



MEDFORD
OREGON

EMPLOYEE HANDBOOK

Table of Contents

Welcome Message.....	2
Introduction	3
Engaging Environment.....	5
Equal Employment Opportunity	5
Employment Relationship with the City	5
Recruitment and Hiring	6
Personnel Records	6
Attendance and Punctuality	6
Inclement Weather	7
Dress Code and Public Image	7
Employment Classifications	8
Position Descriptions	9
Reclassification	9
Probationary Period	9
Salary Increases.....	10
Promotions	10
Disciplinary actions	11
Layoffs, Resignations and Retirement.....	11
Communications	12
Time Reporting	13
Work Scheduling.....	14
Paychecks.....	15
Benefits.....	15
Other benefits.....	23
Travel and other expenses	24
Training.....	25
Health and Safety	25
Work Environment and Expectations.....	28
Policies That Govern How We Work	29
Driving On The Job	33
Violence Free Workplace	34
Information Security	34
Use of City property	36
Supporting Employee Performance	36
Workplace Issues and Concerns	37
Summary of the City Employee Handbook.....	38

Welcome Message

Dear Colleagues,

It is our pleasure to welcome you to the City of Medford team. Your public service to the community will help further Medford as a fantastic place to live, work and play. You're joining an organization that constantly strives to provide the best for our residents and visitors.

This handbook was developed to describe some of the expectations we have for all of our employees and what you can expect from us. In addition, I would like to highlight my vision for our internal operations:

- Empowerment – Staff is allowed to make decisions for our customers
- Collaboration - We move away from “silos” that exist in large organizations
- Forward Thinking - Decisions we make today impact the organization into the future
- Understanding Impacts to Community – Knowing your role in what we do
- Self-Development – Invest in your personal and professional growth development
- Best Practice Models – Study, follow and implement best industry practices
- Developing and Sustaining Relationships – Both internally and externally

How We Should Operate

A High Performing Organization that Values Internal and External Relationships while providing Excellent Opportunities for Residents and Visitors Today and into the Future.

Being a part of a high performing public service team can be very rewarding. I encourage you to become engaged in helping make us a better organization by sharing your experiences and ideas.

Thank you,

Brian Sjothun
City Manager

Introduction

The City of Medford Employee Handbook provides basic information to help acquaint you with the City, your rights and responsibilities as an employee and some of the benefits available to you.

We want to make sure you are oriented to the City. This handbook describes general City practices and Administrative Regulations which may be different for represented, Non-represented and Executive employees. Unless specifically noted, the information presented in this handbook applies to all employees of the City. These policies, procedures and working conditions provide a work environment in which both the public interests and employee interests are served. The City values the talents and abilities of our employees and seeks to foster an open, cooperative, and dynamic environment. Employees are encouraged to take problems to the next level of management if they are unable to resolve a situation with their direct supervisor.

These practices and Administrative Regulations may be amended or deleted at any time. The City will make every effort to notify employees when an official change in an Administrative Regulation or procedure has been made but employees are responsible for their own up-to-date knowledge about City policies, procedures, benefits, and working conditions. Administrative Regulations can be located on Employee Online.

Please note: **This Employee Handbook is not a contract of employment and does not create a contract of employment.** Nothing in this handbook should be construed as modifying the collective bargaining agreements; as creating contractual rights; or as limiting the discretion of the City in managing or supervising their employees. No information in the handbook shall be construed to alter the union agreements. In the event of conflict, contradiction or inconsistency between this handbook, and a labor agreement, the terms and provisions of the labor agreement will govern and control.

Please review the policies, procedures, working conditions, core values and benefits described in this handbook. You will be asked to affirm that you have read, understand, agree to abide by, and acknowledge your receipt of this Employee handbook. Please contact Human Resources at 541-774-2010 or humanresources@cityofmedford.org if you have any questions regarding any of the information provided in this handbook.



I-AET Core Values

Integrity: Adherence to moral principles and professional ethics-sound character.

- Employees
 - Exhibit ethical behavior in all that they do;
 - Act with a sense of purpose and responsibility for the City's success; and
 - Keep commitments and do what they say they will do.

Accountability: As individuals and as an organization, we recognize our decisions and actions positively impact the community through best practices

- Employees
 - Take responsibility for their actions;
 - Show initiative and do not wait to be told what to do; and
 - Learn from their mistakes, problems and other situations.

Caring: Enthusiastically embracing our community through a performance culture.

- Employees
 - Treat others as they want to be treated;
 - Deal with conflict in a constructive and professional manner; and
 - Are willing to listen and value the ideas of others.

Courage: Have the courage to make difficult and innovative decisions and stand by them.

- Employees
 - Do the right thing even if it is not easy, expedient or popular;
 - Exhibit sound judgement when making decisions or taking action; and
 - Are willing to take a calculated risk.

Teamwork: Valuing our colleagues and community by working collaboratively.

- Employees
 - Value creativity, innovation, imagination and fresh ideas;
 - Support collaboration and partnerships across the organization; and
 - Exhibit a positive "can-do" attitude.

Engaging Environment

All City employees are responsible for creating and sustaining an inclusive and engaging environment. We strive to treat each other with the utmost respect. The goal is to treat each person as an individual, whether a colleague, vendor or member of the public.

Equal Employment Opportunity

The City of Medford is an equal opportunity employer. We will extend equal opportunity to all individuals without regard to race, religion, color, national origin, marital status, sexual orientation, gender identity, gender expression, age, ancestry, status as a protected veteran, physical or mental disability, medical condition, pregnancy, genetic information or any other status protected under federal, state, or local law. Our [Administrative Regulation #201 Harassment and Non-Discrimination](#) details our commitment and provides information on how an employee would report unlawful discrimination and/or harassment.

Employment Relationship with the City

The City of Medford generally does not offer individual employees a formal employment contract with the City. If you are represented by a union you are **not** an at-will employee. All Executive, part-time and temporary employees are “at-will” employees, but all other non-represented employees are **not** at-will employees. Employment “at-will” means you or the City may end your employment at any time for any lawful reason.

This Employee Handbook is not a contract. It does not create any agreement, express or implied, guaranteeing you any specific terms or conditions of employment. No manager or other representative of the City, other than the City Manager or the City Council, has the authority to enter into any agreement guaranteeing employment for any specific period. No such agreement shall be enforceable unless it is in writing and signed by the City Manager and the employee.

Recruitment and Hiring

The City's primary goal when recruiting new employees is to fill vacancies with persons who have the best available skills, abilities or experience needed to perform the work. Decisions regarding the recruitment, selection and placement of employees are made on the basis of job-related criteria.

When positions become available, qualified current employees are encouraged and are welcome to apply for the position. As openings occur, notices relating the general information about the position are posted on the City's website. The Director/Manager of the department with the opening will work in collaboration with Human Resources to fill their vacancies.

Personnel Records

It is important that personnel records are accurate. You are required to have your name and address accurately listed on Employee Online. If you change your name or address, please update your records immediately.

Human Resources maintains an official personnel file for each employee of the City. Your personnel file contains documents such as your employment application, personnel actions and performance feedback. You are free to review your file upon request to Human Resources. No document critical of an employee may be added to that employee's personnel file without the employee's knowledge; a copy must be provided to the employee.

Disclosure of home address and telephone number

Your home address and telephone number are exempt from the Public Records Disclosure Law. This means your address and phone numbers will not be released unless the party seeking disclosure shows by clear and convincing evidence that the public interest requires disclosure in a particular instance.

Attendance and Punctuality

You are a member of a team that needs your presence to do its best. You must be dependable in attendance, maintain an acceptable attendance record and be punctual in reporting to work and returning from breaks and lunch.

You are expected to report to work when scheduled. Whenever you know in advance that you are going to be absent, you should notify your immediate supervisor or the designated manager. If your absence is unexpected, you should attempt to reach your immediate supervisor as soon as possible by following the call-in procedure of your work group. Some, but not all, absences are compensated under the City's leave policies.

It is important for you to report to work on time and to avoid unnecessary absences. The City recognizes that illness or other circumstances beyond your control may cause you to be absent from work from time to time. However, frequent absenteeism or tardiness may result in disciplinary action, up to and including termination. Excessive absenteeism or frequent tardiness puts an unnecessary strain on your co-workers and can have a negative impact on the City's delivery of services.

If you do not call in as required under call-in procedures of your work group, your absence may be determined to be an unauthorized absence.

You are expected to be at your workstation at the beginning of each business day. If you are delayed, you must notify your immediate supervisor to state the reason for the delay. As with absences, you must make every effort to speak directly with a manager. Regular delays in reporting to work will result in disciplinary action up to and including termination.

Inclement Weather

The City recognizes that inclement weather and other emergencies can affect the City's ability to open for business and the employee's ability to get to work. Please reference [Administrative Regulation #222 Operations during Emergencies and/or Inclement Weather](#) on [Employee Online](#) > Administrative Regulations for details.

Dress Code and Public Image

Appearance helps set a tone of respect and professionalism, whether we have contact with members of the public, colleagues, councilors, board members, vendors or others. It is important to present a clean, neat, and professional appearance to those we serve and those with whom we work.

The current City dress code for office work is business casual unless a meeting requires more professional attire. Other work areas within the City require uniforms, others require casual attire. Generally, clean, neat clothing is acceptable. However, torn jeans or other torn clothing and tee shirts with inappropriate verbiage or pictures are not appropriate casual attire. Clothing you might choose for camping, working in the yard, walking on the beach or exercising probably isn't appropriate in an office setting. Examples would include halter tops, sweat pants, running shorts, and cut-off jeans. As always, please use common sense in your choice of business attire.

You are encouraged to discuss what is considered appropriate with your supervisor if you have a question. We expect you to present a clean and professional appearance when you represent the City, whether you are in or outside of the work environment. You are, therefore, required to dress in appropriate business attire for your work group and to behave in a professional, businesslike manner.

It is the intent with this section to comply with applicable state, local and federal laws prohibiting discrimination on the basis of race, religion, color, national origin, marital status, sexual orientation, gender identity, gender expression, age, ancestry, status as a protected veteran, physical or mental disability, medical condition, pregnancy, genetic information or any other status protected under federal, state, or local law.

Employment Classifications

The following terms will be used to describe employment classifications and status:

Exempt Employees

Exempt employees are not subject to the overtime pay provisions of the Federal Fair Labor Standards Act (FLSA). An exempt employee is one whose specific job duties and salary meet all of the requirements of the U.S. Department of Labor's regulations. In general, an exempt employee is one who is paid on a salary basis at not less than \$684 per week who holds an administrative, professional, or management position. A few other job categories are also exempt.

Non-Exempt Employees

Salaried employees who are not administrative, professional, or managerial employees (as defined by the U.S. Department of Labor) and many hourly employees are generally not exempt from the FLSA's overtime provisions.

Position Descriptions

Your supervisor will provide you with a written position description outlining your duties, responsibilities and working conditions of the position you hold. The position description explains how your duties fit within your job classification. To fulfill this purpose, the position description must be complete, accurate and up-to-date. Position descriptions are required to be reviewed and updated if necessary once a year. However, position descriptions can be updated any time a significant change to a position has occurred. You should notify your supervisor if you believe your position description needs review.

Reclassification

Sometimes the duties and responsibilities of a position change. When the change is significant, it may require reclassification of the position. The employee in the position or the supervisor may ask Human Resources to review the duties and responsibilities of the position. It may be that those duties and responsibilities are appropriate for the current job classification but the position description needs to be revised. If they are not appropriate, position reclassification may be in order. However, the employee's supervisor may opt to shift some of the duties and responsibilities to a more appropriate position.

Probationary Period

You may serve a probationary period regardless of the type of appointment (transfer, demotion, promotion, new hire).

The probationary period varies depending on the position. Generally the probationary period is 12 months based upon specific circumstances which may affect the amount of time needed to demonstrate competency (i.e., the

complexity of the job, the length of time required to effectively perform the work, and the length of the agency's initial training program). Probationary periods may be more than 12 months depending on your labor agreement.

The probationary period is an extension of the hiring process. It gives you a chance to determine your interest in the job, to demonstrate your ability to do the work and to give your supervisor the opportunity to see if you are suited for the job.

Removal During Probation

You may be removed from your position during your probationary period if you are unable or unwilling to do the job, or when habits and/or dependability do not merit continuance in City service. Removal during your initial probationary period is not subject to appeal or grievance. In some labor agreements, represented employees removed from a promotional probationary period may have return rights to their previous classification or comparable salary level.

Salary Increases

Salaries of City employees are determined by the individual labor agreements for represented employees and the pay guide for Executive and Non-represented employees. In each case, the salary schedules list salary ranges for each job classification. Most job classifications have a salary range that contains multiple steps or levels of pay.

You are eligible for a salary increase annually until you reach the top step in your salary range (unless bargained otherwise by the collective bargaining agreement or temporarily halted as an austerity measure).

Promotions

The City of Medford encourages employees to develop their careers and to advance and use their skills to the highest level by applying for promotional openings. It is an employee's responsibility to learn about and apply for promotional opportunities. Information about current recruiting announcements are available on the City's website. You may also contact Human Resources for assistance.

Disciplinary actions

Disciplinary actions can be taken for a number of reasons such as poor performance, behavior, attendance, criminal activity, theft, including theft of time, conflict of interest or violations of policy. It is extremely important for employees to read and understand all City policies and Administrative Regulations. You are held accountable to follow the policies and regulations. Throughout an investigation process, union-represented employees are entitled to union representation.

In most instances, employees may appeal the disciplinary actions of reprimand, suspension, demotion, reduction of pay, or termination in accordance with policy or in accordance with the appeal provisions of the collective bargaining agreement applicable to their position.

Dismissal

All Executive, part-time and temporary employees are “at-will” employees who can be terminated at any time for any lawful reason, but all other non-represented employees are not at-will employees and they can be dismissed from City service only for just cause. Represented employees can be dismissed from City service only for just cause as outlined in the applicable collective bargaining agreement.

The dismissal of an employee who can only be dismissed for just cause includes a pre-dismissal or due process meeting in which the employee is given an opportunity to address the matter. Union represented employees are entitled to union representation during this meeting.

For more information about grounds for discipline and procedures for appealing a disciplinary action, a represented employee should consult the applicable collective bargaining agreement or check with Human Resources or a union steward.

Layoffs, Resignations and Retirement

Layoffs

Layoff policies and procedures for represented employees are explained in the individual collective bargaining agreements.

Resignations

If you wish to resign your position, you should submit your written resignation to your supervisor at least 14 calendar days before your last day of work. When you notify your supervisor of your intent to resign, your supervisor will inform Human Resources. Final paychecks are usually issued on the last day of employment.

Retirement

Depending on when you begin working for the City, you may accrue retirement benefits. Benefits vary according to age, length of service and salary. For details, refer to PERS online information at <https://www.oregon.gov/PERS/>.

Communications

Communications to the community and to the media are handled through the City Manager's office. The Communications and Marketing Manager manages and provides broad communications and public information services for the City of Medford. The goals of the communication personnel are to assist the City in communicating clearly to employees and the public, and to support the vision, mission, and goals of the City.

External media relations and strategic communication planning are also managed by this office. News releases regarding City wide matters are issued and approved through the City Manager and the Communications & Marketing Manager.

Some of the services provided include:

- Media relations
- Public information through mass media and other communications
- Advice and counsel regarding messaging and the handling of emerging issues
- Public involvement, outreach activities and special events
- City branding
- Imaging and visual identity management
- Publication design and production
- Print and electronic presentations

- Website assistance, including content, visual design and navigation development

Media Inquiries

The City seeks to provide the public with a clear understanding of the City's missions and priorities. Sometimes that information is provided through the news media. If you receive an inquiry or information request from a member of the media, immediately notify your supervisor and the Communication Manager. An employee of the City who is not a City spokesperson, is not allowed to speak or communicate in any way to the media or social media on behalf of the City without permission from the City Manager.

Public Information and Records Requests

The City receives records requests from many sources: the press, the public and attorneys. In general all City documents are considered to be public records; email, notices, some data, etc. are all accessible to the public. Some information, including most employee records are protected from disclosure. However, some may not be protected and the City may be required to provide certain documents. Depending on the type of request, the request may be handled by the department, the City attorney's office or the Communications Manager. If you are unsure who would handle the request contact your supervisor.

Time Reporting

Employees need to accurately and timely report their time worked and time absent from work. Employees must complete a leave request form for time absent from work. Your supervisor will review the time sheet and if accurate, approve it for payroll processing.

Accurate and timely reporting of employee time including overtime, paid time and unpaid time is the responsibility of the employee and their immediate supervisor. A non-exempt employee must assume responsibility for accurately reporting their hours for each scheduled work day. Exempt employees must report any leave time used. The supervisor is responsible for reviewing and approving all hours worked and any paid time off for their

employees. Overtime hours should not be entered until after they have been worked.

Work Scheduling

City employees may work different work schedules from the traditional to swing shift and some graveyard work. Normal office hours are 8 a.m. to 5 p.m., Monday through Friday, with a normal workweek of 40 hours. A full-time work schedule must include at least a 40 hour week, a minimum of 30 minutes for lunch and a 15-minute rest period for every four-hour period of work. For represented employees please refer to your collective bargaining agreement.

When operational needs require it, work schedules other than the normal office hours or days may be modified to meet business needs or may be allowed for the convenience of the employee. For represented employees, see your collective bargaining agreement for additional information.

The City may approve alternate schedules when a modified 40-hour workweek can meet City and public needs. The employee must be able and available to perform the job. If the alternative work schedule no longer meets the City's needs, the department may return the employee to the normal work schedule. For represented employees see the individual collective bargaining agreements for additional information.

Individual work schedules are to be agreed upon in advance by the supervisor and the employee. Rest periods, lunch periods or leave time may not be used to shorten the hours worked on a regular basis.

Overtime

Overtime compensation and requirements are outlined in the collective bargaining agreements and federal and state laws. There are numerous overtime exemptions, with the most common pertaining to Executive, administrative and professional employees. Overtime must be preauthorized by your manager. For represented employees refer to your collective bargaining agreement.

Paychecks

Paydays are normally the 12th of the month and the 27th of the month. However, when a payday falls on a weekend or holiday, pay is released on the last working day before the weekend or holiday.

Direct Deposit

As a convenience to employees, the payroll office deposits your paycheck directly into your account(s) if your bank and/or financial institution participates in the direct deposit program. Pay is deposited as early as possible on payday.

To sign up for direct deposit, complete the form on [Employee Online](#) at Forms and Announcements or contact Human Resources or the Payroll office to obtain a form.

Payroll deductions

Payroll deductions vary among employees. Standard deductions include Social Security, state and federal income taxes, premiums for workers compensation insurance and union dues. However, you may additionally have voluntary deductions such as deferred compensation or additional income taxes.

Questions about payroll deductions should be directed to the Payroll office at 541-774-2030 or payroll@cityofmedford.org.

Benefits

Holidays

The City recognizes the following employee holidays.

- New Year's Day --- January 1
- Martin Luther King Jr. Day --- third Monday in January
- President's Day --- third Monday in February
- Memorial Day --- last Monday in May
- Independence Day --- July 4

- Labor Day --- first Monday in September
- Thanksgiving Day --- fourth Thursday in November
- The Day After Thanksgiving-fourth Friday in November
- Christmas Day --- December 25

Represented employees

Will be paid holidays as outlined in their labor agreement.

Executive and Non-represented employees

Will be paid the holidays listed above. The above holidays shall be paid at eight (8) hours per day. Employees working alternate schedules that are scheduled off on any of the observed holidays are required to augment their time with earned leave, other than sick leave, or leave without pay if no other leave is available. Employees working the standard 40 hour work week or alternate schedule will earn the holidays when they occur specifically.

Whenever a holiday falls on a Saturday, the preceding Friday will be observed as the holiday. Whenever a holiday falls on a Sunday, the following Monday will be observed as the holiday.

If required to work on a day recognized as a holiday, the employee is entitled to equivalent time off to the time so worked, not to exceed eight (8) hours. In such case, the employee will have the hours worked, up to eight (8) hours, placed in their holiday bank.

Floating Holidays: Certain labor agreements have floating holidays. Please check your labor agreement to see if floating holidays apply to you.

Leave Time

Employees may be granted leaves of absence for a variety of reasons. The most common types of leaves are for vacation and illness. In most cases, leave must be requested and approved in advance by your immediate supervisor. Refer questions to your supervisor or Human Resources. Also refer to your collective bargaining agreement for more details. Please reference [Administrative Regulation #218 Accrued Sick-Bereavement Leave](#) on [Employee Online](#) > Administrative Regulations for details.

Vacation Leave

Employees begin accruing vacation immediately based on their date of hire. Employees in the Executive and Non-represented employee groups shall be allowed vacation time off with pay in accordance with the following:

Service In Months	Annual Accrual
0 up to 60	144 hours
60 up to 120	184 hours
120 up to 180	224 hours
180 up to 240	244 hours
240 or more	264 hours

The earning of vacation will occur on a prorated monthly basis.

The City Manager retains the discretion to place highly qualified Executive employee new hires into any annual hour accrual schedule within the above framework as appropriate within the guidelines of pay equity.

Represented employees' vacation accrual rates are listed in their collective bargaining agreement.

Maximum Accrual: Employees may accumulate maximum vacation hours for a total not to exceed twice the current year's allotment.

Vacation accumulated beyond the amount allowed herein may be paid off by the City, if authorized by the City Manager, at a straight-time rate or as stated in your collective bargaining agreement.

Otherwise, when maximum vacation accumulation hours is accrued, no further hours will accrue until and to the extent that use of hours reduce the accumulation below the employee's maximum. The City will maintain a procedure to notify each employee, at the time of the first salary payment date each month, of the amount of vacation time accrued by said employee.

No payment will be made for vacation time lost by an employee because of accrual limitation, unless the failure to take vacation is caused by the City's insistence that the employee be at work during vacation period already scheduled or the City's inability to grant vacation due to business workload.

Continuous Service: Continuous service for the purpose of accumulating vacation leave hours shall be counted in months of full-time service. Accrual rates may be adjusted upon the employee's written request to account for an employee's verified prior years' full-time service with the City. Time spent while on unauthorized or authorized leave without pay shall not be counted as part of continuous service unless on approved FMLA/OFLA leave.

Scheduling: Vacation scheduling will be selected by the employee subject to the approval of the department director/supervisor, except in the case of those directly supervised by the City Manager, in which case, approval must be received from the City Manager.

Payoff: In the event of death, termination, or resignation of an employee, all vacation hours accrued shall be converted to cash at the appropriate hourly rate and paid to the beneficiary or employee.

Pay in Lieu Of: Executive and Non-represented employees are eligible, if they so choose, to sell back to the City earned vacation leave credits as follows:

- Employees who have fewer than 10 years (fewer than 120 months) of continuous service may sell back up to the lesser of 80 hours or the amount above one year's accrual.
- Employees who have ten (10) or more years of continuous service may sell back up to the lesser of 100 hours or the amount above one year's accrual.
- Employees who have 15 or more years of continuous service and employees retiring in a given fiscal year may sell back up to the lesser of 120 hours or the amount above one year's accrual.

Vacation leave sellback shall occur only three (3) times within any fiscal year for the cumulative limits noted above. The employee will receive dollar value straight-time pay based on the employee's current pay step level, exclusive of any differential at the time of the sellback.

Vacation leave sellback is a voluntary option to the employee and is not required.

The employee will give at least three (3) weeks' written notice to their supervisor of the employee's wish to exercise this option.

Sick Leave

Sick leave is granted for an employee's illness, injury, disability due to pregnancy and necessary medical or dental care. Sick leave may also be used when the employee's presence is required because of the illness in the immediate family of the employee or the employee's spouse.

Employees will be eligible for sick leave with pay immediately upon accrual. Full-time employees accrue four (4) hours of sick leave with pay for each full pay period they are in pay status. Pay status means actual time worked and all leave with pay. Temporary employees accrue 1.33 hours of sick leave for every 40 hours worked with a maximum accrual annually of 40 hours.

Employees are encouraged to manage their time to cover emergencies as they arise without loss of pay. Refer to your collective bargaining agreement or [Administrative Regulation #218 Accrued Sick-Bereavement Leave on Employee Online](#), Administrative Regulations for additional information. There is no limit to the amount of sick leave you may accrue.

Integration with Workers' Compensation: For Executive & Non-Represented employees when injury occurs in the course of employment, the City will cover the difference between any disability payment or time loss payment received under Workers' Compensation laws and the employee's regular pay. In such instances, prorated charges will be made against accrued sick leave. Represented employee's integration specifics are listed in their collective bargaining agreement.

Executive & Non-Represented employees:

Promotion or Transfer: Employees promoted or transferred from bargaining unit positions allowed to accrue greater than 960 hours of sick leave (1,440 hours for 56-hour personnel) will be compensated at 50% of their former base wage rate, exclusive of any differential, for any excess accumulated sick leave hours accrued in the current fiscal year – resulting in a maximum remaining balance at the time of the promotion or transfer of 960. Payment of these hours at time of promotion shall be made to the employee's account with the HRA VEBA trust.

960-Hour Cap: Sick leave in excess of 960 hours for 40-hour work week employees may be accrued and used, but any such excess remaining on June 30 of each year shall be paid at 50% of each employee's base wage rate, exclusive of any pay differential. Payment pursuant to this paragraph shall be made to the employee's account in the HRA VEBA trust.

520 Hour Voluntary Options: As a voluntary option at the end of each fiscal year, a 40-hour work week employee with a minimum 520-hour balance may sell back any unused sick leave time which he/she earned during the concluding fiscal year at 50% of their base wage rate, exclusive of any pay differential. However, to exercise this option the employee must give three (3) weeks written notice to their supervisor, with payment to be allowed only on the second pay day in August. Payment of these hours shall be made directly to the employee and not to the employee's account with the HRA VEBA trust.

Example: Employee has a balance of 600 hours at the beginning of the fiscal year. During the fiscal year the employee accrues 96 hour of sick leave and uses none during the fiscal year. This employee would be eligible to sell back all 96 hours and receive 50% payment for those hours.

Using the same example as above, if the employee used 24 hours of sick leave during the fiscal year, the employee would only be eligible to sell back 72 hours (96 - 24).

As an additional voluntary option at the end of each fiscal year, 40-hour employees with a minimum 520-hour balance may also sell back unused sick leave accumulated prior to the concluding fiscal year at 20% of the employee's base wage rate, exclusive of any pay differential. To exercise this option, the employee must give three (3) weeks written notice to their supervisor, with payment to be allowed only on the second pay day in August. Payment of these hours shall be made directly to the employee and not to the employee's account with the HRA VEBA trust.

Example: Employee has a balance of 600 hours at the beginning of the fiscal year. During the fiscal year the employee accrues 96 hours of sick leave and uses none during the fiscal year. This employee would be eligible to sell back all 96 hours and receive 50% payment for those hours. Additionally, under

the preceding paragraph, the employee would have 80 hours of previously accumulated sick leave that could be sold back at the 20% rate (600 – 520)

Retirement: A terminating employee will be considered to be retiring if they are eligible for PERS service retirement, including early retirement. The employee shall be compensated for unused accrued sick leave exceeding 520 hours at 50% of their base wage rate, exclusive of any pay differential. As full compensation for all remaining unused accrued sick leave, the employee shall be paid at 20% of their base wage rate, exclusive of any pay differential. Payment to a retiring employee pursuant to this paragraph for unused sick leave shall be made to the employee's account in the HRA VEBA Trust.

Termination: On termination for reasons other than retirement or discharge for cause, a 40-hour employee will be compensated for unused accrued sick leave exceeding 960 hours at 50% of their base wage rate, exclusive of any pay differential. The employee shall also be compensated for all remaining unused accrued sick leave exceeding 520 hours at 20% of their base wage rate, exclusive of any pay differential. Payment of these hours shall be made directly to the employee and not to the employee's account with the HRA VEBA trust. An employee discharged for cause shall not be entitled to compensation for unused sick leave.

All Employees:

Family and Medical Leave

Federal (FMLA) and state (OFLA) laws entitle employees to receive up to 12 weeks of leave for family and medical purposes such as a serious health condition or birth or adoption of a child. The City requires that FMLA and OFLA run concurrently with other leave. Specific definitions, timelines and requirements must be met in each case. For details please reference on [Employee Online](#) , Administrative Regulations:

- [Administrative Regulation #217 Family and Medical Leave Policy](#)
- [Administrative Regulation #218 Accrued Sick/Bereavement Leave](#)

Bereavement Leave

A full time employee receives three (3) days of paid bereavement leave at their regular salary per occurrence to attend to customary obligations when a family member dies. Under the Oregon Family Leave Act, an eligible

employee may take up to two weeks of OFLA bereavement leave to deal with the death of a family member. The employee may use this leave intermittently or in a block of time. Bereavement leave must be completed within 60 days after the employee receives notice of the death of a family member.

Refer to your collective bargaining agreement or [Administrative Regulation #218 Accrued Sick-Bereavement Leave](#) on [Employee Online](#), Administrative Regulations for details.

Oregon Victims of Certain Crimes Leave (OVCCLA)

Unless the employee's leave creates an undue hardship to the City, an eligible employee will be granted a reasonable leave of absence if they are a victim of certain crimes. For eligibility the employee must be a victim of domestic violence, sexual assault or stalking or be the parent or guardian of a minor child or dependent who is a victim of domestic violence, sexual assault or stalking. Please reference [Administrative Regulation #219 Leave for Victims of Domestic Violence](#) on [Employee Online](#), Administrative Regulations for details.

An employee will be required to utilize accrued paid leave (vacation, sick leave) and the leave will run concurrently with OFLA.

Other Leave

Leaves of absence with and without pay are granted for other reasons such as educational leave, military leave, jury duty, and court appearances. Consult with your supervisor for details; employees can contact Human Resources for additional information. Represented employees can also refer to their collective bargaining agreement or contact their union representative for more information.

Administrative Leave-Executive & Non-Represented Employees

The City Manager, or designee, may place an employee on paid administrative leave pending an investigation or for any other reason to accommodate the needs of the City. During this period, the employee will remain available to report for work as directed. Employees shall be paid administrative leave while not working, but shall not be entitled to cash-out.

Other benefits

Insurance

Medical, dental, and vision insurance plans are available to all full-time employees. Any total monthly premium for the medical, vision and dental coverage exceeding the cost of the lowest cost plan will be automatically deducted from the employee's paycheck. Optional voluntary life insurance, accident and short-term disability plans are available as a payroll deduction to employees who meet the eligibility requirements and wish to enroll. Detailed information about the various plans, eligibility requirements and other options are available on [Employee Online](#), Forms and Announcements.

Employees have up to 30 days from the date of hire to enroll in benefits. Open enrollment for insurance plans occurs every year in November. Additionally, employees have up to 30 days to report any qualifying life event that may affect their benefit enrollment. Contact Human Resources for more information.

Workers' Compensation

The City provides Workers' Compensation insurance for all employees.

Disability benefits

If you become disabled, you may qualify for a full pension or for monthly annuity benefits.

Disability provisions are administered by Public Employees Retirement System (PERS), Social Security and the Worker's Compensation Division. For details on PERS go to <http://www.oregon.gov/PERS/>

Deferred compensation

The City offers employees the opportunity to participate in a 457 deferred compensation plan that provides an employee with a convenient way to save for retirement. It allows employees to contribute a portion of their salary to the plan on a pre-tax basis or through post-tax Roth contributions. Participants can contribute a percentage of their bi-monthly salary. Contact Human Resources for more information.

PERS (Public Employees Retirement System)

After working six (6) full calendar months, employees new to City service are eligible for PERS contributions. In addition, temporary employees and those who work more than 600 hours a year on a part-time basis are also eligible for PERS contributions after working six (6) full calendar months.

Your membership is “portable” meaning when you become an Oregon PERS member and later leave one participating employer to work in another covered position, you will remain a member. Benefits will vary according to age, length of service and salary.

For more information visit the PERS website at www.oregon.gov/PERS or you may also contact a PERS representative at 503-598-7377 or 1-888-320-7367.

Travel and other expenses

If your job requires you travel on City business, you will be reimbursed for your expenses according to our travel policy. City-issued purchase cards are also available to use for transportation expenses. City-issued purchase cards are not to be used for personal business or expenses.

A daily per diem is provided for meals and incidentals. The per diem is set by the General Services Administration (GSA) based on the City and county in which the travel and hotel stay take place. Please refer to [Administrative Regulation #301 Travel and Training Expenses](#) on [Employee Online](#), Administrative Regulations for details.

Personal Use of City-Owned Vehicle

The City may allow employees to use City owned vehicles to commute to and from their residence upon a determination by the City Manager, or designee, when the use of a City provided vehicle will provide a more efficient use of staff time, provide a faster delivery of services to citizens, first responders, or as a business necessity. **This is a taxable fringe benefit under IRS regulations.**

Personal use by an employee of a City-owned vehicle falling under IRS regulations for de Minimis nontaxable personal use is permitted, and is part of the employee’s compensation as defined by Oregon Administrative Rules 199-005-0035(3).

Mileage Reimbursement

When an employee is required to use their private vehicle on City business, mileage will be reimbursed at the current IRS rate. Employees with monthly car allowances are eligible for reimbursement only when their travel destination is at least 75 miles from City Hall.

Airline and Hotel Travel Bonuses

An employee traveling on City business may accumulate and use personal airline and/or hotel travel points within the meaning of the IRS regulations de Minimis nontaxable personal use rules, and is part of the employee's compensation as defined by Oregon Administrative Rules 199-005-0035(3).

Uniforms & Protective Clothing

Uniforms and other protective clothing required for an employee by law or by the City shall be provided by the City as outlined in your collective bargaining agreement. Departments may provide protective clothing and safety shoe allowances or reimbursements in lieu of furnishing protective clothing under written departmental uniform policies conforming to IRS regulations. No employee shall wear or use any such items provided by the City except on the job or as specifically approved by the City Manager or their designee.

Training

The City is committed to providing staff and managers with training to develop knowledge and skills related to achieving the City's' mission, goals and outcomes, and to provide services to our community.

Training resources may be located on-line, through outside training classes and through Human Resources. For questions about training contact your supervisor or Human Resources.

Health and Safety

Our employees are our greatest resource. Their health and safety is a top priority. When an employee is injured, many people besides the injured person are affected. Fortunately, all incidents can be avoided. We all need to take an active role in reducing and avoiding injuries.

All employees are expected to work safely and report workplace hazards immediately to an available supervisor. Workplace safety committees can make recommendations for resolving a safety hazard or concern. Do not hesitate to make suggestions on how a job can be done more efficiently and safely. Although important, training alone will not eliminate incidents. We all need to work smart and think before acting; never undertake a task you cannot safely perform and always be willing to ask for assistance.

The City's safety [Administrative Regulation #905 Health & Safety](#) addresses safety in the workplace. Your own department may have additional policies or procedures. Become familiar with these policies as soon as possible.

Employee Well-Being

You are encouraged to participate in wellness activities that are available through the City. Wellness education and activities promote employee's health and well-being, informed decisions and healthful work environments.

The City has several activities throughout the year for City employees including flu-shot clinics, health screenings and many other services.

For additional information on wellness activities, contact the Health & Safety Manager at 541-774-2086.

Employee Assistance Program (EAP)

All of us encounter a variety of personal or work-relationship concerns that may affect our work performance. To help with these concerns, the City provides a free counseling service through The Hartford called [Ability Assist](#). This benefit is available to all full-time employees and members of their immediate families to get the help they need.

This program provides short-term assessment counseling and referral for a wide range of issues including alcohol and chemical dependencies. You are eligible for three visits face to face per issue and unlimited phone calls.

For free, confidential services, call 1-800-964-3577 or go to: www.guidanceresources.com and click to Register (Organization Web ID field = [HLF902](#) & Company name = [ABILI](#)).

Ability Assist also provides many other services such as legal and financial advice; resources on a large variety of wellness, health, legal and financial topics. You can find additional information on [Employee Online](#) > Forms and Announcements.

Injury reporting and workers' compensation

When employees are injured doing their jobs, we want them to receive the medical care they need. If work site employees think an employee's injury or medical condition is an emergency, they will call for an ambulance.

Otherwise, whether to receive medical attention now, later or never is the employee's choice. If you think you need medical attention, you can choose to visit your own doctor or an urgent care clinic, or provide self-treatment.

Immediately, or no later than the end of the workday, report to your supervisor any injury or exposure incident you believe to be work-related, even if the injury is only a minor cut or bruise. Employees are also expected to report close calls. Complete an incident report form immediately.

A different form must be completed if you were driving and in a vehicle collision.

If you decide to seek medical treatment for an injury or illness you believe resulted from your employment, you need to immediately complete a SAIF 801 claim form. Contact your supervisor if you have questions. SAIF Corporation provides employees with workers compensation insurance for injury or disease resulting from employment.

If you are ever injured at work and have restrictions on your activities, the City will work with your physician and SAIF to return you to a transitional work assignment. Early return to work benefits both the employee and the City.

Safety Committees

All City employees have access to a safety committee. All divisions with ten (10) or more employees have a local committee. Ask your supervisor or contact the Health & Safety Manager on how to access minutes of your committee and how to contact committee members.

Ergonomics

The City believes in the importance of a chair and workstation that fit the employee as close as possible. The Health & Safety Manager is trained to assess workstations. However, it is expected that each person will take responsibility for their own work environment by learning to adjust the chair and placing binders and equipment such as phones in the location that reduces awkward reaching. Employees are expected to use good body mechanics that maintain the body in a neutral posture and not perform unsafe lifts.

Work Environment and Expectations

Smoking, Vaping and Tobacco Use

The City campus is tobacco-free workplace including parking lots controlled by the City. The tobacco-free policy prohibits the use of all tobacco products, vaping products, e-cigarettes or chewing tobacco in interior and exterior spaces at all times.

By establishing a tobacco-free workplace, the City promotes employee health and contributes to a healthier work force. This policy applies to all City employees, contractors, volunteers, board members and visitors in all interior and exterior spaces controlled by the City including all facilities, grounds, parking areas, vehicles and employee workspaces. Failure by an employee to comply with this policy may result in disciplinary action, up to and including termination. Contractors and volunteers may have their service terminated.

Smokers must limit their smoking to areas away from City property and during their breaks and lunch. Employees are not allowed “smoke breaks” in addition to regular rest periods.

Political Activity

The issue of political activity by government employees has long been a challenging area for both workers and the public. The federal government and most states, including Oregon, have passed laws restricting employees' political involvement during working hours.

Oregon law ORS 260.432 specifies the following: “No public employee shall solicit any money, influence, service, or other thing of value or otherwise

promote any political committee or promote or oppose the nomination or election of a candidate, the adoption of a measure or recall of a public office holder while on the job during working hours.” However, the same law makes it clear that “...this section does not restrict the right of a public employee to express personal political views.”

It is the policy of the City that employees may engage in political activity except to the extent prohibited by state or federal law when they are on the job during working hours.

Soliciting

Oregon Administrative Rule 125-0080-0010 prohibits soliciting and peddling in City offices during working hours. If you observe a solicitor in your work area, please notify your supervisor. Fundraisers for schools and other related organizational activities such as selling candy bars, entertainment books, cookies etc. must be conducted during your break time and/or lunch break and you must avoid interrupting coworkers who are working.

Exceptions are City sponsored activities such as employee hardship fundraisers.

Policies That Govern How We Work

Diversity

The City serves a diverse population in working with the public, other government entities and individuals in the communities in which we serve. The City welcomes and actively values a diverse workforce; diverse organizations are better equipped to meet the needs of those we serve.

The City works hard to attract, retain, develop and promote a wide diversity of people based on their knowledge, skills and abilities.

Excellence as an organization is promoted by valuing our relationships with customers, coworkers and the community; listening and communicating in a way that includes all people; and respecting staff ideas and insights. This creates a work atmosphere where we are invested in each other’s success; accountable for our actions; and open to opportunities to question, explain, listen and reflect on issues of difference.

The City of Medford is proud to be an equal opportunity employer. We do not discriminate based upon race, religion, color, national origin, marital status, sexual orientation, gender identity, gender expression, age, ancestry, status as a protected veteran, physical or mental disability, medical condition, pregnancy, genetic information or any other status protected under federal, state, or local law.

Reasonable accommodation

Reasonable accommodation is one or more modifications to a job, the work environment, application process or the ways things are usually done that enable a qualified person with a disability to enjoy equal employment opportunity.

Employees with disabilities are protected from discrimination in the workplace. Non-discrimination may sometimes include providing reasonable accommodation to allow an individual to perform the essential functions of the job.

Employees, who believe they may need an accommodation to do their job effectively must request help in seeking an effective and reasonable accommodation from their supervisor or Human Resources.

Discrimination

It is City policy to provide employees with a positive and productive work environment free of intimidation, hostility or offensive behavior, and to reasonably accommodate persons with disabilities.

You share the responsibility for ensuring employees, applicants, customers, vendors, volunteers, contractors and members of the public are not discriminated against or harassed on the basis of race, religion, color, national origin, marital status, sexual orientation, gender identity, gender expression, age, ancestry, status as a protected veteran, physical or mental disability, medical condition, pregnancy, genetic information or any other status protected under federal, state, or local law.

It is City policy that any employee who engages in discrimination will be subject to disciplinary action, up to and including termination. Management staff is required to take and will take proactive steps when allegations of harassment or discriminatory action come to their attention.

If you believe you have witnessed or experienced discrimination in the workplace, see the section below on discrimination and harassment complaints.

Workplace Harassment

Harassment is a form of offensive treatment or behavior that creates a hostile or intimidating work environment. At the City, we pride ourselves on providing a non-hostile and non-offensive work place for our employees and clients and forbid harassment of any kind. Employees found to engage in this behavior will be subject to discipline, up to and including termination.

Workplace harassment may occur in various forms- including sexual, racial or religious or be based on a person's age, disability, national origin and/or status as a member of any other protected class. For more information, contact the Human Resources, refer to your collective bargaining agreement or reference [Administrative Regulation #201 Workplace Harassment and Non-discrimination](#) on [Employee Online](#), Administrative Regulations.

If you believe you have witnessed or experienced incidents of harassment in the work place, see the section below on discrimination or harassment complaints.

Sexual Harassment

No employee is permitted to use their job status to seek sexual favors from subordinates, customers or coworkers, or to sexually harass any other worker or member of the public for any reason. Such behavior is strictly prohibited and is subject to disciplinary action up to and including termination.

For more information, reference [Administrative Regulation #201 Workplace Harassment and Non-discrimination](#) on [Employee Online](#), Administrative Regulations.

If you believe you have witnessed or experienced sexual harassment in the workplace, or have been made to feel uncomfortable by behaviors that contain harassing or sexual overtones, see the section below on discrimination and harassment complaints.

Discrimination and Harassment Complaints

People who feel that they have been discriminated against or harassed on the basis of protected class (including sexual harassment) have the right to file a complaint.

Human Resources will investigate complaints on the basis of race, religion, color, national origin, marital status, sexual orientation, gender identity, gender expression, age, ancestry, status as a protected veteran, physical or mental disability, medical condition, pregnancy, genetic information or any other status protected under federal, state, or local law within the City. Anyone subject to harassment or discrimination should report that behavior to the employee's immediate supervisor, another manager, Human Resources, or the City Manager.

Employees also retain the right to file a complaint through the union grievance process and/or by going to the Civil Rights Division of the Bureau of Labor and Industries (BOLI) or the Equal Employment Opportunity Commission (EEOC).

Conflict of Interest/Ethical Standards

Because the City represents and protects the public interest, all employees must refrain from any activity or conduct that jeopardizes their ability to be fair and impartial.

Employees must not use their positions in any way for personal benefit or personal gain.

If you receive anything of value from individuals or businesses with whom you come into contact in the course of your work, you must report it to your supervisor. You must also report any relationship of a non-business nature that would place you in a position to influence a vendor's relationship with the City. Employees are encouraged to avoid even the appearance of impropriety.

Legal Liability

In most instances, the City provides legal liability insurance for employees who may be exposed to liability suits while appropriately doing their jobs. Legal defense is provided to the employee, and insured claims and judgments will be paid by the City's insurer.

Drug-free Workplace

The Drug-free Workplace act of 1988 covers all the City's work sites. The act requires us to provide a drug-free workplace. The purpose of the drug-free workplace policy is to promote employee safety, health and efficiency by prohibiting the unlawful manufacture, distribution, dispensation, possession or use of a controlled substance in the workplace.

Driving On the Job

All employees who drive for the City must have and maintain acceptable driving records and current, valid driver's licenses from their states of residence. You are responsible for knowing and following all traffic laws and requirements as a City driver. You are required to report all vehicle incidents, including citations occurring during work hours.

You must comply with all applicable laws, rules, policies, and procedures. You are personally responsible for any traffic and parking citations received. You must avoid distractions and follow safe and courteous driving practices.

When driving a City vehicle, remember that your driving reflects on all City employees. Your supervisor and others will review law violations and citizen complaints about your driving. Failure to comply with laws, rules, policies or procedures could lead to a loss of driving privileges as well as potential disciplinary action.

Employees are expected to follow safe-driving practices, including wearing seat belts, using headlights at all times and taking measures that allow for total concentration on driving. Texting and use of handheld cell phones is prohibited while driving.

Vehicle Safety

Employees are expected to follow safe driving practices, including wearing seat belts, using headlights at all times and taking measures that allow for total concentration on driving.

Texting and use of handheld cell phones while driving is prohibited at all times. Other examples for safe driving practices are determining explicit directions before departing, not operating cell phones, radios or other

equipment while the vehicle is moving; and not driving when one's ability to react is impaired.

Reporting driving incidents

You must immediately, but no later than the end of the workday, report to your supervisor any driving accidents, injuries or citations that occur while you are driving any vehicle for official City business. You must comply with state law regarding reporting certain motor vehicle accidents to DMV. This applies even if you are using your own personal vehicle.

Violence Free Workplace

The City promotes a safe environment for all employees. The City does not tolerate any behavior which a reasonable person would interpret as intimidating, hostile, threatening, violent, abusive or offensive. Unless you are an employee who is required as a condition of your employment to carry a weapon as authorized by law, you must not possess weapons while traveling or performing work for the city. Please reference [Administrative Regulation #202 Violence Free Workplace](#) on [Employee Online](#), Administrative Regulations for details.

Information Security

The City maintains a large amount of confidential, private information about, customers, employees and business partners. It is the responsibility of all employees to ensure the information the City holds is protected from unauthorized disclosure or compromise.

Employees must protect all sensitive information that, if inappropriately disclosed, could cause harm and/or damage, financial harm, physical harm or death, or political harm to the named individual(s), employees or business partners.

Securing information means protecting all forms of confidential and sensitive information. Oral (conversation) and paper information are equally as important as the information on your computers. Because the City considers information an asset necessary to do our work, information must be treated appropriately. As an authorized user of City information assets and systems, you are responsible for the following:

- Remain current on the City's security and privacy policies.
- Implement any actions required by changes to such policies.
- Access only the information that is necessary to do your job.
- Obtain appropriate authorization before providing information to a third party.
- Take all reasonable precautions to assure that information maintained by the City will not be disclosed to unauthorized persons.
- Promptly report any suspected breach of information security to a director or supervisor.

What you can do

In your everyday work there are many things you can do to help protect and secure confidential information. Here are a few tips:

- Secure confidential papers in your cubicle or office, if possible in a locked file, when you leave for the day.
- Do not leave confidential papers unattended in the fax, printer or copy machines.
- Change your password frequently and use a "strong" password that is difficult to decipher. A password that's not found in the dictionary and has a combination of numbers and letters is much harder to crack.
- Carefully guard your password. Do not share it with anyone else.
- Because data will be backed up on a regular basis, make sure your data files are stored on the network server and not on your hard drive.
- Take precautions when sending sensitive or proprietary information via email. Password-protect documents if needed and send in an encrypted email.
- Always lock your computer when you are away from it. To lock most computers, users need to press "Ctrl-Alt-Delete" keys on their keyboard simultaneously and then press "Enter".
- Log off and/or shut down your computer prior to leaving for the day.
- Be aware of unfamiliar people in your work area.

Remember, keeping our information secure is a high priority for the city and can only be accomplished through everyone's efforts.

Use of City property

As a city employee and a steward of the public's resources, you have a duty to seek ways to work efficiently. The City provides you with time, equipment and resources to use in performing your job. City property may include, but is not limited to, time, resources, equipment and products of the workplace. This includes employee time and labor, vehicles, facilities, cell phones, telephone lines, photocopy machines, fax machines, computers, postage, materials (i.e., paper, pencils, staples) and any handwritten or typewritten writings containing information relating to the conduct of agency or program-related business (i.e., letters, memos, messages, electronic messages or records, pictures, and video or sound recordings). You cannot use City property for your personal use, personal gain, or for the personal use or gain of another person. Inappropriate use or misuse of City property can lead to discipline. If you leave employment with the City, you must account for all city property assigned to you. Consult your supervisor if you have additional questions.

The Innovation & Technology Support desk is the single point of contact to help city staff with technology issues including network connection, computer hardware and software, printers, phones, I-Pads and applications.

Contact the support desk either by filling out a [work request](#) or call 541-774-2059.

Building photo key badge

Employees working for the City are issued a photo ID key badge. These badges allow access to the various City facilities and are also a means of identification.

An employee who loses their photo ID key badge must report it immediately to their supervisor. It is important that lost cards be deactivated as soon as possible.

Supporting Employee Performance

The City is committed to hiring, retaining and developing outstanding, dedicated employees. This means providing our employees with the

training, support and development opportunities they need to be satisfied and excel in their work.

We are always working on further developing and improving our training resources to support management and staff and encourage employees, regardless of their job title, to step up to the challenge of developing and using their leadership skills to contribute to achieving our common mission and goals.

We work to provide supervisors with the skills, tools and resources they need to best support and develop their employees, and to recognize employee contributions and dedication. Additionally, we also work to ensure that if things are not going smoothly and employees have workplace issues or concerns, they have a variety of options in addressing those issues.

Workplace Issues and Concerns

Satisfied employees are essential for good morale and can positively affect the job performances of others as well as themselves. If workplace issues or concerns arise, they should ideally be addressed early, before they can become more serious or widespread. We encourage you first to discuss the situation or seek advice from one or more of the following people you feel is most appropriate for your situation, or with whom you would feel the most comfortable discussing the issue:

- Your supervisor
- Your supervisor's manager, if you don't feel comfortable going to your supervisor
- Human Resources Director or Sr. Human Resources Analyst, who are available to assist you and share their expertise to help you with a wide variety of Human Resources and workplace-related questions and issues
- A counselor with the Employee Assistance Program (confidential counseling is available to employees for a wide variety of work and/or personal issues)
- Your union representative.

If after trying some of the options you are unable to resolve the issue, there are a number of more formal processes available to employees, including complaints, grievances or even legal claims or actions.

Complaints

If you feel you have been treated unfairly, you are encouraged to discuss and resolve the situation with your supervisor, the supervisor's manager, Human Resources and/or your union representative.

Summary of the City Employee Handbook

The work you perform for the City of Medford is important and integral to the service we provide to the community. We hope your experience working for the City will be rewarding and pleasurable.

The policies listed in this handbook are not all-inclusive. City Administrative Regulations are located on [Employee Online](#), Administrative Regulations and individual departments may have department specific procedures, rules and guidelines as well.

You are responsible for becoming familiar and complying with all City Administrative Regulations and departmental procedures, rules and guidelines, as well as provisions of the collective bargaining agreement for your position.

For additional questions, ask your supervisor, manager, Human Resources and/or union representative.

We appreciate your time and attention in reading through this handbook and hope it has been helpful for you. If you have any questions about any information in this handbook or suggestions for improvement, please contact Human Resources.