



Title: Department of Emergency Communications (DEC) Standard Work Rule Policy

Controller: DEC Human Resources Division **Document ID Number:** 2022-100P

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Purpose:

The Department of Emergency Communications (DEC) is a progressive workplace that is committed to diversity and the equitable treatment of its employees as well as the public it serves. We recognize the contribution of each and every employee to our mission of providing 9-1-1/Emergency Communications services timely, efficiently, professionally, and compassionately to the community they serve.

We strive for **excellence** at every level of our department. We cannot achieve this without our employees. We value your service and we could not accomplish this without you.

The policies and procedures outlined in this document apply to all Department of Emergency Communications (DEC) work locations and Emergency Communications Centers (ECC). These policies and procedures are supplemented by Administrative and Operations specific work rules and procedures when necessary. Management reserves the right to exercise discretion in the interpretation and administration of these policies and procedures on a case-by-case basis.

These policies and procedures do not represent an exhaustive list of all standards of conduct expected from DEC employees. This version of Department of Emergency Communications (DEC) Standard Work Rule Policy”, in addition to any supplemental specific work rules and procedures, supersedes any previously-issued DEC work rules.

These work rules are subject to change as needed to address current laws and standards within public safety emergency communications. These work rules are not intended to override City Ordinances or Fire and Commission (FPC) rules. They are intended to supplement these ordinances and rules, and if there is a conflict, the City Ordinance or FPC rules will prevail. All DEC employees are further bound by directives and documentation including but not limited to: DEC Standard Operating Procedures (SOP), DEC Bulletins, Administrative Memorandums, etc. and any other directives or instructions communicated by DEC Management as necessary.

DEC Mission:

The mission of the DEC is to provide professional, time-efficient, and operationally effective 9-1-1/Emergency Communications services to the citizens of Milwaukee and the Police and Fire Departments.





DEC Charter:

Under Wisconsin law and the Milwaukee City Charter, the DEC is part of the Fire and Police Commission for policy oversight, establishing recruitment and testing standards and all other directions and goals established by the commission. Refer to [the Milwaukee City Charter](#).

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General Work Rules:

City Business Hours/Non-Operational Shifts:

The City's business hours are 8:00 a.m. – 4:45 p.m.; however, the starting times, break periods, lunch breaks and quitting times may be altered to correspond with the positions to which the employee is assigned. Management may give directives as to where and when lunch/breaks may be taken. Management reserves the right to make changes to work hours, as necessary, to respond to operational needs. Employees shall not alter, change or adjust their work hours/lunch/break periods without advance notification and authorization from management. Employees are required to report to work on time, at their appropriate work location and station, prepared for work, and be properly attired (as described in the Dress Code/Appearance section) for the work being performed.

Working Hours:

Employees are expected to be at their work areas and station prepared for work at their designated reporting time and until the end of their shift or assignment as directed.

- DEC Telecommunications/Dispatch schedules:
 - 07:30-15:30 – 1st Shift
 - 15:30-23:30 – 2nd Shift
 - 23:30-07:30 – 3rd Shift
 - 10:00 – 01:00 – Mid-Shift (s) specific shifts will be based on call volume and operational needs.
- Administrative work hours are generally 8 working hours between 07:00-17:00, but specific hours will be designated and adjusted based on the needs of DEC with the approval of management.
- Special projects, overtime or other situations that requires alternate work schedules on a temporary basis must be approved by management.
- Personnel may take an 8-hour break between a 16-hour work day and receive Manager approval prior to working more than 12-hours within a 24-hour period.

The DEC recognizes work time as work being conducted on behalf of the DEC. As DEC operational staff are considered Essential Emergency Personnel (EEP) for the operations of the department, therefore, they are expected to report to work, stay over or be called in as required for emergencies. Work hours will be 8 hours of scheduled time to include 30-minute paid break for all DEC employees. Any employee working 12 hours or more will receive an additional 30-minute paid break.



Employees wishing to make-up time for occasional personal appointments may do so if granted permission and scheduled with their direct supervisor.

Fair Labor Standards Act (FLSA)-exempt employees are eligible to work flexible schedules that are different from the standard business work hours in accordance with the guidelines set forth under chapter 350-9 of the Milwaukee Code of Ordinances with the approval of management.

Exempt Employees/Partial Day Leave:

- a) The DEC Director in conjunction with City Ordinance 350-9 and FLSA guidelines establishes all guidelines and procedures regarding partial day absences and time-keeping requirements for exempt employees. Exempt Employees will be paid in accordance with the Department of Labor, Fair Labor Standards Act (FLSA), and are compensated based on their established annual salary for the position held rather than the number of hours worked. As such, exempt employees are expected to allocate whatever amount of time is necessary to accomplish the tasks assigned to them and to successfully execute the duties and responsibilities of the position. Although forty (40) work hours is the typical standard, exempt employees are often required to work extended or irregular hours above the forty (40) hour work schedule.
- b) Exempt employees do not earn overtime compensation for hours worked over and above the “normal work week”.
- c) Although exempt employees are not required to utilize accrued paid time off hours to compensate for partial day absences, exempt employees are responsible for submitting a request for approval of partial day absences to the applicable authorizing supervisor. When considering requests for partial day absences, authorizing supervisors shall consider operational needs, internal equities, compliance with the established personnel policies, and the underlying expectations related to the exempt position. Based on these considerations, the authorizing supervisor may approve the requested partial day absence, deny the requested partial day absence, or require that the absence be for a full scheduled day.
- d) Administration of this policy shall require an accurate recording of attendance exceptions both over and under the “normal work week” for each pay period. Managers have the discretion to establish internal procedures for this recording activity as may be appropriate for their respective functions and sections. This recording activity is solely a process management tool and is expressly not intended to be utilized for payroll administration or other fiscal functions. Because the exempt employees holding Management and Critical positions are expected to be regularly available both during and outside of the “normal work week” hours.
- e) Excessive requests for partial day absences and/or unauthorized partial day absences can negatively impact the delivery of services, and shall be considered an indicator of





substandard job performance, potentially resulting in discipline, up to and including discharge or termination during probation.

- f) Accountability for compliance with this policy related to “Exempt Employees/Partial Day Leave” shall rest directly with the applicable Management.

Attendance:

Reliability in reporting to work at the scheduled time is critical to public safety. Unplanned absences cause a hardship for co-workers and affect the ability of the DEC to fulfill its mission. Since every job is important, each employee is responsible for being present and prepared for work at the assigned time. Punctuality means the employee is present and prepared to work at the beginning of their scheduled shift and at their workstation. Employees are expected to stay on the job until they are relieved from their shift. Excessive or unreported absences, leaving early, or tardiness may lead to discipline, up to and including discharge or termination during probation as described in the DEC Work Attendance procedure.

Reports of absence and tardiness are required for each day unless otherwise directed by the supervisor and will not be accepted from persons other than the employee themselves, except in emergencies. The reason for any absence must be satisfactorily explained. Non-illness related absences are to be arranged in advance. Non-illness absences not arranged in advance may be considered unexcused unless the employee can substantiate a valid reason for the absence. Documentation to substantiate the need for the absence may be requested. Failure to provide requested documentation shall result in the absence being considered unexcused. Notification of an absence does not necessarily constitute an excused absence.

Occurrences of Unscheduled Leave:

When calling out for unscheduled leave, all personnel will notify their direct Supervisor or acting Shift Supervisor via phone call, not text, as soon as possible and at least 2 hours before their scheduled shift. Occurrences will be tracked for absences including unscheduled leave used without prior scheduling/approval and sick leave usage. Employees who have more than 4 occurrences within 120 days will be subject to progressive disciplinary action.

Emergency Time Off:

Emergency time off will also count as an occurrence. Occurrences will be tracked for each employee alongside sick leave occurrences. Excessive use of emergency and unplanned time off may result in disciplinary action. The supervisor of the employee requesting emergency leave may request validating documentation where reasonable.

Reporting Unscheduled Absences:

Employees themselves are to report their absences to their direct supervisor at least 2 hours prior to the regularly scheduled work day (and each concurrent day of their absence unless excused from doing so by their supervisor) by phone call and not text message or other social media platforms. An agent of the employee may notify on behalf of the employee in situations in





which the employee is incapacitated or unable to make notification. **Notification of an absence does not necessarily constitute an excused absence; there must be a communicated response from the direct manager indicating approval.**

Employees may in some circumstances be allowed to make up time at the discretion of their direct supervisor for an absence of less than one work shift for a professional appointment (i.e., doctor, dentist, therapist). Make-up time is made up at straight time, hour for hour, and is to be scheduled with their direct supervisor.

Employees who will be absent due to their inability to perform their job duties are to report the following to their supervisor:

- a) the expected duration of the absence
- b) how the time is expected to be charged (Paid FMLA, Unpaid FMLA, sick leave, vacation, etc.)
- c) a telephone number where the employee can be reached
- d) Employees must call on duty supervisor as soon as they know they will be late reporting to work or from breaks.

Sick Leave:

The City's Sick Leave Ordinance and regulations will govern the use of sick leave. The use of sick leave is only for illness or other legitimate purposes covered by the Ordinance and the privilege of taking sick leave must not be abused. Employees with chronic medical conditions may be eligible for FMLA.

A medical certificate for sick leave shall be required after the third day of leave. Management may require a medical certificate for any absence if there is a suspicion of sick leave abuse. Medical certificates must indicate first date of layup/onset, date released to return (if known), and that the employee was "unable to perform the duties of his/her position during the period of absence." The policy of the DEC is that ALL REQUIRED documentation be submitted by the end of the pay period in which the leave was requested or will be counted as an **unexcused absence** and subject to disciplinary action, up to and including discharge.

Employees who exhaust their sick leave must utilize all other accrued credits (i.e., vacation, compensatory time) and will then be carried unpaid (unless employee qualifies for unpaid Wisconsin FMLA which may be requested without exhausting all other credits).

Employees are required to be present at their assigned work location and station for the total designated hours in their prescribed work week unless their absence is authorized and documented by an approved leave request form. All absences shall be properly recorded and charged to the member's leave record.

- a. **FMLA** – Refer to [City Ordinance Chapter 350-39 "Leaves of Absence."](#)



- b. **Funeral Leave** – Refer to [City Ordinance Chapter 350-35-5 “Leaves of Absence”](#)
- c. **Jury Duty** – Refer to [City Ordinance Chapter 350-35-3 “Leaves of Absence”](#)
- d. **Absence With/Without Leave** – Employees may request a “Leave of Absence” in writing to the Director of the department by completing a Request of Leave of Absence form or Request for Leave of Absence – Exempt Employees Form. Unpaid leaves of absences are not to be a substitute for lack of vacation accrual, but for unforeseen medical issues, educational purposes, military leave, leave to accept an exempt appointment, or other exigent personal situations. Failure to return from a Leave of Absence on the anticipated return date or failure to request a leave extension prior to the expiration of the leave may result in separation.

Breaks:

Employees working on shift are allowed two fifteen-minute breaks in an 8-hour period identified by the shift supervisor based on activity levels in the center.

Meal Breaks:

Employees are allowed a 30-minute paid lunch. Employees are to coordinate their regularly scheduled lunch period with their direct supervisor. Lunch periods will be coordinated in a way that service to the general public is not interrupted. DEC operational staff are considered Essential Emergency Personnel (EEP) for the operations of the department. As such, they are expected to report to work, stay over or be called in as required for emergencies for the citizens of Milwaukee which includes during breaks and meal breaks.

Breaks are not intended to be combined with meal periods nor to be used to make up for late arrival or early departure.

Medical/Dental Appointments:

Employees may schedule and charge up to eight (8) hours for medical or dental appointments, the annual City health appraisal, for blood or plasma donations, or vaccinations (in no greater than 2.0-hour increments) per calendar year to “Miscellaneous – Unapplied Time,” 069, which is paid time off.

Remote Work Assignments:

Some positions have the ability to work remotely. Work assignments are generally not to be performed remotely unless prior approval is received from Management. Refer to the [City Policy on Alternative Work Arrangements](#).

Vacation, Sick Leave Incentive Days, Holidays:

Vacation and holiday scheduling for floor operations follows a shift prescribed vacation selection process.

Employees not under the control of a shift prescribed vacation selection process are to follow their direct supervisors process and requirements to request vacation. Individual managers will



determine the number of employees who can be off at any given time so as to meet minimum shift staffing requirements. Vacation requests within the first six- months of employment may be denied if it unduly interrupts employees' training.

Vacation is earned on a pay period accrual basis. Refer to [City Ordinance Chapter 350-40 "Vacation."](#)

Under special circumstances, Director approval may be given to take leave and go negative. If approved to go negative, be aware that at no time are city employees allowed to carry a negative balance of greater than 80 hours. Further, be aware that the City requires the department to perform an annual reconciliation of "borrowed" vacation (negative vacation hours as of the end of the pay period year, generally PP#26). That negative balance will be taken from that current year's vacation balance, thereby reducing the current year's available vacation. If the employee terminates employment with a negative balance they shall have the compensation for the vacation time owed deducted from their final pay check. It is recommended employees end the year without a negative balance.

Employees who have earned sick leave incentive days, are to follow their direct supervisor's process and requirements to schedule time off for this benefit.

Holidays are granted in accordance with City Ordinance which currently identifies an established list of twelve.

Cesar E. Chavez Day (March 31) is an optional holiday for eligible City employees provided it falls on a business day. If approved by the immediate supervisor, he/she will forward the request to DEC Payroll. Employees receiving approval to be off are to charge the holiday earn code (045) on the optional holiday, and vacation (042) or comp time (066) on the substituted recognized city holiday.

Overtime:

The Director or their designee may schedule overtime or extra shifts when necessary. Management will assign overtime to members in the job for which overtime is required. It is the responsibility of Management to limit overtime scheduling to essential operational activities. Managers are responsible for ensuring overtime budgeting is considered when approving overtime, even in the form of compensatory time.

- a. Non-exempt employees may only work overtime if pre-approved by Management.
- b. Overtime is compensated, whether as cash or compensatory time, at a rate of time and one half for all hours worked in excess of forty hours in one week.
 - Time worked, for the purposes of overtime calculation, includes all hours worked, holiday hours paid but not worked, and furlough hours not worked
 - Non-exempt members are not permitted to work overtime without the prior approval of their Manager.





- c. Work performed on a recognized city holiday is compensated at time and one-half.

Example: An employee works 32.0 hours in the week and takes 8.0 hours of vacation.

That employee working up to 8.0 extra hours that week will only be paid straight time for those up to 8.0 hours. That employee would only earn time and one-half for actual hours worked over 40 during the week.

- d. Hours worked excludes paid time off leave and other leaves. Compensatory time may be granted at the discretion of the Director.

Overtime Sign-Up:

An overtime request calendar will be available for employees to sign up for future dates that may need coverage, or dates that are pre-designated as needing coverage.

- a. Employees who sign up for overtime will be required to answer their phones, text/pages and report for duty when called up to one hour prior to scheduled overtime shift request (regardless of how many people are signed up for overtime or if the shift was previously filled for overtime).
- b. It is the responsibility of the employee who signed up overtime shifts to verify if their request has been filled. Employees who fail to report to assigned overtime shift may be subject to disciplinary action.
- c. Employees can withdraw from the overtime calendar (if not already assigned) within 2 shifts prior to the requested date without approval.
- d. Employees are required to notify a supervisor directly and receive approval for canceling overtime sign up within 2 shifts of the scheduled request.
- e. Employees who habitually sign up and then cancel their overtime (3 times in a two-month period or if a pattern has been established) will be suspended from overtime sign up. This includes staff members who fail to answer, make themselves available for contact, or report for overtime sign up. An employee suspended from overtime will not be allowed to take additional overtime opportunities following the below guidelines:
 - a. First Offense – two pay periods or 4 weeks
 - b. Second Offense – four pay periods or 8 weeks.
 - c. Third Offense – 8 pay periods or 16 weeks.

Compensatory Time (Comp Time):

Compensatory Time earned and used is at the discretion of the Director.

- a. Non-exempt employees may accumulate up to 80 hours of Comp Time which is the equivalent on a time and one-half bases of 53 hours worked.



- b. Comp Time may not be used before it has been earned and its use has been approved.
- c. Comp Time may be used for any pre-approved time off request.

Time Trades (TT):

Employees may trade shifts with other employees within the same work week with pre-approval from management as long as it doesn't incur Overtime or limit floor operations.

Example:

- An approved TT is an employee working call taking needs a specific day off in week 1 and requests a TT with another employee who working call taking in week 1 and able to trade off days.
- A tentative TT approval is an employee working **dispatch** needs a specific day off in week 1 and requests a TT with an employee who is only trained to work **call taking** but is able to trade days off in the same week 1. This TT will only be approved if changes in the daily work assignments for both days impacted by the TT can be made without major disruption to shift operations.
- A TT denied is when an employee working call taking needs a specific day off in week 1 and requests a TT with another employee in week 2.

Safety:

It is the responsibility of each employee to be familiar with and follow safe work procedures. Employees are to report any unsafe conditions, actions, or equipment to their direct manager. Refer to DEC procedures regarding workplace incident reporting as part of the [City Workplace Safety Grievance procedure](#) for employees.

Weapons:

Refer to the [Policy Prohibiting Firearms and Dangerous Weapons in the Workplace](#).

Personal Items/Property:

The City does not reimburse employees for personal items that are damaged or stolen, with the exception of the personal tools some Construction and Maintenance employees are required to provide.

Smoking:

Per City Ordinance, smoking is prohibited inside all city buildings and vehicles.

Alcohol and Controlled Substances:

DEC employees shall not report to work "under the influence" of or "impaired" by alcoholic beverages or controlled substances of any kind. DEC employees shall not drink alcoholic beverages or take illegal or non-prescribed controlled substances during work hours, including lunch or break periods. Being "under the influence" or "impaired" by prescribed medications is





also prohibited. In accordance with the City's Drug Free Workplace Act, employees in violation in the DEC are subject to discipline, up to and including discharge or termination during probation as described in the DEC Drug-Free Workplace procedure.

- e. Employees are not to report to work under the influence of alcoholic beverages or non-prescribed controlled substances or any other medication that prohibits them from safely and effectively performing their job duties. Employees suspected to be under the influence of alcohol, illegal or non-prescribed controlled substances or any other medications that prohibits them from safely and effectively performing their job duties will immediately relieved of duty pending an investigation and may be subject to drug screening and disciplinary actions up to and including termination.

The Director of the department or designee has the authority to have an employee drug- or alcohol-tested if reasonable suspicion is determined.

All employees are subject to "Reasonable Suspicion" testing protocol as it relates to impairment.

"Under the influence" is defined as any diminished ability to work, drive, or operate machinery/equipment in a safe, efficient and effective manner due to the use of any substance.

The possession of open alcoholic beverages or illegal or non-prescribed controlled substances at the work site, or in City vehicles is prohibited, including lunch or break times and subject to disciplinary action up to and including discharge.

It is each employee's responsibility to comply with this work rule. If assistance in dealing with use of substances that impact your ability to work is required employees may contact the Employee Assistance Coordinator at (414) 286-3145.

Employee Assistance Program (EAP) & Resources:

The City's internal employee assistance program (EAP) is a **confidential counseling, assessment and referral service** for employees and families when they need help navigating resources for any situation that may be affecting their life. Services Include:

1. Consultation to address: anxiety, stress symptoms, parenting/family and marital problems, alcohol/substance misuse, legal or debt/financial resources.
2. Needs assessment with appropriate referrals for: ongoing counseling/treatment, City of Milwaukee benefits and programs, community resources.
3. Support to individuals impacted by traumatic events like an unexpected crisis, accident or sudden loss. Contact Employee Assistance at 414-286-3145 to schedule a **confidential consultation**.
4. For additional resources refer to the [EAP Program](#).





Criminal Justice information System (CJIS)/Access to TIME system

The Wisconsin Department of Justice (WIDJ), Crime Information Bureau (CIB) operates the Transaction Information for Management Enforcement (TIME) system. The Department of Emergency Communications (DEC) maintains terminal connection to the TIME System network and provides access to other law enforcement agencies. This access is limited to the use for law enforcement and criminal justice purposes only.

DEC TIME system and CJIS clearance is governed by the WIDJ. All DEC members must complete and maintain CJIS background clearance:

- a. Completes preliminary background screening process.
- b. Passes all DEC background standards established by DEC, FPC and MPD.
- c. Submits fingerprints.
- d. Receives photo building access badge.
- e. CJIS Recertification every 5 years for DEC employees and 2 years for non-employees.

All DEC employees and non-employees accessing TIME systems or secure building areas complete the TIME System Awareness Handout and the FBI Security Addendum.

Any information received from the Wisconsin TIME System or related criminal justice information (CJI) shall not be disseminated to other agencies or individuals, except the County's District Attorney or other prosecuting attorneys.

Unauthorized use of the TIME system is prohibited and may be subject to criminal and/or civil penalties by the Wisconsin Department of Justice.

DEC members must report all arrests regardless of its nature within 24 hours of release or as soon as possible. Failure to report arrest is subject to disciplinary actions up to and including termination.

Refer to DEC Telecommunicators Applicant Review Standards (ARS) policy and the DEC Building Access for Members and Non-members Policy for additional information.

Emergency Communications Personnel Code of Conduct:

This document outlines professionally accepted standards of personal and business behavior, values, and guiding principles. It is intended to help guide all Department of Emergency Communications (DEC) professionals in performing their job functions according to sound and consistent ethical principles.

The City of Milwaukee Department of Emergency Communications exists as a critical link in the delivery of emergency services. DEC serves the residents, visitors, and responders of the City of Milwaukee to preserve health, safety, and security of life, property, and the environment. As





public safety personnel and public servants, we must perform under a stricter moral and ethical code, exhibiting exemplary behavior and character.

In addition to the following professional expectations, DEC professionals shall strive to follow:

- a. [The Association of Public Safety Communications Officials \(APCO\) Code of Ethics](#)
- b. [The International Academies of Emergency Dispatch \(IAED\) Code of Ethics](#)
- c. [The IAED Code of Conduct](#)

DEC staff shall:

- Place the needs of the public as their first priority;
- Obey all laws and regulations and should avoid any conduct or activity that would cause harm to the citizens they serve;
- Continually seek to maintain and improve their knowledge, skill and competence related to emergency communications, through education, training, and other methods of self-improvement;
- Faithfully and diligently perform their assigned duties to the best of their ability;
- Behave in a manner that fosters respect for the profession of emergency communications;
- Strive to meet the highest standard of personal conduct and maintain the integrity and reputation of Emergency Telecommunications.

Insubordination:

Insubordination will occur when an employee violates any lawful and reasonable official regulation or order, or failure to obey any lawful or reasonable directive/order or instruction made or given by their manager/supervisor.

The expectation is that all employees will follow reasonable directions given by their supervisor or manager at the time they are given in the manner in which they are given.

Misconduct:

One or more actions or conduct found in deliberate violation or disregard of standards of behavior which an employer has a right to expect of his or her employees, or in carelessness or negligence of such degree or recurrence as to manifest culpability, wrongful intent, or evil design of equal severity to such disregard, or to show an intentional and substantial disregard of an employer's interests, or of an employee's duties and obligations to his or her employer in accordance with Wis. Stats. 108.04(5). Misconduct is also defined as: The violation of any of the policies or procedures contained within these work rules, or the failure to conform to the standard of conduct that is required to maintain a professional, efficient and effective workplace.



Negligence:

Failure to properly protect, examine or maintain any property belonging to the City is prohibited.

Personal Conduct:

The public and fellow employees should be treated in a courteous and professional manner. Conduct that is deemed offensive or disruptive will not be tolerated. This shall include foul, loud, abusive and vulgar language or behavior (including horseplay), sexual harassment, or racial or ethnic slurs or other remarks that have the effect of denigrating others relative to age, race, religion, gender or sexual preference. Employees engaged in interactions, either in person or on the phone, shall refrain from using vulgar language or discussing topics others may find offensive. Employees shall identify themselves to members of the public when asked. Abuse of authority or abuse of managerial discretion is also unacceptable conduct.

Recording of Conversations/Images:

Employees are prohibited from recording any conversations or taking photographs of any person without management approval. Employees are strictly prohibited from taking pictures or recordings of any CJIS, work related information, documents, CAD, phone, radio communications, etc. Violations are considered misconduct and will be grounds for disciplinary action up to and including termination. Employees can be held accountable for the dissemination of any information that relates to an active investigation.

Work Conduct:

Discrimination, sexual harassment, and workplace violence are prohibited. All existing laws and policies regarding these matters will be enforced. No sexually graphic material shall be possessed or distributed by any City employee during work hours or displayed on City property at any time.

Furthermore, abusive, vulgar or profane/unprofessional language or behavior is prohibited. Co-workers and the public must be treated in a civilized and courteous manner. Fighting, arguing, acts of intimidation, or racial or sexual comments will not be tolerated.

Anti-Harassment:

The Department of Emergency Communications work environment is free from employment discrimination, harassment, improper treatment, or inappropriate conduct based on race, sex, religion, national origin, ancestry, color, creed, age, sexual orientation, gender identity or expression, marital status, disability, military status, or any other protected characteristic as defined by federal, state, or local regulations. All staff are expected to comply with the [City of Milwaukee Anti-Harassment Policy](#).

Sexual Harassment:

Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute harassment when:



- submission to such conduct is made either explicitly or implicitly a term or condition of employment;
- submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual; or
- such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment.

Note the following definitions from the [City's Anti-Harassment policy](#):

There are two forms of sexual harassment. They include “**Quid pro quo**” harassment and “hostile work environment” harassment. “Quid pro quo” harassment is when an employee's benefits (i.e. raises, promotions and desirable working hours) are directly linked to compliance with sexual advances. **Hostile work environment harassment** is when the conduct is so severe or pervasive that it creates an offensive and unpleasant working environment. This conduct typically consists of verbiage of a sexual nature, the presence of unwelcome sexual materials or unwelcome physical contact that is accepted as a regular part of the work environment. Texts, e-mails, cartoons or posters of a sexual nature; vulgar or lewd comments or jokes; or unwanted touching or fondling all fall into this category.

Harassment Based Upon Other Protected Categories:

Harassment may also include, but is not limited to, ethnic slurs and other verbal or physical conduct when the conduct:

- has the purpose or effect of creating an intimidating, hostile or offensive working environment;
- has the purpose or effect of unreasonably interfering with an individual's work performance; or
- otherwise adversely affects an individual's employment opportunities.

Workplace Violence:

The City has a zero-tolerance policy regarding workplace violence.

Workplace violence includes, but is not limited to, threats by employees at any level, harassment, intimidation, or bullying.

All must treat others with dignity and respect. Unacceptable behavior will not be tolerated and those employees will face discipline, up to and including discharge or termination during probation.

Employees who believe they are being discriminated against, harassed, and/or bullied are encouraged to clearly and promptly notify the offender that the behavior is unwelcome and ask offender to stop the unwelcome behavior.



If for any reason, an employee does not wish to approach the offender directly or if such discussions do not successfully end the harassment, the employee should inform his or her supervisor, a department manager or other leadership job title. Employees may utilize the City of Milwaukee Employee Complaint form and submit the completed in a sealed confidential envelope. DEC also has an HR department to report such behaviors. The City of Milwaukee also provides non-departmental reporting of harassment through the Department of Employee Relations using the [Employee Complaint form](#). Or, the DER HR Compliance Officer, by calling 414-286-6210 or in person at City Hall, Room 706.

Refer to the [City Policy on Workplace Violence, Firearms and Weapons](#).

Conflict Resolution/Grievance Procedure:

For employees interested in appealing disciplinary action there are two avenues. Within the department, for any verbal or written warning issued to an employee the option will be available within three calendar days to appeal to the next manager in the chain of command or the Director. This will be done through a DEC internal appeals form.

For suspensions of 5 or more days and for discharges, employees will follow the Fire and Police Commission's appeal procedures and will file a procedure with the Fire and Police Commission within 10 days of receiving their disciplinary action.

Refer to the Fire and Police Commission Rules under Trial Procedures for additional information:

<https://city.milwaukee.gov/fpc>

Confidentiality:

It is the responsibility of every employee to respect and protect the confidentiality of information used in the performance of assigned responsibilities in accordance with applicable federal and state employment laws, including but not limited to, the FBI/CJIS, ADA, FMLA, and HIPAA. DEC managers are responsible for instructing employees on proper handling, storage, and retention of confidential information. This entails ensuring that proper procedures are followed as part of the employees' orientation and ongoing supervision.

Any abuse, misuse, or dissemination of confidential information may result in disciplinary action, up to and including discharge. Deliberate efforts to disclose confidential information or to access information not required by an employee's assignment and associated job responsibilities will be considered a violation of this work rule.

To protect confidentiality, all employees must adhere to the following standards:

- a. Confidential information must be stored in appropriate files or secured area when not in use.





- b. Confidential information must not be displayed or left in a place where it can be easily observed by others (i.e., Fax machine, printer, copier, desktop, or computer screens).
- c. Employees are strictly prohibited from sharing, discussing and disseminating criminal justice information for non-criminal justice use and without prior authorization and documentation in criminal justice matters.
- d. Employees are strictly prohibited from sharing passwords or user-IDs with others.
- e. Employees must never transmit confidential information via e-mail.
- f. Employees are not to discuss confidential or sensitive information in public areas in which the confidentiality of the information cannot be assured.
- g. Employees are not to discuss personal, sensitive, and confidential information about City of Milwaukee employees with others who do not have a need to know.

Requests for information from outside the DEC are to be referred through the chain-of-command.

Organizational Rules:

DEC is governed by the FPC. In addition, Federal, State and City Ordinances, and City of Milwaukee rules through DER factor into DEC policy and decision making. Regarding state and federal requirements, the DEC follows established Wisconsin Department of Justice and CJIS policies. When employees confront situations that have no obvious policy or procedure to guide them, their decision and interventions must always be consistent with our core values and guiding principles. Any questions regarding work rules are to be directed to the direct supervisor.

Rules of Conduct:

The following are specific rules of conduct in which disciplinary action up to and including suspension, discharge or termination during probation may occur. This list is not exhaustive and further information can be found as they relate to existing Fire and Police Commission, City or DEC work rules.

1. Has been convicted of a job-related criminal offense or is unavailable for work because of incarceration.
2. Has been guilty of theft, damage or destruction of property of the City, other employees or any member of the public during scheduled working hours.
3. Insubordination; including failure or refusal to follow the lawful directions of a supervisor to perform assigned work, or otherwise intentionally failing to perform an expected assignment or job responsibility in a timely and proper manner.
4. Usage or possession of unlawful drugs, alcohol, or other intoxicants.



5. Has been determined to be unfit for duty.
6. Carelessness or negligence in performance of duty or impacts to operations.
7. Unauthorized usage of property of the City.
8. Unauthorized solicitation or soliciting activities.
9. Refusal or failure to comply with departmental work rules, policies or procedures.
10. Inappropriate handling of or misuse of records, information, documentation, or confidential information.
11. Inability to meet CJIS / Public Safety requirements of position.
12. Has been absent or repeatedly tardy without excuse, authorization, or has had excessive absence and/or tardiness.
13. Has falsified, or made unauthorized modification or alteration of any city record or report including timekeeping and payroll records (time worked, overtime), records retained by the City, or records of work completed.
14. Failure to follow established safety and security protocols.
15. Violation of City weapons policy.
16. Intentional and illegally discrimination against anyone in employment or delivery of services because of such individual's age, race, color, handicap, sex, creed, national origin or sexual preference.
17. Failure to complete regular educational requirements of the position.
18. Violation of City's [Anti-Harassment Policy](#).
19. Has engaged in behavior that is threatening or abusive, unsafe, disruptive or results in inefficiency; disorderly conduct of any kind such as fighting, horseplay, harassment, intimidation, or using abusive, obscene or threatening language or gestures towards co-workers, the public, visitors, or others.
20. Has demonstrated an unwillingness to cooperate, assist, and work in harmony with others and discourtesy or conduct creating disharmony, irritation or friction among coworkers or participating in creating a hostile work environment.
21. Actions or behavior working against the Public Safety interest of the City of Milwaukee inclusive of industry standards established by national public safety organizations.

Protocols for scenario not covered above or in the work rules at-large can be brought to the attention of the manager for further discussion and resolution on a case-by-case basis with the guidance of existing FPC and City protocols / guidelines.



Dress Code/Appearance:

Employees are expected to use good judgment in choosing their attire, taking into consideration their position, work location, contact with the public, and health and safety standards.

Clothing, whether uniform, or personal attire, is to be neat, clean, and in good repair at all times, and should not create a safety hazard in the work environment.

Personal cleanliness and good grooming habits must be observed. Hair, including facial hair, is to be clean and neatly trimmed or arranged.

Clothing which may be appropriate for recreational, social, or leisure time is not suitable work attire. This includes, but is not limited to, evening attire, revealing attire, halter-tops/midriff baring tops, sweats, T-shirts (non-uniform), clothing in disrepair, and shorts. Further, messages or images not considered appropriate for a business environment or that may be deemed as offensive are not suitable unless authorized by management. Potential examples would include printed images on a shirt or other article of clothing, tattoos and other body art. In some circumstances, covering these items may be acceptable.

DEC recognizes the importance of individually-held religious beliefs to persons within its workforce. Reasonable accommodations will be evaluated for staff member's religious beliefs in terms of workplace attire, unless the accommodation creates an undue hardship.

Staff members requesting a workplace attire accommodation based on religious beliefs should speak with their manager directly. These requests will be evaluated on a case-by-case basis.

Administration:

Employees that are public facing for presentations or other professional meetings where professional attire is apt should dress in business-appropriate attire.

Operations:

Employees who are required to wear assigned uniforms may wear jeans without holes, rips, or tears paired with their uniform shirts. Business appropriate attire would be expected for court appearances.

Uniform Allowance:

Should uniforms be required, any DEC policy regarding uniform allowance will follow section 350-90 of the City of Milwaukee ordinances.

ECC/Operations:

While assigned at a position and logged in to CAD/Phone, any media that is not work related is prohibited on the floor within the ECC unless authorized by management. Examples (not meant to be inclusive of all potential examples) include streaming/video/movies/television, and texting.



Exceptions:

When authorized by management, the following activities are acceptable during low call volume or when operations allow. The below list of examples is not meant to be inclusive of all potential examples:

- Reading
- Coloring
- Computer games (Solitaire, etc.)
- Potlucks, parties, and celebrations

Americans With Disabilities Act (ADA) Accommodations:

The DEC complies with the Americans with Disabilities Act of 1990. Employees requiring special work accommodations are to detail the specific needs in writing to the Director. Refer to the [City of Milwaukee ADA Policy](#).

Non-Work Activity:

Emergency Communications Center (ECC) personnel should be focused and prepared for incoming calls, radio communications and other job tasks related to ECC operations. Personnel sitting their work station and “on the clock” will engage in work related tasks and activities. When personnel are on break or outside the ECC for non-related activities they may use personal media technology. Employees will ensure any personal media technology is kept at a level as to not disturb other employees or the public. Usage is allowed in break areas that are not in public view.

Building Access:

The DEC is located within the District Three Police Station at 2333 N 49th St. Milwaukee, WI. 53210. The DEC Disaster Recovery and Back Up Center is located at 4933 W Vliet St. Milwaukee, WI 53210. All employees require CJIS clearance for building access and all building visitors require escort by an employee with CJIS clearance. Any tours of the ECC requires approval from management.

Driving Record:

If employee’s job description requires a valid State of Wisconsin Driver’s License, the employee is responsible for notifying their direct supervisor if the license is suspended or revoked. The department reserves the right to audit and take disciplinary action for violations.

Department Issued Equipment/Supplies:

Department-issued equipment, lockers and supplies remain the property of the DEC and employees furnished such equipment are responsible for its care and for reporting repairs needed to their direct supervisor.





Job Description:

The department will regularly review and update job descriptions as is necessary. Employees' job descriptions are available upon request to the DEC Human Resources division.

Media Inquiries:

Employees are to forward all media inquiries to through the chain of command. All media inquiries will be handled by the designated Public Information Officer with the DEC or City.

Parking:

DEC members will utilize shared parking spaces located inside the building parking garage at 2333 N 49th St and the parking lot behind the Back-Up Emergency Communication Center (ECC) located at 4733 West Vliet St.

Members will gain access to the parking garage via background clearance procedures and assigned building access badge.

All members will have parking space access within the garage, with primarily dedicated spaces located on the 3rd floor. Second floor and roof top spaces will be made available when parking on the 3rd floor is limited or full.

Members and non-members waiting background clearance and visitors to the DEC will utilize front parking lot and street parking.

Performance Reviews:

Performance reviews will be performed as follows:

1. 1-year probation
 - Non-Exempt and Exempt Administrative employees
 - Other Exempt Positions
 - Operation Supervisors
2. From the time of hire or promotion and 1-year from completion of training in the following positions, up to 18 months:
 - Emergency Communications Officers I-V
3. Extension of probation by FPC and CSC rules, if necessary.
4. Quarterly Observation Reports – ECC
5. Bi-annually Report – Administrative/non-operation positions
6. Annual evaluations – All DEC employees





Secondary/Outside Employment:

Outside employment is allowed provided it does not negatively impact or interrupt employees' performance, is not performed during scheduled work hours, and does not create a conflict of interest with their DEC position. A Secondary employment request form must be completed and approved by the Director. Approvals are valid for 2 years with the submission of new forms 30 days prior to the expiration of the current approved form. Any updates or changes, including ending the employment should be submitted immediately with no longer than 30 days from the effective date of the change.

Solicitation:

Solicitation is prohibited unless approved by the manager.

Gratuities:

As outlined in the [City Ethics Code](#), city employees are not to accept anything of value which could appear to influence their public duties, or be a reward for action taken. Employees are not to use their public position for personal gain or for the gain of immediate family members or for organizations in which they have an interest. Employees are not to use workplace information, which is unavailable to the public, for personal gain.

For additional information contact the Ethics Board at 414-286-8641 or send an [e-mail to the Ethics Board](#)

Training/Travel:

DEC provides training and development opportunities to all DEC employees. New employees will attend orientation and participate in training specific classes, academies, and on-the-job training for their position. Additionally, all members are expected to meet the core training requirements outlined in their training plan. Other internal and external training and development opportunities (such as seminars or conferences and a tuition reimbursement program) are encouraged where appropriate.

Travel and Training Reimbursement:

DEC employees can receive training, travel and mileage reimbursement for approved DEC training. City Tuition Reimbursement is available for qualifying training and educations. Refer to DEC Travel and Training Reimbursement Policy and City Ordinance 350-06 "Reimbursement"

Injury Pay:

Refer to City Ordinance "Injury Pay.", 350-37-8.

Residency:

Civilian employees may live anywhere, unless their position is designated as "emergency personnel (EP)" in Fire and Police Commission Rule V. EP employees must live within 15 miles of the City of Milwaukee's jurisdictional boundaries. Fire and Police Commission Rule XIV, Section 5, details the procedure to follow for extension or exemption from residency





requirements. Positions within the City of Milwaukee offer a 3% rate adjustment for those residing within the City limits.

All operational staff, due to the nature of their job responsibilities, are DEC Essential Emergency Personnel (EEP) for the operations of the department and are expected to report to work, stay over or be called in as required for emergencies and the citizens of Milwaukee. EEP are essential to the continuity of public safety, emergency services or other crucial operations and mission-critical functions. These include, but are not limited to, subject matter experts and members of the department's leadership team.

Inclement Weather Days:

Due to operational need, employees should make every effort to be present for their shifts, plan ahead for weather in advance and notify the on-duty supervisor as soon as possible if weather is preventing them from reporting to work. Standard call-in notification procedures shall apply should an employee be delayed in transit to their job due to inclement weather.

Chain of Command:

DEC employees are required to follow the chain of command by first contacting their immediate supervisor when they have concerns, suggestions, grievances, or other issues. If an issue requires immediate attention and their immediate supervisor is not available, the employee is to speak with the next supervisor in line. Deviation from the chain of command is a violation of the rules of conduct. If the source of the conflict is the immediate supervisor an alternative management contact will be permitted, please contact DEC Human Resources. Employees who suspect misconduct, misuse or abuse of property or any violation of policy, rule, law, or ordinance should report it to the appropriate authority or the Department of Employee Relations, the Fire and Police Commission (when applicable), or the City's fraud, waste, and abuse hotline.

Work Environment:

Employees shall maintain a clean and neat work environment. Employees are responsible for cleaning up their assigned work area at the end of each shift including personal and work-related items.

Social Media Policy:

The DEC expects that all participants on DEC and City-sponsored social media sites, including City employees, other representatives and users will display respect and civility when posting comments or information.

The DEC and City of Milwaukee reserves the right to remove comments and/or materials solely at its discretion if they deem that comments and/or materials:

- Are profane, obscene, violent, or pornographic in language or content;
- Promote, foster, or perpetuate discrimination on the basis of gender, race, creed, color, national origin or ancestry, age, disability, lawful source of income, marital status,





sexual orientation, gender identity, past or present membership in military service, or familial status

- Unlawfully defame or attack an individual or group
- Make direct or indirect threats against any person or organization
- Support or oppose a political campaign or a ballot measure
- Advertise or solicit business for a personal or private business or endeavor
- Promote or endorse a specific financial or commercial entity
- Defraud or defame any financial, commercial, or non-governmental agency
- Violate any federal, state, or local law or encourage any illegal activity
- Violate any existing copyrights, trade secrets, or legal ownerships
- Compromise the safety and/or security of the public or public system
- Are unrelated to the original topic.

DEC and City Property:

Employees are not to use any DEC and City-owned property or equipment for private purposes.

Professional Etiquette:

Within the ECC, all conversations have the potential to be heard and recorded on phone and radio technology systems. Third party conversations happening within the ECC can be heard on live/active calls. Personnel working or visiting within the Center should be mindful of their conversations, tone of voice, and professionalism, regardless of whether they are in an active call or having private conversations. All communications that are recorded, including e-mails, calls, and internet use within the ECC are subject to open record laws for the State of Wisconsin.

All e-mail and/or Internet transmissions sent from or received through city computers (including any incidental personal messages either sent or received) are considered city property. City and departmental management reserve the right to examine, at any time and without prior notice, all e-mail, directories, files and other information stored on city devices including data disks, computers, and/or other media.

Telephone Usage:

Personnel should not use recorded telephone lines within the ECC for personnel use. All phone and radio communications are subject to public records requests.

Administrative, ECC and DEC-issued cell phones and internal phone systems are for business purposes only. Staff are responsible for using the phones according to City protocols including internet use, e-mail use, applications, files, etc.





Text messages and personal calls should be handled during breaktimes or outside of the center where private/personal conversations cannot be picked up on recorded lines.

E-mail

Employees may not send messages that can be construed as scandalous, defamatory, libelous, obscene, immoral, or in violation of any intellectual property rights.

All staff are to comply with the [City of Milwaukee E-mail Usage Policy](#).

Internet Usage

All Administrative and ECC issued computers, laptops, or other equipment are for business purposes only.

All staff are to comply with the [City of Milwaukee Internet Usage Policy](#).

Disciplinary Process - General Information:

DEC is deeply committed to its workplace and the community it serves. If performance or behavior is inconsistent, management is expected to address these issues through a counseling and discipline process. Any conduct, behavior or performance which interferes with the ability of the DEC to operate in an orderly, efficient, safe or reputable manner is a basis for discipline, up to and including discharge or termination during probation.

The process may begin with problem-solving with an employee. Discipline is a tool to modify inappropriate or unacceptable behavior and performance. Disciplinary action may be taken when any employee fails to observe DEC service standards, conduct, compliance standards, regulatory standards, legal standards, policies or procedures. In addition, to help an employee correct inappropriate behavior, conduct or performance, the discipline process provides communication, instruction, and documentation, focusing on individual member responsibility rather than punishment. It is the employee's responsibility to correct performance and behavior problems on which counseling and disciplinary action is based.

DEC service standards, conduct, compliance standards, regulatory standards, legal standards, policies or procedures for DEC employees are to ensure that public faith, safety and confidence are upheld. As such, employees are expected to refrain from conduct which reflects or may reflect negatively on the City of Milwaukee or the Department of Emergency Communications.

Consistency is very important. However, given the diversity of the work processes within our organization, Managers are expected to use their best judgment for the appropriate application of discipline. A singular incident of misconduct may lead to an employee's discharge or termination during probation based on the severity of the offense.

The City and DEC values, policies and procedures serve as the foundation for disciplinary decision making. All problems should be addressed and solved as quickly as possible.





Depending upon the circumstances of the offense, disciplinary action may include, but is not limited to some or all of the following as examples: counseling, discharge (termination is terminology used only for those on probation), documented warnings, discussions, and suspensions. These examples are in no particular order nor guarantee of receiving each one.

The Director retains the right to administer discipline or termination during probation in any manner in accordance with Fire and Policy Commission standards to modify or delete these procedures at their discretion.

Non-Progressive Disciplinary Action:

There may be offenses, for example, which are considered egregious, unacceptable or violate laws and public trust that discharge or termination during the probationary period is the appropriate course of action regardless of a member's length of service, prior conduct, and/or performance record. A singular incident of misconduct could lead to an employee's discharge or termination during probation.

The following are some examples of major and unacceptable offenses and follow in no particular order: Insubordination, Theft or Pilfering, Physical Harm/Assault, Malicious or willful destruction (abuse) of city property, Fraud or Dishonesty, Drug/Alcohol Use and/or Possession, Violation of the Law, Pleading guilty or no contest or being found guilty of a felony, job related misdemeanor or misdemeanor involving moral turpitude, Failure to notify supervisor that information has been filed against them by a prosecuting official, Conflict of Interest, Carrying a weapon.

Personnel File Access:

Employees are able to access their personnel files through requests to the Human Resources division up to two times per year. To do so, contact the Human Resources division and an appointment may be scheduled based on available timeframes for the HR staff and the employee requesting the viewing.

Employee Notification Requirements:

All employees of the DEC are required to report any change of address and contact information to the department within 72 hours of the change.

Employees who fail to report change of address within the 72-hour period may be subject to disciplinary action. A copy of this work rule must be signed and returned to payroll to be placed in the file.

DEC employees are required to designate a primary and secondary emergency contact person including the relevant contact information listed below for each one:

- Primary and Secondary Telephone Number
- Home Address





- E-mail Address, if available

Note: All communication to and from your employer will be to the designated emergency contact person only. Generally, DEC will only accept and act upon information that comes from either the primary or secondary designated emergency contact person.

Employees are required to report changes with their emergency contact designee or contact information of their designee within 48 hours of the change.

Definitions:

1. **Compensatory Time** - Time off earned at Time and One-Half rate in lieu of overtime pay.
2. **Excessive Sick Leave** - Use of sick leave is generally three (3) occurrences of sick leave in any 120-day period or a pattern/incident of abuse. Excessive use of sick leave (unexcused absences, multiple occurrences, extended period of absence) may be subject to the DEC Progressive Discipline Policy for employee misconduct.
3. **Family Medical Leave Act (FMLA)** - Family Medical Leave Act (350-39.); allows usage as specified by Federal and State guidelines to cover illness or illness with family member, birth of a child, etc.
4. **Furlough** - Unpaid time off, determined by City government that does not count against an employee's benefits.
5. **Overtime** - Authorized work hours in excess of 40 hours in one week paid in either cash or compensatory time at time and one-half. One week is defined as 12:01a.m. Sunday through 11:59 p.m. Saturday.
6. **Sick Leave** - Leave taken related to illness of employee or immediate family member as defined in FMLA guidelines.
7. **Tardiness** - Failure to report for work at the regularly scheduled time, either at the start of the shift or when returning from breaks or lunch periods.
8. **Time Trade** - Authorized shift swap, traded within a work week.
9. **Time Worked** - Hours worked during scheduled work periods, all holiday hours paid but not worked, and all furlough hours not worked.
10. **Under the Influence** - Any diminished ability to work, perform duties as directed, drive, or operate machinery/equipment in a safe, efficient and effective manner due to the use of any substance. Further information in DEC Drug Free Workplace procedure.
11. **Unexcused Leave** - Leave taken without documentation or approval.



12. **Unfit for Duty** - Unable to perform the duties of their position, including, but not limited to: perform their job requirements, fulfill their job responsibilities, meet their physical fitness requirements; not contagious for infection or disease, wear or use their work equipment and gear.
13. **Unscheduled Leave** - Leave taken without prior approval or scheduling.
14. **Vacations** - Approved time off requests that are planned in advance.

Links Referenced in Work Rules:

[Alternative Work Arrangements](#)

[Americans With Disabilities Act Policy](#)

[Anti-Harassment Policy](#)

[The Association of Public Safety Communications Officials \(APCO\) Code of Ethics](#)

[City Ethics Code](#)

[City Ordinance 350-6 Salaries and Wages](#)

[City Ordinance 350-35 and 35-9 Leaves of Absence](#)

[City Ordinance 350--37 \(8\)](#)

[City Ordinance for DEC - 390](#)

CJIS Clearance and Building Access for Members and Non-Members Policy

[Conflict Resolution and Grievance Procedures](#)

[DEC Charter](#)

DEC Building Access for Members and Non-members Policy

DEC Travel and Training Reimbursement Policy

[DER Policies/Procedures – Forms](#)

[Drug Free Workplace Act of 1988](#)

[Employee Assistance Program \(EAP\)](#)

[Family Medical Leave Act](#)

[The IAED Code of Conduct](#)

[The International Academies of Emergency Dispatch \(IAED\) Code of Ethics](#)

[Social Media Policy](#)

[Workplace Violence, Firearms, and Weapons Policy](#)

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