled substances during working hours
10. Conviction of a felony or misdemeanor the circumstances of which are substantially related to the duties performed

11. Negligence or willful damage to property
12. Discourteous treatment of the public or fellow employees
13. Loss of driver's license if required for the job
14. Sexual or other unlawful harassment or discrimination
15. Violation of any lawful order, directive, policy, or work rule
16. Safety violations involving failure to wear appropriate safety gear or will-full failure to follow proper safety procedures

The offenses listed above are not intended to be all-inclusive, and discipline or discharge may occur for any other reason depending upon the seriousness of the offense and the particular circumstances involved.

SECTION 9 WAGES, HOURS AND WORKING CONDITIONS

- 9.1 The Town employs persons in a full time, part time, and temporary, or seasonal position.
 - (a) Full Time. A full time employee is one who is regularly scheduled to work forty (40) or more hours per week. Jobs included under this title include Public Works Supervisor, Public Works Employee.
 - (b) Part Time. A part time employee is one who is regularly scheduled to work less than forty (40) hours per week. Jobs included under this title include Town Clerk, Town Treasurer.
 - (c) Temporary/Seasonal. A temporary or seasonal employee is one who is hired for a specified period of time, for a specified, limited position or project, and who, during such limited period or for such limited purpose, is generally not scheduled to work more than forty (40) hours per week. Jobs included under this title include election inspectors, temporary Public Works employees.
- 9.2 In addition to the categories above, each position is designated as either non-exempt or exempt from federal and state wage and hour laws.
 - (a) Non-exempt employees are entitled to overtime pay pursuant to federal and state wage and hour laws.
 - (b) Exempt employees are excluded from certain provisions of federal and state wage and hour laws and are not eligible for overtime pay. At this time, the Town of Osceola does not have any employees that are considered exempt status.

9.3 A normal work week is Monday through Friday, eight hours a day, unless the Personnel Committee or Supervisor modifies the work schedule. The Town of Osceola reserves the right to schedule and/or change all hours and schedules of work as deemed necessary by the Town.

(a) Public Works' normal work week hours may be adjusted from May 1 to November 1 to Monday through Thursday ten hours a day.

9.4 Full- and part-time employees shall be paid biweekly on every other Friday. Each paycheck will include earnings for all work performed through the end of the previous pay period (that ends on the Saturday before payday).

(1) If the pay date falls on a scheduled day off holiday, employees will receive pay on the last day of work before the regularly scheduled payday.

(2) Paychecks will not be distributed early.

(3) If the employee is on vacation, ill, or for some other reason does not report to work on the payday, the Town will retain the employee's paycheck until the employee returns to work, unless the employee has made other arrangements.

Each employee is required to complete a time sheet in accordance with approved format and record the hours worked, vacation time, sick time and holidays per pay period. Each time sheet shall be signed by the employee and submitted to the Treasurer.

9.5 Full-time Town employees are entitled to an unpaid, 30-minute duty-free lunch period during each workday and may take two paid, 15-minute break periods per workday.

If taken, one 15-minute break period must be taken during the first half of the work day, the other must be taken during the second half of the work day. The breaks may not be taken at the beginning or at the end of the work day. The breaks may not be taken immediately before or after the lunch break. The breaks may not be aggregated, substituted, traded, banked, saved, credited, or in any other manner manipulated to effect any change in the employee's work schedule.

Break periods are calculated from start to finish regardless of the time, place or manner of the employee's exercise. No break period may be taken if doing so will leave any Town office, facility or other public contact location untended or unavailable for public service.

9.6 An employee's supervisor may require their employee at any time to work beyond the end of the employee's scheduled working hours for that day or beyond the employee's total hours of the normal work week.

In the event the Town requires overtime work to be performed, it shall compensate non-exempt employees who perform actual work in excess of forty (40) hours during any work week at the rate of one and one-half times the employee's regular rate of pay.

Employees shall not work in excess of forty (40) hours during any work week without the express

prior authorization of an immediate supervisor or the Personnel Committee. The immediate supervisor or the Personnel Committee may reduce an employee's regularly scheduled work week in order to avoid the payment of overtime. No such prior authorization shall carry over to, or apply to, any pay period except the one for which the authorization is actually made.

~~For purposes of computing overtime pay, hours credited as actually worked because of a paid holiday shall be included in determining whether an employee has actually worked in excess of forty (40) hours during a work week. However, hours paid for other time not worked, such as paid personal leave, paid vacation, or other paid leave, shall not be included in determining whether an employee has actually worked in excess of forty (40) hours during a work week.~~

~~Hours credited as actually worked because of a paid holiday shall be included in determining whether an employee has actually worked in excess of forty (40) hours during a work week.~~

~~Pay which an employee receives because of personal leave, vacation, other leave taking, or due to any premium paid for actual work on a holiday shall not be included in determining whether an employee has actually worked in excess of forty (40) hours during a work week.~~

Employees will be paid for overtime hours actually worked along with the regular compensation for the pay period in which it is earned. Extra work will be converted at one and one half times the employee's regular pay rate.

SECTION 10

POLICY ON EXEMPT EMPLOYEE PAY

Provisions Mandated by the Salary Basis Rules

- 10.1 Exempt employees normally must receive the employee's full salary for any week in which the employee perform any work, without regard to the number of days or hours worked. However, exempt employees need not be paid for any work week in which the employee performs NO work at all for the organization.
- 10.2 Deductions from pay cannot be made as a result of absences due to the circumstances listed below. Such improper pay deductions are therefore specifically prohibited by the Town regardless of the circumstances. Supervisors violating this policy will be subject to investigation of the employee's pay practices and appropriate corrective action in accordance with normal procedures.
 - A. Jury duty
 - B. Attendance as a witness in court proceedings
 - C. Temporary military leave
 - D. Absences caused by the employer

- E. Absences caused by the operating requirements of the business
- F. Partial day amounts other than those specifically discussed below

10.3 The few exceptions to the requirement to pay exempt employees on a salary basis are listed below. In these cases deductions may be permissible as long as the employees are consistent with other Town policies and practices.

- A. Absences of one or more full days for personal reasons other than sickness or disability (partial days must be paid) if PTO is not used.
- B. Absences of one or more full days due to sickness or disability.
- C. Fees received by the employee for jury or witness duty or military leave may be applied to offset the pay otherwise due to the employee for the week. No deductions can be made for failure to work for these reasons, however.
- D. Penalties imposed by infractions of safety rules of major significance.
- E. Unpaid disciplinary suspensions of one or more full days in accordance with the Town's ~~disciplinary-employee handbook~~ policy.
- F. Deductions for the first and last week of employment, when only part of the week is worked by the employee, as long as this practice is consistently applied to all exempt employees in the same circumstances.
- G. Deductions for unpaid leave taken in accordance with a legitimate absence under the Family and Medical Leave Act.

Grievance Procedure

1. Employees who believe the employee's pay has been improperly reduced should contact the Personnel Committee immediately to request an investigation.
2. The employee will be asked to specify in writing, using the guidance above, the circumstances of the pay deduction and whether it has occurred on other occasions.
3. The Town will review pay records and interview the supervisor, as well as the Treasurer handling the employees' pay, to determine if the allegation is correct.
4. If the deduction was in fact improper, the Town will reimburse the employee as promptly as possible (but in no case longer than two pay periods from the identification of the problem).
5. The individual(s) responsible for the error will be investigated further to determine if this was an isolated incident or a pattern of conduct that requires further action on the part of the Town. If

warranted, the responsible person(s) will be held accountable for the error(s) made consistent with Town disciplinary policy.

6. The resolution of the situation will be documented (including confirmation on the part of the employee that the situation has been resolved) and placed with the employee's pay records.
7. Following the identification of such a problem, the Town will establish a practice to regularly audit employee pay records to ensure no further issues arise.

SECTION 11 LEAVES AND BENEFITS

- 11.1 The purpose of PTO (paid time off) is to allow full-time employees to take time off and rejuvenate to return to work. The Town's PTO combines vacation, personal, and sick leave hours into a single time-off-with-pay category. This time off is beneficial to the health and welfare of employees and should be taken each year in accordance with the schedule below.

Employees will be able to start using PTO after having completed any applicable probationary period. And, upon hire, an employee's PTO will be pro-rated from hire date to Dec. 31st as stated in the schedule below. PTO time will be awarded at January 1st of each calendar year.

Time off to be taken will be at the approval of the employee's Supervisor or the Personnel Committee. It is recommended for planned PTO that an employee requests in writing for the PTO at least ten (10) working days in advance of the PTO intended commencement date. The Personnel Committee may grant or deny a request for PTO depending on departmental or emergency work schedule requirements or conflicts with other scheduled PTO in the same department. The Town reserves the right to determine the number of personnel to be on PTO at any one time. Generally, planned PTO requests shall be granted on a first come, first served basis.

Should an employee's employment be terminated for any reason prior to December 31st of the given year, the PTO shall be prorated based on the days worked in the calendar year. The employee shall be compensated in the final paycheck for any accrued and accumulated PTO earned at the employee's then current regular rate of pay. If an employee has used more PTO than actually accrued during the partial year worked, the employee's final payroll check will be debited for the appropriate amount.

(a)

	PTO Accrued/Year
Years of Service	Hours-Full
0 to 5	120
6 to 10	160
11 to 15	180
16 to 20	200
21 or more	240

The employee may carry over into the next calendar year up to 40 hours of PTO and will be compensated for any remaining, carried over PTO should the employee's employment end.

(b) Holidays. After completion of the probationary period, the paid holidays that occur within the normal work week are:

January 1
Memorial Day
July 4
Labor Day
Thanksgiving Day
Christmas Day

Employees shall be entitled to the listed days off with pay at the employee's regular hourly rate. Holidays hours are equal to 8 hours each holiday for full-time employees. If an employee works a holiday, the pay for the time actually worked will be additional compensation at the rate of 1 ½ times the employee's regular hourly rate.

If a holiday falls on a Saturday, the preceding Friday shall be deemed and observed as the holiday. If the holiday falls on a Sunday, the following Monday shall be deemed and observed as the holiday or other agreed upon day by the employee and Personnel Committee.

Unless granted prior approval by an immediate supervisor or Personnel Committee, an employee who is on work status but fails to actually work, if scheduled, the day before and the day after any holiday forfeits any entitlement to holiday pay.

(c) Military Leave. All military leaves will be granted in accordance with state and federal law. For additional details regarding the employee's rights in this regard, please contact the Personnel Committee.

(d) Jury Duty. Employees called to jury duty or subpoenaed to appear as a witness ~~on behalf of the Town~~ in a legal proceeding shall receive the employee's regular rate of pay for all time actually away from the job attributable to such service.

To receive jury duty pay, the employee must provide the Town with adequate proof of service and actual attendance at the proceeding, and shall surrender to the Town any jury duty pay or witness fee, less mileage allowance, received related to such service.

An employee called to jury duty or to act as a witness must report back to work as soon as reasonably possible during the work day whenever such service requires the employee to be absent from the work place for less than a full work day.

- (e) Workers and Unemployment Compensation. The Town provides workers compensation insurance and unemployment compensation insurance benefits as provided by law.
- (f) Retirement Program. Employees who meet Department of Employee Trust Funds (ETF) eligibility requirements are enrolled in the Wisconsin Retirement System (WRS) and are required to contribute a percentage of the employee's paycheck into the pension plan. Based upon the employee's WRS employment category, the Town contributes a percentage equal to or greater than the employee's contribution. The total contribution is calculated based on gross wages paid to the employee for each pay period. Employee contribution percentages may vary each year. More information on WRS requirements may be obtained at etf.wi.gov.
- (g) Short-Term Disability. Eligibility for the short-term disability (STD) plan is applicable only to full-time employees and has a one-month waiting period effective the 1st of the month following completion of the probationary period. The STD plan provides income protection in the event an employee is unable to work for seven consecutive days due to a covered non-occupational accident or sickness (including maternity leave) and is under a doctor's care. The maximum maternity benefit allowed under the STD policy is *six weeks*. The weekly benefit payment will equal 60% of the employee's current weekly base earnings, not to exceed \$500 per week. The weekly benefit payment is considered taxable income. The maximum benefit period is 13 weeks.
- (h) Social Security. The Town of Osceola is under the Federal Social Security Program. As required by law, the Town contributes an amount set by law to the employee's Social Security account. The amount which the employee contributes to the program through payroll deduction is the amount set by law to the employee's Social Security account. Social Security benefits are available to the employee to the extent authorized by law.
- (i) Tuition Reimbursement Policy: Departments shall budget annually for job-related training as needed. Employee training will be set for the next year during the employee's review.

SECTION 12
ELECTRONIC MEDIA USE

- 12.1 Advances in technology have increased our dependence upon computer systems for storage, processing, and transmission of information. It is the policy of the Town that information, in all its forms, written, spoken, recorded electronically, or printed, will be protected from accidental or intentional unauthorized modification, destruction, or disclosure. All electronic media must be protected from misuse, unauthorized manipulation, and destruction. Protection measures may be physical and/or software oriented. All persons using the Town's computer resources should take precautions against the introduction of computer viruses into individual machines or computer networks.
- 12.2 Town of Osceola intends to honor the policies set forth below but must reserve the right to change the policies at any time as may be required under the circumstances.
- (a) Town of Osceola provides and maintains numerous forms of electronic media, including but not limited to e-mail, Internet access, telephones and computer systems. All of these electronic media systems may be provided by Town of Osceola to assist in the conduct of business within Town of Osceola.
 - (b) All electronic media systems are Town of Osceola property. Additionally, all messages and files composed, sent or received on these systems are and remain the property of Town of Osceola. They are not the private property of any employee.
 - (c) The use of the Town's electronic media systems is reserved solely for the conduct of business at the Town of Osceola during working hours. However, if employees wish to use these systems during breaks, lunch periods, or before and after regular working hours, the employee may do so but employees are specifically prohibited from using these services for any illegal, illicit, immoral or offensive purposes.
 - (d) The electronic media systems may not be used to solicit or proselytize for commercial ventures, religious or political causes, outside organizations or other non-job-related solicitations.
 - (e) The electronic media systems are not to be used to create any offensive or disruptive messages or documents. Among those which are considered offensive are any messages/documents which contain sexual implications, racial slurs, gender-specific comments or other comments that offensively address someone's age, sexual orientation, religious or political beliefs, national origin or disability.
 - (f) The electronic media systems may not be used to send (upload) or receive (download) copyrighted materials, trade secrets, proprietary financial information or similar materials without prior authorization.
 - (g) Town of Osceola reserves and intends to exercise the right to review, audit, access and disclose all internet activity and any messages or documents created, received or sent over

the Town's electronic media systems for any purpose. The contents of messages or other communications properly obtained for legitimate business purposes may be disclosed within the Town of Osceola without the permission of the employee.

- (h) The confidentiality of any message cannot be assumed. Even when a message is erased, it is still possible to retrieve and read that message. Further, the use of passwords for security does not guarantee confidentiality. All passwords must be disclosed to management, or the passwords are invalid and cannot be used.
- (i) Notwithstanding Town of Osceola's right to retrieve and read any electronic media messages or documents, such messages should be treated as confidential by other employees and accessed only by the intended recipient. Employees are not authorized to retrieve or read any messages or documents that are not sent to the employee. Any exception to this policy must receive prior approval from management.
- (j) Employees may not modify, delete, or destroy any Town document created by any electronic media unless specifically authorized to do so.
- (k) Employees may not use a code, access a file or retrieve any stored information unless authorized to do so. Employees should not attempt to gain access to another employee's messages without the employee's permission. All computer pass codes must be provided to management. No pass code may be used that is unknown to management.
- (l) All users have the responsibility to report any discovered or suspected unauthorized access attempts or other improper usage of Town computers, networks, or other information processing equipment. If the employee observes, or has ~~ve~~ reported to the employee, a security or abuse problem, including violations of the policy, report the situation to the employee's immediate supervisor ~~or the Owner~~. When there is an indication of a violation of state or federal law, the appropriate agency will be contacted.

- 12.3 All usage of electronic media is a privilege and not a right, and any misuse may result in the revocation of the privilege. Any employee who violates this policy or uses the Town's electronic media systems for improper purposes is subject to discipline, up to and including termination. Furthermore, under Wis. Stat. § 947.0125, an employee could face criminal sanctions for threatening, intimidating, abusive, or harassing messages sent to another person through electronic mail or other electronic equipment.

SECTION 13 SEPARATION FROM EMPLOYMENT

- 13.1 Separation from employment includes, but is not limited to, resignation, retirement, reduction in work force, failure to return from approved leave, discharge from employment, or disability. Such employment separations may be voluntary or involuntary. If the employee decides to voluntarily terminate the employee's employment with the Town, we request that the employee give at least two weeks advance notice so that any necessary replacement employees can be recruited or

otherwise assigned.

- 13.2 Upon any separation from employment, compensation and benefits which the employee has earned and accrued will be credited to the employee pursuant to this handbook and the law. The employee's last day worked will in most cases be considered the employee's last day of employment. The Town reserves the right to determine the last day of employment.
- 13.3 It is the policy of the Town of Osceola that all separating employees shall participate in an exit interview with the Personnel Committee. This policy shall apply to both voluntary and involuntary separations and shall typically occur on the employee's last day. The employee shall return all Town-owned property and settle any indebtedness to the Town prior to or during the employee's exit interview. The exit interview process provides the employee with an opportunity to express viewpoints on such matters as the reason for termination, quality of supervision, adequacy of salary and employee benefits, as well as other factors which may be of importance to the Town. During the exit interview process, employees will be advised of the employee's eligibility to continue certain benefits and to make arrangements to receive the employee's final paycheck.

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TOWN OF OSCEOLA

Employment
Policy and Procedures
Handbook

EMPLOYEE ACKNOWLEDGMENT

I, _____, acknowledge receipt of this Employee Handbook.

I understand that while the Town of Osceola believes wholeheartedly in its policies and procedures, many of which are set out in the Handbook, the policies are not conditions of employment. Rather, the Employee Handbook is simply a means to acquaint me with the Town of Osceola and its operations, and provide guidelines in regard to its policies and my employment.

I understand that by accepting employment with the Town of Osceola, I am not being asked or required to provide anything in return beyond my services. I further understand that the Employee Handbook does not constitute a contract of employment, express or implied, between the Town of Osceola and myself and that no oral statements by supervisors or management can alter this disclaimer or create a contract. Only the Town of Osceola has the authority to create an employment contract, and such contract must be in writing and signed by the Town of Osceola Town Board to be valid. I understand that my employment with the Town of Osceola is "at-will," not for any definite period of time, and may be terminated by myself or the Town at any time and for any reason not prohibited by law.

I understand that the Town of Osceola retains the right to adopt work rules that are consistent with the terms of employment in the Wisconsin State Statutes.

I understand that the Town of Osceola reserves the right to modify, amend, or delete any provisions of the Employee Handbook at any time. I will receive copies of any such modifications, amendments, or deletions.

I understand that this Employee Handbook supersedes all previous manuals, handbooks, and personnel policies that I have received or have been advised of by the Town of Osceola. I also understand that any subsequent revisions to the provisions of this Handbook after I commence my employment will supersede those contained herein.

Printed Name

Signature

Date: _____

TOWN OF OSCEOLA

EmploymentEmployee
Policy and Procedures
Handbook

APPENDIX

- A. Appendix A: Alcohol and Other Drug Assessment and Testing Procedure
- B. Appendix B: Zero-Tolerance Drug and Alcohol Testing Policy for Safety-Sensitive Employees
Receipt of Gifts and Gratuities Prohibited, and Disclosure of Interest in Legislation
- C. Appendix C: Receipt of Gifts and Gratuities Prohibited and Disclosure of Interest in Legislation
Employee Grievance Form
- D. Appendix D: Employee Grievance Form
- E. Appendix E: Employee's Report of Injury Form

APPENDIX A

Alcohol and Other Drug Assessment and Testing Procedure

The Town of Osceola believes it has an obligation to take all reasonable efforts necessary to provide a safe workplace for its employees, free from avoidable hazards. Employees working under the influence of illegal drugs and/or alcohol are safety hazards to themselves and to those around the employee. In order to further the purpose of our Drug and Alcohol Abuse Policy, it is therefore necessary to directly address the issue of drug and alcohol use at the workplace with a clear policy.

A. Applicability

All Town employees are subject to ~~the Town's zero-tolerance~~ the drug and alcohol testing provisions of this policy. Town employees holding a commercial driver's license and who perform safety-sensitive functions are also subject to the Town's Zero-Tolerance Drug and Alcohol Testing Policy for Safety-Sensitive Employees as found in Appendix B.

B. Testing Requirements

Alcohol and controlled substances tests may be administered at any time while the employee is performing work for the Town, including off-site work.

1. Random Testing

- a. The Town reserves the right to implement unannounced random alcohol and controlled substances testing at a rate to be determined and announced by the Town.
- b. The selection of employees for random testing will be made by a scientifically valid method determined by Bellin Health. Each employee shall have an equal chance of being selected for testing each time selections are made.
- c. Random alcohol and controlled substances tests shall be unannounced and spread reasonably throughout the year.
- d. Employees who are notified of selection for random testing are required to proceed to the test site immediately after notification.

2. Reasonable Suspicion Testing

- a. An employee shall promptly submit to an alcohol or controlled substances test whenever a supervisor or Personnel Committee has a reasonable suspicion to believe that the alcohol and drug abuse policy has been violated.

- b. A determination that a reasonable suspicion exists that an employee has violated the alcohol and drug abuse policy shall be based on specific, contemporaneous, articulable observations concerning the employee's appearance, behavior, speech or body odors made during, just before, or just after the period of the workday that the employee is required to be in compliance with this policy.
- c. When a supervisor or Personnel Committee has determined that a reasonable suspicion test is required, the employee will be sent/taken home following the administration of the test. The employee will not return to duty for at least the remainder of that workday.
- d. Once the test has been completed, the supervisor or Town official who observed the behavior which led to the test must submit a written report to the Town outlining, in detail, the event and the behavior that was observed that lead the supervisor to believe that the employee was under the influence of alcohol and/or drugs. The supervisor or Town official who made the observations must sign the written report.

C. Testing Facility

All alcohol and drug testing procedures will take place at Osceola Medical Center.

D. Consequences/Discipline

- 1. If the result of any drug or alcohol test conducted in accordance with this policy is confirmed positive for the presence of drugs or alcohol, the employee will be contacted and advised that the employee has 72 hours to request a confirmatory retest, at the employee's expense.
- 2. If the confirmatory retest is also positive, the Town reserves the right to temporarily suspend the tested employee for a period of up to six (6) weeks without pay or take any other appropriate disciplinary measures. No benefits will accrue to the tested employee during the period of unpaid suspension.
- 3. An employee who tests positive for drugs and/or alcohol use may seek assistance and rehabilitation through any available means, at the employee's sole expense. Any Town-provided insurance, if applicable, may be utilized by the employee. Assistance will be provided on a confidential basis. Employees who test positive for substance abuse and who are referred for counseling or treatment will be limited to one opportunity for counseling or treatment for substance abuse. A second positive drug or alcohol test result will lead to immediate discharge from employment. An employee terminated for this reason will be ineligible

for rehire.

4. Employees who voluntarily come forward and admit to renewed substance abuse problems, other than as a consequence of a positive test result, will be afforded the opportunity to take a medical leave of absence in order to readmit themselves into an appropriate rehabilitation program without jeopardizing the employee's continued employment status. This "last chance" program will be available to anyone who has once gone through a rehabilitation program as a result of a positive drug/alcohol test, but only to those employees who voluntarily come forward and request readmission.
5. Employees have the right to refuse to undergo drug and/or alcohol testing. However, if the employee refuses to participate in the drug and/or alcohol test, the employee will be disciplined up to and including termination. The termination will be considered a voluntary quit.
6. Where applicable and available, sick leave may be used for treatment and rehabilitation on the same basis as for other health problems.

APPENDIX B

Zero-Tolerance Drug and Alcohol Testing Policy for Safety-Sensitive Employees

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The Drug and Alcohol Program Manager (DAPM) is the person(s) designated by the Town of Osceola to answer employee questions about the employer's anti-drug use and alcohol misuse programs. For purposes of this policy, the DAPM is the Personnel Committee of the Town Board.

POLICY UPDATES

The Town of Osceola will stay up to date with Federal Transit Administration (FTA) drug and alcohol requirements and make policy changes as appropriate.

Anytime substantive changes are made to this policy, it will officially be approved by the Town Board and communicated to all employees via providing an updated, dated Employee Handbook.

PURPOSE

This policy complies with 49 CFR Parts 655 and 40, each as amended. Copies are available on the internet at the Federal Transit Administration (FTA) Drug and Alcohol Program website:

<http://transit-safety.fta.dot.gov/DrugAndAlcohol/>

Field Code Changed

All covered employees are required to submit to drug and alcohol tests as a condition of employment in accordance with 49 CFR part 655.

Portions of this policy are not mandated by the U.S. Department of Transportation (USDOT) through the FTA, but instead reflect the Town of Osceola's policy. Such provisions are identified by underlined text. All tests conducted under the sole authority of the Town of Osceola will be performed on non-USDOT forms and will be separate from USDOT testing in all respects.

In addition, USDOT has published 49 CFR Part 32, implementing the Drug-Free Workplace Act of 1988, which requires the establishment of drug-free workplace policies and the reporting of certain drug-related offenses to the FTA.

All Town of Osceola employees are subject to the provisions of the Drug-Free Workplace Act of 1988.

The unlawful manufacture, distribution, dispensing, possession, or use of controlled substances or misuse of alcohol is prohibited in the covered workplace.

A. APPLICABILITY

This policy applies to every person, including an applicant or transferee, who performs or will perform a “safety-sensitive function” as defined in 49 CFR 655.4. Volunteers are considered safety sensitive and subject to testing if they are required to hold a Commercial Driver’s License (CDL) or are remunerated for service in excess of their actual expense.

The Town of Osceola employees that do not perform safety-sensitive functions may also be covered under this policy under the sole authority of the Town of Osceola.

A safety-sensitive function is any duty related to the safe operation of public transportation service, including:

1. Operation of a revenue service vehicle, in or out of revenue service
2. Operation of a non-revenue vehicle requiring a CDL
3. Dispatchers or person controlling the movement of revenue service vehicles
4. Maintenance of a revenue service vehicle or equipment used in revenue service
 - Maintenance functions include the repair, overhaul, and rebuild of engines, vehicles and/or equipment.
5. Security personnel who carry firearms.

A list of safety-sensitive positions is provided in Attachment B.

B. PROHIBITED SUBSTANCES

1. Drugs: The use of illegal drugs is prohibited at all times.

Prohibited drugs include:

- Marijuana
- Cocaine
- Opioids
- Amphetamines
- Phencyclidine (PCP)

2. Alcohol: The use of beverages containing alcohol (including any mouthwash, medication, food, candy) or any other substances such that alcohol is present in the body while performing safety-sensitive job functions is prohibited.

Under 49 CFR Part 655 (as amended), a reasonable suspicion or random alcohol test can only be performed on a covered employee just before, during, or just after the performance of safety-sensitive job functions.

C. PRESCRIPTION DRUGS (Rx) and OVER-THE-COUNTER MEDICATIONS (OTC)