



EMPLOYMENT POLICIES

Revised: July 1, 2001
July 1, 2005
November 20, 2006
May 1, 2016
August 1, 2017
May 1, 2018

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CHAPTER 1
PURPOSE AND POLICIES
5/01/16

- 1.1 PURPOSE It is the purpose of this manual to provide to employees and department heads the policies and procedures for assuring maintenance of an equitable employee management system in the Town of Hanover. The Town shall furnish each employee with a copy of the Employment Policies Manual. Changes to the Employment Policies are to be incorporated into the manual and distributed to all employees within thirty (30) days of adoption. The policies and procedures for personnel administration in the Town of Hanover set forth herein, have as their purpose to promote the efficiency and economy of Town government; to promote the morale and well being of Town employees; to promote equal employment opportunity for all candidates for employment by the Town and for all its employees; and to promote the public health, public safety and general welfare of the Town.

The Town of Hanover is an Equal Opportunity Employer and shall recruit, hire, and employ without discrimination as to race, religion, political affiliation, color, sex, age, sexual orientation, national origin, marital status, physical or mental disability, veteran status, genetic information or any other category protected by law, unless based on a bona fide occupational qualification.

- 1.2 NOT A CONTRACT OF EMPLOYMENT This handbook generally describes the policies and practices that the Town follows and the benefits that are provided currently or made available to employees. These policies, practices and benefits represent the spirit with which issues and employee relations will be addressed and resolved by the Town, but they do not constitute and should not be understood to constitute an offer, or a policy enforceable as a contractual obligation.

Unless altered by contract, collective bargaining agreement, or law, your employment is at-will, which means that either you or the Town may terminate the employment relationship at any time, with or without cause.

All terms and conditions of employment, including but not limited to benefits, compensation, and workplace procedures, are set at the discretion of the Town and are subject to change at the Town's discretion. No employee or representative of the Town, other than the Board of Selectmen and/or the Town Manager, has any authority to enter into any agreement to extend the employment of any employee for any specified period of time, or to make any contract for specified terms and conditions of employment, or to make any agreement contrary to the foregoing.

- 1.3 POLICY The Town's employment policies are based on the following principles:

- A. Openly recruiting, selecting and advancing employees on the basis of their relative ability, knowledge and skills;
- B. Providing equitable and adequate compensation;
- C. Training employees as needed to assure high quality performance and to promote career development;

D. Retaining employees on the basis of the adequacy of their performance, correcting inadequate performance and separating employees whose inadequate performance cannot be corrected;

E. Assuring fair treatment of applicants and employees in all aspects of personnel administration without regard to political affiliation, race, color, religious creed, national origin, age, sex, marital status, sexual orientation, physical or mental disability, genetic information, or any other legally protected factor, except where such factor is a bona fide occupational requirement, and with proper regard for their privacy and constitutional rights as citizens; discrimination against any person on the basis of such legally protected categories will be prohibited; and

F. assuring that employees are protected against coercion for partisan political purposes and are prohibited from using their official authority for the purpose of interfering with or affecting the result of an election or a nomination for office.

1.4 APPLICABILITY OF THESE POLICIES These policies and procedures apply to all employees of the Town of Hanover, except elected officials and persons employed under contract. These employment policies apply to all Town employees unless specified otherwise herein. In cases where these policies conflict with any Town ordinance, civil service rules, the provisions of an individual contract or a collective bargaining agreement, or state or federal laws and regulations, the terms of that law or agreement shall prevail. In all other cases, these policies apply.

A violation of these policies may, at the determination of the Town Manager or his/her designee(s), and in accordance with these policies, result in disciplinary action. Where a conflict exists between a particular employment policy or an approved uniform department regulation and Town, State or Federal law, then the law shall prevail. These policies shall serve as a guide to the administration of an employee management system in keeping with basic merit principles. The policies are not all inclusive and final discretion as to interpretation or the appropriate course of action concerning any particular employment-related matter shall be that of the Town Manager.

Each separate and identifiable department of the Town may develop, implement, and revise as necessary, such policies, procedures, and rules pertaining to unique operational requirements and their effect upon employees as are needed for the efficient performance of the department. Such policies, procedures, and rules should not conflict with these policies or amendments thereto and must, therefore, be approved by the Town Manager prior to implementation. Where conflicts arise, these policies shall prevail.

CHAPTER 2
RESPONSIBILITY FOR ADMINISTRATION
5/01/16

- 2.1 TOWN MANAGER The Town Manager shall determine and impartially and equitably administer all employment policies and procedures. The Town Manager may delegate the actual operations involved in administering these policies to an Assistant Town Manager, Director of Human Resources, or such other persons as the Town Manager deems practical. The Town Manager shall be the appointing authority as provided in RSA 37:6 and shall have final decision-making authority and approval over all employment matters, including the recruitment, selection, retention, discipline, promotion, separation, transfer and training of employees, except where otherwise provided in these policies and procedures. The Town Manager, both personally and by and through designated subordinates, shall further ensure that:
- A. The classification and compensation plan is properly maintained;
 - B. The duties and responsibilities of all regular positions are ascertained, recorded, and classified in the manner provided hereinafter;
 - C. Rates of compensation for each position in the pay plan are recommended annually to the Board of Selectmen, during the budget process;
 - D. Records of employee performance are maintained, to be used in determining whether to retain an employee after the initial evaluation period, when making promotions, in determining pay increases or decreases and planning training programs for employee career development; and
 - E. Employment policies are reviewed periodically, and additions and revisions are issued as necessary.
- 2.2 DEPARTMENT HEADS The department heads shall have responsibility, subject to the approval of the Town Manager, to select, retain, promote, and separate employees within their department. They are expected to effectively supervise their employees; to report upon the performance of their subordinates; to notify the Town Manager or his/her designee of changes in duties of their employees in order that the classification plan can be maintained; and to recommend salary increases. Department heads may recommend to the Town Manager, as necessary, desirable changes in the employment policies and procedures.
- 2.3 EMPLOYEES It shall be the responsibility of all employees to acquaint themselves thoroughly with the material in these employment policies and any subsequent revisions. Employees also are encouraged to submit suggestions for changes in the Town's employment policies and procedures.

CHAPTER 3
DEFINITIONS
5/01/16

Wherever used in these policies and procedures, the following terms and words shall be defined as indicated below:

ADMINISTRATIVE LEAVE A non-disciplinary leave from work with pay. Administrative leave may be granted for purposes approved by the Town Manager or his/her designee, including but not limited to allowing employees to participate in official activities, trainings and the like. The Town Manager or a department head also may place an employee on administrative leave pending investigation into allegations of misconduct.

ANNIVERSARY DATE The completion of the initial evaluation period or the most recent step increase. This date, in the Town's discretion, may change upon reclassification. Employment must be continuous.

APPOINTING AUTHORITY The Town Manager is the appointing authority for all classified positions, or, in his/her absence, the designated Acting Town Manager.

APPOINTMENT The designation of a person as an employee of the Town and induction into a position.

CLASSIFICATION The assignment of an individual position to an appropriate labor grade on the basis of kind of work, duties, authority, and responsibilities of the position.

COMPENSATION The salary, wages, fees, and all other forms of valuable consideration, earned or paid to any employee by reason of service in the position, but not including allowances for expenses authorized and incurred as incidents to employment.

DEMOTION The change of an employee to a position having a lower labor grade.

DISABILITY LEAVE A leave given to an employee due to absence caused by a non-job-related accident, injury, or illness, including leave taken for the period of temporary physical disability resulting from pregnancy, childbirth, or related medical conditions.

DISMISSAL Involuntary separation of an employee from service as a result of disciplinary action, inability to perform the duties of the position, or for other reasons at the discretion of the Town.

ELIGIBLE A person who has met the minimum qualification requirements established for a position or has met the requirements established to receive benefits from the Town.

EMPLOYEE – REGULAR A full-time (35 or 40 hour) classified employee who has satisfactorily completed the required initial evaluation period of employment.

EMPLOYEE – REGULAR PART TIME A classified employee who works an average of at least twenty (20) hours per week, but less than a 35 or 40-hour work week (depending on the position), year- round. Regular part time employees are eligible for a pro rata portion of all fringe benefits.

EMPLOYEE – PART TIME An employee who works an average of less than twenty (20) hours per week and is not eligible for pro rata fringe benefits.

EMPLOYEE – SEASONAL An employee hired on a short term and temporary basis to perform seasonal work, (e.g., summer grounds maintenance), and whose employment terminates at season's end. Seasonal employees work less than an average of thirty (30) hours per week in a twelve (12) month period and are not eligible for fringe benefits.

EMPLOYEE – TEMPORARY An employee hired to work on a short term and temporary basis, for a period generally not to exceed six (6) months of actual work in a calendar year. Temporary employees work less than thirty (30) hours per week for the duration of their employment and are not eligible for fringe benefits.

EMPLOYMENT DATE The most recent date of hire.

INTERVIEW An in-person evaluation of the suitability of applicants for hire into a position, as part of the selection process, which may include, for example, questioning of applicants by a search committee; oral board examination; written test; performance test; physical examination; or assessment center.

INCUMBENT An individual currently occupying a specific position.

INITIAL EVALUATION PERIOD A six (6) month working test period, (one year for Hanover Police Department employees) following initial appointment or promotion during which an employee is required to demonstrate by conduct and actual performance their fitness for the position to which they have been appointed. For those positions requiring certification (i.e., patrol officer, etc.), transfer to regular status cannot occur until certification is received. Completion of the initial evaluation period does not change the nature of the employment relationship or constitute a promise of continued employment. At-will employees remain at-will during and after the initial evaluation period.

INJURY LEAVE A paid leave given to an employee due to absence from work caused by an accident, injury, or disease which occurs while performing, or as a result of having performed, the duties of their position. Injury leave is paid by the Town's worker's compensation insurance carrier in accordance with state laws and regulations, except for any supplemental compensation that may be specified in these policies or applicable collective bargaining agreement(s).

INTERNAL PROMOTION: The selection and appointment of an employee for promotion from within a particular department, (i.e., Police, Fire, Public Works, etc.), upon approval of the Town Manager.

JOB DESCRIPTION The written description of the duties, responsibilities and qualification requirements necessary and substantially related to an employee's ability to perform the essential functions of a position.

LABOR GRADE A grouping of positions exhibiting comparable levels of duties, authority, and responsibilities so as to warrant the same range of compensation.

LAYOFF Involuntary separation of an employee resulting from a reduction in force due to lack of work, lack of funds, or abolishment of the employee's position.

LEAVE A period of authorized absence during which an employee does not work but is still considered to be in the employ of the Town. Leave may be authorized with or without pay.

PAY RANGE The spread of pay rates between the minimum and maximum rates established for each labor grade.

PAY STEP A particular rate of compensation within a designated pay grade and range.

PERSONNEL ACTION All activities affecting any aspect of an employee's status, including appointments and changes in appointments, original hiring, re-employment, transfer, promotion, demotion, changes in hours, reclassification, resignation, suspension, dismissal, and placement in leave status.

POSITION A regularly established job in the service of the Town.

PROMOTION The change of an employee to a position in a higher labor grade.

RECLASSIFICATION A change in classification of an individual position by raising it to a higher labor grade or reducing it to a lower labor grade on the basis of the duties, authority, and responsibilities of the position.

REGULAR RATE The actual step an employee has reached within the labor grade established for their position.

RESIGNATION Separation of an employee from Town employment by his/her own voluntary act.

RETIREMENT Separation of an employee from Town employment in accordance with the provisions of the New Hampshire Retirement System.

SALARY SCHEDULE The schedules of compensation for all positions recognized under the Town classification plan, including the successive pay steps established for each labor grade. All classified positions will be paid according to the pay range established for that labor grade.

SEPARATION The termination of an employee from employment by the Town through retirement, resignation, layoff, or dismissal.

STEP INCREASE A pay increase, granted as a result of acceptable job performance, to a higher step within the labor grade established for the position.

SUSPENSION An enforced disciplinary leave of absence, without pay.

TRANSFER A change of an employee from one position to another position.

CHAPTER 4
CLASSIFICATION SYSTEM
5/01/16

4.1 CLASSIFICATION SYSTEM The Human Resources Department maintains a classification system that includes written job descriptions, designated labor grades, and job status.

4.2 ADMINISTRATION OF THE CLASSIFICATION SYSTEM

A. CLASSIFICATION OF POSITION Each regular position (full and part-time) is evaluated and placed in a labor grade appropriate to the duties, authority, responsibility, and character of work associated with that position.

B. JOB DESCRIPTION Each position has a written job description that includes a job title, department designation, job summary, list of major duties, required knowledge, skills, and abilities, related other factors and minimum qualifications. This description is the standard for classifying positions in a particular labor grade and determining when reclassification is warranted.

1. The statements of the job description are descriptive and not restrictive. They indicate the kinds of duties and level of responsibilities assigned, but do not limit the power of a department head or supervisor to direct, assign, and control the work of the employees under his/her supervision. The use of examples illustrating the duties should not be construed to exclude others not mentioned which are of a similar kind or quality.
2. All Town employees will be given a copy of their job description upon request. Copies of job descriptions for all Town positions are maintained by the Human Resources Department and may be reviewed by any Town employee.

C. RECLASSIFICATION Positions may be reclassified when warranted by significant changes in the written job description such as new functions or responsibilities, new programs, or reorganization within a department. Department heads who note major changes to the job duties of a position shall submit a new proposed job description to the Human Resources Director, specifying new and/or changed duties, and requesting that the position be evaluated for a possible change in classification. Existing positions may be revised or abolished as necessary, and new positions created with approval of the Board of Selectmen.

D. REVIEW OF CLASSIFICATION SYSTEM The Town Manager or his/her designee typically shall conduct a comprehensive review of the entire classification and compensation system every five (5) years to ensure that the system is maintained accurately, equitably, and consistent with established compensation goals in relation to the regional job market for comparably sized municipal employers.

E. TOWN MANAGER'S AUTHORITY Requests for reclassification which occur after the annual budget has been approved may be approved by the Town Manager if sufficient funds are available.

CHAPTER 5
PAY POLICIES
7/01/17

- 5.1 PAY PLAN The Town of Hanover offers a pay plan with labor grades related to the classification of each position. Each labor grade has established steps with minimum and maximum rates. Except as otherwise provided in other chapters of this manual, e.g., overtime compensation and/or working out of classification, no employee shall receive pay from the Town at other than the grade established for his/her position.
- 5.2 MAINTENANCE AND ADOPTION OF THE PAY PLAN The Town Manager will annually prepare and recommend a pay plan as described above to the Board of Selectmen. The recommendations of the Town Manager will be based upon consideration of all factors relevant to the maintenance of sound compensation practices in the Town service. Such factors may include the pay practices of public and private employees in the area for comparable work; the cost of living; other benefits received by Town employees; and the ability of the Town to recruit and retain qualified employees. The Town Manager may seek input from the Director of Human Resources and other department heads in preparing the plan. All changes to the pay plan itself shall be submitted to the Board of Selectmen for approval.
- 5.3 TOWN MANAGER AUTHORITY During the life of an approved pay plan, the Town Manager shall have the authority to make and approve changes on employee compensation resulting from such personnel actions as reclassifications, merit pay increases, promotions, demotions and transfers or because of abolishment, modification or establishment of positions within the approved budget.
- 5.4 PAY FOR PERFORMANCE The Town Manager, the Director of Human Resources, and all department heads shall together ensure that wage increases, promotions, and other salary actions are based upon employee job performance and are not considered to be automatic or based on length of service alone (See Chapter 11, Performance Evaluation, below).
- 5.5 STARTING RATES Employees ordinarily shall be initially paid at the first step in the labor grade to which their position is classified. However, appointment above the minimum step may be approved by the Town Manager or his/her designee if justified by qualifications of the applicant or by lack of qualified applicants available at the minimum rate.
- 5.6 INITIAL EVALUATION PERIOD To advance from the first pay step after initial appointment, the employee must successfully complete an initial evaluation period. See Chapter 9, Initial Evaluation Period, below.
- 5.7 STEP INCREASE Step increases within a labor grade shall be dependent upon specific written recommendation by the department head that the employee is performing at a satisfactory level of competence or better (See Chapter 11, Performance Evaluation, below). An employee shall be eligible for a step increase after satisfactory completion of the initial evaluation period and thereafter every twelve (12) months upon recommendation by the department head until the employee reaches the top step in the established grade. However, the Town Manager may grant an additional pay increase of one step at any time during the

year, after any of the following:

A. reviewing and approving a detailed recommendation from the department head outlining an employee's exceptional performance;

B. reclassification of the incumbent's position; or the existence of unusual employment conditions that make such action necessary. In no instance will a salary increase be given to an employee until the initial evaluation period has been satisfactorily completed. Each employee shall receive written confirmation of a step increase.

5.8 GENERAL PAY INCREASES Whenever general pay increases are granted, (e.g., a cost of living adjustment approved by the Board of Selectmen), all employees will receive the increase simultaneously. Employees shall receive written confirmation of annual pay increases.

5.9 RATE OF PAY ON TRANSFER OR DEMOTION Employees transferred from one position to another, with no change in classification, shall continue to be paid at the same rate. When regular employees are demoted to a lower labor grade, their salary shall be set at a step in that lower labor grade.

5.10 RATE OF PAY ON PROMOTION When regular employees are promoted to a higher labor grade, their salary normally shall be set at a step which provides an increase over their step in their former labor grade.

5.11 RATE OF PAY FOR EMPLOYEES SERVING AS CALL FIREFIGHTERS A town employee in a department other than the fire department serving as a Call Firefighter shall be compensated according to the pay rate established for Call Firefighters. The employee will also be paid his/her regular rate of pay if responding to a fire call during his/her regularly scheduled work hours.

5.12 PAY FOR TEMPORARY ASSIGNMENT OUTSIDE CLASSIFICATION This section applies to regular non-exempt (hourly paid) employees in positions that do not specify as part of the job description responsibility for assuming supervisory or managerial duties on an acting basis, in the absence of a supervisor, department, head, chief, or manager.

A. Employees temporarily assigned for a minimum of one (1) full regular work shift to work in a higher-level classification and at a higher level of pay than their regular assignment, shall be paid a differential for the time so assigned. This differential shall not apply to assignments of less than a full regular work shift, or to an accumulation of assignments that together total a full shift. The differential amount shall be the difference between the employee's regular rate of pay and the minimum rate for the higher-level classification, or three (3) percent above the employee's regular base hourly rate, whichever is greater.

B. When a non-exempt employee is temporarily assigned to a position in another classification for which the minimum rate of pay is the same as or less than the employee's regular rate of pay, the employee shall continue to be paid at his/her regular rate for the duration of the temporary assignment.

C. Should a temporary assignment outside of classification continue for a period of six (6) months, and management determines it is unlikely that the employee will resume his/her original duties; the employee may be formally transferred to the new assignment through promotion, and paid according to the provisions of Section 5.10, above.

5.13 CALL-IN PAY Except in respect to special stand-by arrangements, off-duty employees who are called in to work during other than normal or scheduled hours for any reason shall be paid, regardless of how long they actually work, a minimum compensation of not less than two hours at the basic hourly rate; provided however, that compensation shall not be included in the hours worked during the work day or work week for purposes of calculating overtime, except to the extent of time actually worked during such period.

5.14 PAYROLL DEDUCTIONS The Town will automatically deduct federal income taxes from an employee's paycheck and, with the employee's written authorization, will automatically deduct the employee's share of the cost of pension plans or any other lawful deduction approved by the employee. Any voluntary deductions from compensation must be authorized by the employee. Improper deductions should be reported to the Human Resources Department immediately so that the error can be corrected, and the employee reimbursed if necessary. Employees may either receive their pay in the form of a check or have their pay direct deposited.

5.15 OVERTIME PAY Personnel shortages, peak workloads and other emergency situations may make it necessary for an employee to work beyond his/her regularly scheduled work week. Department heads, or in emergency situations, on-duty supervisors, are authorized to schedule or order overtime work when necessary.

A. Non-exempt employees are paid overtime at one and one-half times their regular rate of pay for all hours worked over forty (40) in a single work week (Sunday through Saturday).

B. To the extent possible, overtime will be distributed as evenly as possible among the employees who are qualified to perform the particular job and willing to work the hours involved.

C. All overtime hours must be authorized in advance by the employee's supervisor.

D. In scheduling overtime, supervisors are to take into consideration the maximum number of hours employees can safely perform their work in any continuous shift. The department head or supervisor has the authority and responsibility to relieve an employee from work, due to an extended work schedule, when it is determined that the employee may endanger the normal operation of the department or safety of other employees or general public.

5.16 COMPENSATORY TIME OFF Non-exempt employees entitled to overtime pay may request compensatory time off ("comp time") instead of cash payment. This is approved on a case-by-case basis by the employee's Department Head. The Town is not required to grant comp time instead of overtime pay. If granted, however, the time shall in all cases be credited at the rate of one and one-half hours of comp time for each hour of overtime work.

A. The Town may limit the amount of comp time accrued by employees. Employees may accumulate up to one week of comp time based on their regular work week. For example, if

an employee's regular work week is 35 hours, he or she may accumulate up to 35 hours of comp time. If an employee has accrued more than one week of compensatory time, he or she shall be paid for the excess hours at their current rate of pay.

B. Employees may use comp time within a reasonable time period after making a request in advance to their Department Head, unless doing so would unduly disrupt Department operations.

C. Comp time should be used for short-term absences from work during times mutually agreed to by the employee and his/her Department Head. Accumulation of compensatory time to use as a substitute for extended vacation time off is not normally permitted.

5.17 OVERTIME AND COMP TIME EXCEPTIONS

A. Exempt Employees - Employees who are classified as exempt under the Fair Labor Standards Act and paid on a salary basis are exempt from the payment of overtime or comp time. This group is expected to devote the time necessary to properly perform their responsibilities without overtime compensation.

B. In all cases, administration of overtime is to comply with the Fair Labor Standards Act.

5.18 WORK WEEK AND PAY PERIOD

A. The Town's "work week" for FLSA and payroll administration purposes is Sunday through Saturday.

B. Effective July 1, 2017, the Town shall transition from a weekly to a biweekly pay period. Paychecks will be issued every other Thursday for work performed during the preceding two work weeks. To facilitate this transition, regular full time employees and regular part-time employees working 20 or more hours per week will be given an amount equal to their normal weekly gross wage for their grade and step assignment (excluding overtime) and week pay as an advance/loan in the first full pay period of July 2017, provided that employees, upon acceptance of the advance/loan, agree to allow the Town to recover all or a portion of the advance from their last paycheck as a voluntary payroll deduction, in accordance with the following schedule. Recovery shall be waived for any employee who retires before June 30, 2023 with 20 years of NHRS creditable service earned through employment at the Town of Hanover.

Date of Separation	Percent Recovered
7/1/17-6/30/20:	100%
7/1/20-6/30/23:	50%
After 7/1/23:	0%

**CHAPTER 6
HOURS OF WORK
5/01/16**

- 6.1 HOURS OF WORK The normal work schedule for full-time Town employees shall be five days, Monday through Friday (except for the Library, Parks and Recreation, Police, Public Works, and Fire Departments), with hours of work to be scheduled by the department head. Weekly full-time work hours for each department shall be as follows:

Police Department - 40 hours

Fire Department - 42 hours (averaged over 8 weeks)

Public Works Department - 40 hours

Parks and Recreation Department - 40 hours or 35 hours, depending on position.

Administrative Support Staff and all other Departments - 35 hours

Flexible work schedules may be granted by the department head and such schedule shall be considered that employee's regular workday for purposes of calculating overtime. See Chapter 5, Section 5.15, above (Overtime Compensation).

- 6.2 ATTENDANCE Employees are expected to be in regular attendance at work during the designated hours scheduled by the department head or in accordance with department regulations. Employees are not to start work early or end work late without express approval from their supervisor or department head.
- 6.3 ABSENCES Employees must account for any absences during their regular workday by using the appropriate leave time (i.e., vacation, sick, compensatory, or personal). A leave of absence without pay must be approved by the Town Manager or designee. An employee who fails to report to work for three (3) consecutive work days without proper notice shall be considered to have quit voluntarily.
- 6.4 MEAL PERIODS A meal period shall be reserved for each employee at times designated by the department head. This meal period shall normally be one (1) hour for all employees, except those in the Public Works Department, in which case the normal meal period shall be one (1) half hour. With the exception of the Police and Fire Departments, mealtime shall not be included in computing total working hours.
- 6.5 RECORDING HOURS WORKED All Town positions are designated as either *exempt* or *non-exempt* under the federal Fair Labor Standards Act (FLSA). Non-exempt employees must be paid overtime or receive compensatory time off when they work more than forty (40) hours in a single work week, and, therefore, are paid on an hourly basis. Non-exempt employees are required by law and this policy to record the actual hours that they work each day, as well as the total number of hours worked each work week. Non-exempt employees similarly must record any leave taken during the work week, (i.e., vacation, sick, or personal time off).

A. The Town's "work week" for FLSA and payroll administration purposes is Sunday through Saturday.

B. Exempt employees are paid on a salaried basis to perform a job that may or may not be completed in a normal work week of thirty-five (35) or forty (40) hours. Exempt employees are not eligible for overtime pay regardless of the number of hours worked and, therefore, only are required to record on time sheets the total number of hours they have worked each work week, and any leave taken, (i.e., earned time).

C. Employees are responsible for accurately reporting all hours worked on their Department's pay sheets or time clock. Employees using a time clock should refer to established departmental procedures for proper use of that mechanism.

D. To ensure they are paid for all hours worked, non-exempt employees must:

1. Accurately record all hours worked.
2. Refrain from working "off the clock." That means not starting work before the recorded start of the workday or continuing to work after the recorded end of the workday.
3. Always punch or sign in and out for meal periods.
4. Never work overtime unless it is authorized. Regardless of authorization, however, all overtime hours worked must be recorded accurately and paid appropriately.
5. Never record time for other employees.
6. Never engage in conduct that misrepresents their own or others' hours actually worked.

Violation of any of these rules may result in disciplinary action, up to and including dismissal.

6.6 REPORTING PAY VIOLATIONS The Town's pay policies are designed to ensure that employees are properly compensated for their work, in accordance with applicable laws. In the event employees believe the Town's pay policies are not being followed, or that they are being asked to violate the Town's pay policies, they should immediately report their concerns to their department head, the Human Resources Director, or the Town Manager. The concerns shall be promptly addressed by management and resolved appropriately. (General payroll or paycheck inquiries should be addressed to the Payroll Department).

CHAPTER 7
LEAVE
5/01/16

- 7.1 GENERAL POLICY Leave is an authorized absence during regularly scheduled work hours that is approved by proper authority. Leave may be authorized with or without pay and shall be granted in accordance with the following guidelines on the basis of the work requirements of the departments and, whenever possible, the personal wishes of the employee.
- 7.2 PROCEDURE FOR REQUESTING LEAVE All leave other than holiday, sick, injury, disability or emergency leave must be requested and approved by the department head prior to the taking of leave. In the case of illness, injury, or emergencies, employees shall notify their supervisor prior to the time set for regularly scheduled working hours. Requests for leave without pay must be made in writing and approved by the Town Manager. An employee will not be paid for any absence from scheduled working hours unless the Town Manager, his/her designee or the department head approves such absence. Procedures for taking leave under the Family and Medical Leave Act (FMLA) are contained in Chapter 21 of this manual, below.
- 7.3 HOLIDAY LEAVE The Town of Hanover recognizes the following days as holidays:

New Year's Day	Labor Day
Martin Luther King, Jr. Day	Veteran's Day
Presidents' Day	Thanksgiving Day
Memorial Day	Christmas Day
Independence Day	

In addition, two (2) floating holidays to be designated by the Town Manager.

On days which are recognized as holidays, employees shall be excused from all duty not required, in the opinion of the Town Manager, to maintain essential services. The Municipal Building will be closed on all of the above holidays.

A. COMPENSATION Employees shall be entitled to the holidays designated above on the following terms:

1. Police Officers shall receive vacation days in lieu of holidays.
2. All regular employees shall receive holiday pay based upon the number of hours that normally would have been worked that day if the day had not been a holiday. Regular part-time employees will receive pro-rated holiday pay. Other employees (i.e., temporary or seasonal workers) are not eligible for holiday pay.

B. SATURDAY HOLIDAYS When any of the holidays above fall on a Saturday, the holiday will be observed on the preceding Friday.

C. SUNDAY HOLIDAYS When any of the holidays above fall on a Sunday, the following Monday will be a legal holiday.

D. WORK ON HOLIDAYS Full-time and regular part-time non-exempt (hourly paid) employees in departments other than police, who perform work on holidays, shall be paid at a rate of one and one-half (1½) times their regular hourly rate of pay for hours actually worked on the holiday, in addition to the amount to which they are entitled as holiday pay.

E. HOLIDAYS FALLING ON DAYS OFF If a holiday should fall on a regular, non-exempt employee's scheduled day off, the employee nonetheless shall be paid an extra day's pay for the holiday; or if an employee is eligible for compensatory time, he/she may, with the approval of his/her department head, take time off work equivalent to the holiday.

F. HOLIDAYS FALLING ON TUESDAYS OR THURSDAYS At the discretion of the Town Manager, if a holiday falls on a Tuesday or Thursday, employees may be given Monday or Friday off as a holiday instead, taking into consideration the best interests of the Town and the needs of particular departments.

7.4 VACATION LEAVE All regular non-exempt (hourly paid) employees shall accrue vacation time from the date of hire and shall be eligible for a leave with pay for the purpose of taking a vacation. Other employees are not eligible for paid vacation time. Salaried employees are eligible for earned time as specified in this chapter. (See Section 7.19, below).

A. ACCRUAL OF VACATION TIME

1. Regular full-time employees paid on an hourly basis shall accrue annual vacation leave according to the following schedule, beginning on the first day of employment:
 - a. Two (2) work weeks annually during the first five (5) years of continuous service.
 - b. Three (3) work weeks annually upon completion of five (5) years of continuous service.
 - c. Four (4) work weeks annually upon completion of ten (10) years of continuous service.
2. Absences cannot be charged against vacation leave that has not yet accrued.
3. Regular, part-time employees shall be granted vacation with pay on a pro-rated basis equivalent to the percentage of hours worked compared to the normal workweek of the department.
4. An additional day of vacation will be granted to a non-exempt employee who does not use sick leave in any four (4) month period beginning with the first day each month following use of a sick day or portion thereof.

B. USE OF VACATION LEAVE Vacation leave is allocated to employees for use as it is earned, and leave balances are recorded on employee paystubs. Vacation leave may be taken all at once, several days at a time, in parts of days, or accumulated and carried over into the following year.

C. VACATION TIME ACCUMULATION/CARRY-OVER Vacation time may be accumulated/carried over up to the following maximum amounts:

Employees with up to five (5) years of service may accumulate/carry over up to four (4) weeks of vacation leave (for example: 35 hr/wk employee = 140 hours; 40 hr/wk employee = 160 hrs).

Employees with six (6) to nine (9) years of service may accumulate/carry over up to six (6) weeks of vacation leave (for example: 35 hr/wk employee = 210 hours; 40 hr/wk employee = 240 hrs).

Employees with ten (10) years of service may accumulate/carry over up to eight (8) weeks of vacation leave (for example: 35 hr/wk employee = 280 hours; 40 hr/wk employee = 320 hrs).

All vacation time in excess of the maximum amounts listed above will be forfeited (“use it or lose it”). Exceptions may only be granted by specific written permission of the Town Manager after a written request is received from the employee with the written recommendation of the department head. Employees are strongly advised to take their vacation during the year in which it is earned.

D. VACATION SCHEDULING The department head will determine the annual vacation schedule, taking into consideration the best interest of the town, the particular needs of the department, and the desire of the employee. A conflict in scheduling vacation leave among several employees will be resolved by the department head on the basis of seniority, particular assignments of employees, and upcoming department workload.

E. VACATION LEAVE SETTLEMENT UPON TERMINATION OF EMPLOYMENT Employees who are eligible for vacation and whose employment is terminated for any reason shall be paid an amount equal to all currently accumulated vacation pay earned but not taken.

F. DEATH OF EMPLOYEE ELIGIBLE FOR VACATION Upon the death of an employee who is eligible for vacation, payment shall be made to the beneficiary as listed in the employee’s personnel file in an amount equal to their currently accumulated vacation pay.

G. VACATION AS SICK LEAVE Vacation time may be used by employees in addition to, or in lieu of sick leave with the approval of the Town Manager or his/her designee, and consistent with the Town’s Family and Medical Leave policy. (See Chapter 21, below).

H. SICKNESS WHILE ON VACATION With the approval of the Town Manager or his/her designee, an employee who becomes ill while on vacation may change those days when ill to sick leave.

7.5 SICK LEAVE POLICY All regular non-exempt (hourly paid) full time employees shall be eligible for sick leave with full pay at the rate of one and one-half (1½) days for each two (2) full months of continuous service. Sick leave for regular part time employees will be calculated on the percentage of hours worked compared to the normal workweek for the department. Other employees are not entitled to paid sick leave.

Sick leave shall be allowed only in the case of actual illness, injury or disability of the employee, or a member of the employee's immediate family, or for preventive care such as annual check-ups and the like.

IMMEDIATE FAMILY shall include the following family members: spouse or civil union partner, parent, child, sibling, step, foster, or adoptive child or other person living in the same household whose close association with the employee is equivalent to the family relationships listed above.

A non-exempt employee who does not utilize sick leave in any four (4) month period, beginning with the first day of each month following use of a sick day or portion thereof, shall be credited with one additional vacation day. Such vacation day shall be taken at a time mutually agreeable to the employee and the department head.

A. ACCUMULATION OF SICK LEAVE Earned sick leave is accumulated on a continuous basis. For employees hired on or before July 1, 2011, sick leave may be accumulated to a maximum of one hundred twenty (120) days (35 hr/wk employee = 840 hrs.; 40 hr/wk employee = 960 hrs.). For employees hired after July 1, 2011, sick leave may be accumulated to a maximum of eighty (80) days (35 hr/wk employee = 560 hrs.; 40 hr/wk employee = 640 hours). Sick leave shall not accrue to any employee who is not actively working for one full calendar month or more. However, sick leave shall continue to accumulate to any employee who is on injury leave, regardless of the length of the injury leave. Sick leave also shall continue to accrue to employees on approved leave pursuant to the Town's Family and Medical Leave Policy, for the duration of such approved leave. (See Chapter 21, below).

Sick leave time shall be posted on each employee's pay slip as earned, as in the case of vacation time. Sick leave will begin to accrue from the date of hire.

B. ADDITIONAL SICK LEAVE REQUEST If accumulated vacation, sick leave and FMLA leave have been, or are about to be, exhausted, an employee may make application in writing for donated sick leave as provided for in the Town's Sick Leave Donation Policy. (See Chapter 22, below).

C. REPORTING ABSENCE In order to receive compensation while on sick leave, the employee shall notify the supervisor as early as possible before the start of the regularly scheduled work day on the first day of absence.

D. PHYSICIAN'S CERTIFICATE For absences under this section, the department head or Town Manager may after seven (7) days of absence require the employee to provide evidence in the form of a physician's certificate showing the necessity for the absence and the expected duration, and/or a certificate showing the employee's fitness to return to duty.

Certificates shall be submitted to the Human Resources Department, and all personal health information contained therein kept confidential.

E. SICK LEAVE ABUSE An employee on sick leave who is absent from his/her home without sufficient reason at the time of a visit from a Town representative will have all sick leave benefits for the particular illness cancelled and the time lost will not be restored to the credit of the employee. The employee also may be subject to disciplinary action up to and including termination of employment.

F. SICK LEAVE SETTLEMENT UPON TERMINATION OF EMPLOYMENT

Employees employed by the town for less than twenty (20) continuous years, who have accrued sick leave credits and whose employment is terminated for any reason shall be paid one half of the actual amount of currently accrued sick leave. For employees employed by the town for more than twenty (20) continuous years, the following sick leave reimbursements shall apply:

1. employees employed 20 to 24 continuous years, sick leave reimbursement shall be 60% of sick leave accumulation.
2. employees employed 25 to 29 continuous years, sick leave reimbursement shall be 70% of sick leave accumulation.
3. employees employed 30 to 34 continuous years, sick leave reimbursement shall be 80% of sick leave accumulation.
4. employees employed 35 to 39 continuous years, sick leave reimbursement shall be 90% of sick leave accumulation.
5. employees employed 40 continuous years or more, sick leave reimbursement shall be 100% of sick leave accumulation.

G. DEATH OF EMPLOYEE ELIGIBLE FOR SICK LEAVE Upon the death of an employee who has currently accrued sick leave, payment shall be made to the beneficiary of the deceased employee in an amount as stipulated in Section 7.5 (F), above.

H. RECORDS OF ACCUMULATED SICK LEAVE The Town will maintain a record of all credits and debits to the sick leave account of each employee. The employee may inspect this record at any time.

7.6 ON-DUTY EMERGENCY LEAVE Employees will be allowed, without loss of pay, up to four hours of emergency leave to transport a member of their immediate family to a medical facility for emergency treatment, including childbirth. This section does not apply to non-emergency or scheduled appointments. Notice to the employee's shift supervisor is required, if practical.

7.7 DISABILITY LEAVE Disability leave, as distinguished from sick leave, shall mean leave given to an employee due to absence from duty caused by a non-job-related accident, injury

or disease including the period of temporary physical disability resulting from pregnancy, childbirth, or related medical conditions. Employees must provide a physician's certification of the need for disability leave and the expected duration when applying for income protection coverage under the Town's short or long-term disability plans. Employees also will be required to provide a fitness for duty physician's certification before the employee will be permitted to return to work from short or long-term disability.

A. COMPENSATION WHILE ON SICK OR DISABILITY LEAVE

1. Accumulated sick leave shall be used by the employee during the first thirty (30) consecutive days of disability leave.
2. Should any disability continue beyond thirty days, the employee will receive income protection coverage for sixty (60) percent of the employee's salary provided the employee has chosen Short Term Disability (STD) coverage under the Town's flexible benefits program.
3. Should any disability continue beyond ninety days, the employee will receive income protection coverage for sixty (60) percent of the employee's salary provided the employee has Long Term Disability (LTD) coverage under the Town's flexible benefits program and meets the eligibility criteria established by the Town's LTD insurance carrier.
4. At any time after thirty days disability, the employee may request that his/her accumulated sick and vacation leave be used to supplement STD income protection coverage, if elected. After all accumulated sick, vacation, and FMLA leave have been exhausted, employment may be terminated (subject to the Town's maternity leave and ADA policies). The employee will continue to be eligible for LTD benefits, however, provided that s/he meets the eligibility criteria established by the Town's LTD insurance carrier.

7.8 INJURY LEAVE Injury leave shall mean paid leave given to an employee due to absence from work caused by an accident, injury, or disease which occurs while performing, or as a result of having performed, the duties of their position. The Town shall comply with applicable workers' compensation law regarding the duration of injury leave. Employees are responsible for notifying their supervisor as soon as possible of any work-related injury. The supervisor is then responsible for seeing that a report of injury is filed with the Human Resources Department; that Department will then be responsible for filing the required state and insurance reports.

In the case of a slight injury that requires only "first aid," the employee and supervisor are still responsible for completing and filing an injury report with the Human Resources Department. If the injury later requires medical attention, the employee and supervisor must then notify the Human Resources Department immediately that it has become a medical claim.

A. COMPENSATION WHILE ON INJURY LEAVE

1. Employees shall receive the difference in pay between the amount of the employee's

Worker's Compensation payments, (60% of salary), and full pay, deducted proportionately from the employee's accumulated sick or vacation leave, for the duration of any injury suffered while in the performance of duty, or as a result of having performed his/her duties to the Town of Hanover, until such time as the employee has returned to work, the worker's compensation claim has been denied, the worker's compensation claim has been settled with the Town's insurance carrier, or been accepted by the New Hampshire Retirement System to receive Accidental Disability Retirement Pension.

2. Employees are required by law to promptly report an occupational injury or disease, even if deemed to be minor. Form No. 8aWCA, Notice of Accidental Injury or Occupational Disease, should be used for that purpose.
3. During the period of injury, the employer shall maintain regular payments into all medical and pension plans to ensure continued coverage for the employee and his/her dependents. However, it shall be the responsibility of the employee to arrange with the Administrative Services Department for payments into the flex benefits program for coverage for which the employee is normally responsible.
4. Seniority, vacation, sick leave benefits and pension credits shall be maintained for the duration of the time spent on such leave.
5. Supervisory employees of the Hanover Police Department and the Hanover Fire Department shall be compensated for injuries incurred in the line of duty at 100% of base salary for the duration of such injury, until such time as the employee has returned to work, the employee's worker's compensation claim has been denied, the worker's compensation claims has been settled with the Town's insurance carrier, or been accepted by the New Hampshire Retirement System to receive Accidental Disability Retirement Pension. The determination as to whether an injury occurred in the line of duty shall be made by the Police Chief or Fire Chief, depending on the department and employee involved, in consultation with the Town Manager. During the period the employee is receiving 100% of his/her salary, the employee shall pay to the Town all worker's compensation benefits. In the event the worker's compensation claim is denied, it shall be the responsibility of the employee to reimburse wages paid the employee by using sick, personal or vacation accumulations.

- 7.9 BEREAVEMENT LEAVE The purpose of bereavement leave is to enable an employee to take care of personal arrangements and problems caused by the death of an immediate member of his/her family and to relieve him or herself of the concern over the loss of earnings on the regularly scheduled work days immediately following the death.

The Town Manager shall grant, upon the request of a regular employee, up to five (5) working days bereavement leave, without loss of pay, upon the death of such employee's spouse or civil union partner, mother, father, child, brother, sister, father-in-law, mother-in-law, or other relative living in the immediate household. The Town Manager may grant bereavement leave upon the death of an individual whose close association with the employee is equivalent to the family relationships listed above.

7.10 COURT OR JURY LEAVE An employee summoned to jury duty or for any other required appearance before a court or other public body, not resulting from his/her own request or violation of the law, will be granted a leave of absence with pay for the required period necessary to perform this duty. An employee who receives a jury notice or subpoena to testify due to Town related matters should notify the department immediately.

A. An employee will receive his/her regular salary when called to serve on a jury or to appear before a court. An employee who receives compensation from the court will sign over the court pay to the Finance Department to receive his/her regular pay.

B. An employee, if subpoenaed to testify on a case relating to a Town matter, will receive overtime pay for time spent outside of his/her regular duty shift, including travel time.

7.11 PERSONAL LEAVE Personal leave with pay may be granted to regular employees, upon the approval of the department head, to conduct personal and/or family business or needs, which cannot be otherwise conducted during non-working days. Such leave may not be accrued from one fiscal year to the next and will not be paid out upon termination of employment for any reason.

A. Non-exempt employees shall be allowed two (2) days of personal leave in each fiscal year to be earned at the rate of one day for each six months of service, beginning from the date of hire.

B. Employees will be paid their normal rate of pay for each personal day or portion thereof taken.

7.12 ADMINISTRATIVE LEAVE FOR OFFICIAL ACTIVITIES The Town Manager may grant administrative leave with pay so that an employee may attend official meetings, official training courses or to participate in other official activities.

7.13 MILITARY LEAVE An employee entering the regular military service or military reserves will be provided a leave of absence without pay (except as provided below) as required by State and Federal law. Uniformed service includes active duty, active duty for training, inactive duty for training (such as drills), initial active duty for training, and examination to determine fitness to perform any such duty. If the employee's absence creates an undue hardship, the department head may contact military officials.

A. It is the employee's responsibility to:

1. Provide the department head with as much advanced notice of military service as possible, with the date(s) the employee is leaving for military service.
2. Provide written proof from military or selective service officials to the department head, including date of departure and length of service required.
3. Enter the military service directly from Town employment.

4. Submit a military pay voucher or military pay form to the department head, if needed, to confirm that the requested military service was performed and to document the pay difference required for compensation from the Town.
5. Submit a DD 214 form to confirm the dates of service following active duty.
6. Fulfill originally scheduled work obligations if military leave is cancelled for the date(s) requested.
7. For service of less than thirty-one (31) days, the service member must return at the beginning of the next regularly scheduled work period on the first full day after release from service, taking into account safe travel home plus an eight (8) hour rest period. For service of more than thirty (30) days but less than 181 days, the service member must submit an application for reemployment within fourteen (14) days of release from service.
8. For service of more than 180 days, an application for reemployment must be submitted within ninety (90) days of release from service. An employee's failure to fulfill these responsibilities may result in denial of the leave and/or disciplinary action.

B. An employee in the military reserve shall be paid the difference between compensation received while on reserve duty and regular compensation rates paid the employee by the department, provided that such payment by the department shall be limited to a period not to exceed two weeks for a total of fourteen (14) days in any twelve (12) month period and shall not include payment to members of the National Guard who may be mobilized during an emergency in the State. The Town may adjust an employee's weekly schedule (i.e., scheduled days off) in order to accommodate the employee's military reserve service.

Employees may, at their request, use accrued vacation time during an approved military leave.

See also the Town's Family and Medical Leave Policy, Chapter 21, below, as it relates to military leave.

7.14 LEAVE FOR MATERNITY REASONS Employees affected by pregnancy, childbirth, or related medical conditions shall be treated in the same manner as any employee affected by any other temporary disability (see disability leave policy above).

If an employee has exhausted all paid leave benefits (including paid sick and/or vacation time) and/or is otherwise ineligible for paid leave benefits, they are nonetheless permitted to take an unpaid leave of absence for the period of temporary physical disability resulting from pregnancy, childbirth, or related medical conditions.

When the employee is physically able to return to work, her original job or a comparable job will be available to her unless business necessity makes this impossible or unreasonable.

Upon return from leave, the employee will resume the same seniority, status and benefits held before the leave.

Employees also should speak with the Human Resources Department regarding potential short and long-term disability coverage for pregnancy, childbirth or related medical conditions and see the Town's Family and Medical Leave Policy, Chapter 21, below.

Nursing mothers who wish to express milk during the workday, should notify the Town Manager or Human Resources Director so that reasonable break time and a space can be provided for this purpose.

7.15 LEAVE FOR INTERSTATE FIRE CREWS Employees who are members of the New Hampshire Forest Fire Crew and who are called up to respond with the crew, will be allowed a leave period of two weeks duty time from the day following the call-up, limited to one call up per calendar year. Leave time shall be used from the employee's earned vacation and/or personal time or taken without pay.

7.16 EDUCATIONAL LEAVE The Town Manager may grant an employee a leave of absence without pay for a period up to two years for purposes of furthering his/her education, provided that such absence will not prejudice the Town's interests. For a request to be considered, the employee must provide the Town with a written request specifying his/her educational plans. Interim reports during the leave period may be required, and the Town may cancel or modify such leave if it determines the leave is being abused by the employee or if the Town's needs necessitate such action.

7.17 OTHER LEAVES OF ABSENCE WITHOUT PAY The Town Manager may grant an employee an unpaid leave of absence for a period not to exceed one (1) year, provided that the leave, in the Town Manager's opinion, would not prejudice the Town's interests. For a request to be considered, the employee must provide the Town with a written request, including a statement of reasons for the leave. This leave will only be available to those employees whose record of service to the Town has been exemplary. The Town may cancel or modify a leave if it determines the leave is being abused by the employee or if the Town's needs necessitate such action.

It shall be the responsibility of the employee, if the leave is granted, to make the necessary financial arrangements with the Finance Department in order to maintain and keep current the employee's benefits including, but not limited to, medical and/or dental insurance, retirement, disability, and life insurance.

At the end of a regularly approved leave without pay, the Town, unless business necessity dictates otherwise, will return the employee to the position held at the time leave was granted or to a comparable position, without the loss of seniority, status, or benefits held before the leave. An employee on leave who fails or refuses to report for work promptly at its expiration may be subject to disciplinary action up to, and including, dismissal.

7.18 CRIME VICTIM EMPLOYMENT LEAVE ACT The New Hampshire Crime Victim Employment Leave Act, N.H. RSA 275:61, became effective on January 1, 2006. The Town complies with this law.

A. DEFINITIONS:

1. "Crime" means an offense designated by law as a felony or a misdemeanor.
2. "Victim" means any person who suffers direct or threatened physical, emotional, psychological, or financial harm as a result of the commission or the attempted commission of a crime. "Victim" also includes the immediate family of any victim who is a minor or who is incompetent, or the immediate family of a homicide victim.
3. "Immediate family" means the father, mother, stepparent, child, stepchild, sibling, spouse, grandparent, or legal guardian of the victim; or any person involved in an intimate relationship and residing in the same household with the victim.

B. RIGHT TO LEAVE WORK: The Town will permit an employee who is a victim of a crime to leave work so that the employee may attend court, or other legal or investigative proceedings associated with the prosecution of the crime. This time will be considered an authorized unpaid leave of absence. The employee will not lose seniority while taking this leave.

C. SUBSTITUTION OF PAID LEAVE: The employee must substitute any accrued vacation leave, personal leave and/or sick leave for any part of the unpaid leave provided for under this policy.

D. NOTICE REQUIRED: Before taking leave under this policy, the employee must provide the department head with a copy of the notice of each scheduled hearing, conference, or meeting that is provided to the employee by the court or agency responsible for providing notice to the employee. The Town will maintain the confidentiality of any written documents or records submitted by the employee relative to the employee's request for leave under this policy.

E. LIMITATIONS ON LEAVE: The Town may limit the leave provided under this policy if the employee's leave creates an undue hardship to the Town's business.

F. NO DISCRIMINATION: The Town will not discharge, threaten, or otherwise discriminate against any employee regarding the employee's compensation, terms, conditions, location or privileges of employment because the employee has exercised his/her right to leave work as provided under this policy. Complaints of discrimination should immediately be brought to the attention of the Town Manager or the Human Resources Director. Complaints of discrimination will be investigated and, if appropriate, remedial action will be taken.

7.19 EARNED TIME - I

THIS SECTION APPLIES TO EMPLOYEES HIRED INTO SALARIED POSITIONS BEFORE APRIL 1, 2016. EMPLOYEES HIRED INTO SALARIED POSITIONS ON OR AFTER APRIL 1, 2016 SHOULD CONSULT SECTION 7.20 OF THIS CHAPTER, BELOW.

A. PURPOSE Earned time is an alternative approach to the traditional manner of covering absence for vacation, sick and personal days for employees exempt from the overtime provisions of the Fair Labor Standards Act (FLSA). Instead of dividing benefits into a specific number of days for each benefit, Earned Time puts these days together into a single benefit. Earned Time days shall be used to account for absences from work of one day or

more related to vacation, illness, medical and personal appointments, and personal leave, and are compensable in cash at the time of separation, subject to the limits specified below. Earned Time is available as soon as it is “earned.” The exact number of Earned Time days available each year will depend on the years of continuous service to the Town.

B. COVERAGE Applies to FLSA exempt (salaried) employees who are employed in regular full-time positions and who became salaried before April 1, 2016.

C. ACCRUAL RATES The accrual rates are as follows:

YEARS OF SERVICE	DAYS ACCRUED PER MONTH	ANNUAL DAYS
0 thru 5	2.8	34
5 thru 10	3.3	39
after 10	3.7	44

For the purpose of this section, years of service will be calculated from the most recent date of hire.

D. USAGE Earned Time may be used any time after being earned, including during an employee's initial evaluation period. Earned time may be used in full day increments of time only. Employees must document the number of days used each pay period for purposes of leave accountability.

Employees are encouraged to use Earned Time a minimum number of days per year for personal leave and vacation purposes. See schedule below:

YEARS OF SERVICE	MINIMUM USAGE PER YEAR
0 thru 5	15 days
5 thru 10	20 days
after 10	25 days

Absences cannot be charged against Earned Time not yet accrued, except in extraordinary circumstances, as determined and approved by the Town Manager.

E. SEPARATION Any unused Earned Time will be paid at the time of separation on the following schedule, based upon years of continuous service:

YEARS OF SERVICE	EARNED TIME REIMBURSEMENT
0 to 19	60%
20 to 24	70%
25 to 29	80%
30 to 34	90%
after 35	100%

F. CONVERSION TO EARNED TIME For employees reclassified to FLSA exempt (salaried) employment, accumulated Vacation, Sick, and Personal Leave will be converted into Earned Time at the rate of one (1) to one (1).

G. LIMITATIONS Employees are encouraged to use Earned Time as it is earned for the

purposes intended. Earned Time may not be accumulated/carried over in excess of 170 days. Employees who are reclassified into an FLSA exempt position with excess leave accumulations will have two (2) years from the date of their Earned Time conversion to use the excess leave accumulations and to come into compliance with the requirements under the Earned Time Policy.

7.20 EARNED TIME- II

THIS SECTION APPLIES TO EMPLOYEES HIRED INTO SALARIED POSITIONS ON OR AFTER APRIL 1, 2016. EMPLOYEES HIRED INTO SALARIED POSITIONS BEFORE APRIL 1, 2016 SHOULD CONSULT SECTION 7.19 OF THIS CHAPTER, ABOVE.

A. PURPOSE Earned time is an alternative approach to the traditional manner of covering absence for vacation, sick and personal days for employees exempt from the overtime provisions of the Fair Labor Standards Act (FLSA). Instead of dividing benefits into a specific number of days for each benefit, Earned Time puts these days together into a single benefit. Earned Time days shall be used to account for absences from work of one day or more related to vacation, illness, medical and personal appointments, and personal leave, and are compensable in cash at the time of separation, subject to the limits specified below.

B. COVERAGE Applies to FLSA exempt (salaried) employees who are employed in regular, benefits eligible positions and who became salaried on or after April 1, 2016.

C. ACCRUAL RATE Employees shall accrue Earned Time at a rate of 2.8 days per month or thirty-four (34) days annually. Earned Time will be added to the employee's accumulations on the first of each month.

D. USAGE Earned Time may be used any time after being earned, including during an employee's initial evaluation period. Earned days may be used in full day increments of time only. The employee must document the number of days used each payroll period for purposes of leave accountability.

Employees are encouraged to use no less than fifteen (15) days of Earned Time each year for vacation and personal leave purposes.

Absences cannot be charged against Earned Time not yet accrued, except in extraordinary circumstances, as determined and approved by the Town Manager.

E. SEPARATION All unused Earned Time will be paid at the time of separation on the following schedule:

YEARS OF SERVICE	EARNED TIME REIMBURSEMENT
0 to 19	60%
20 to 24	70%
25 to 29	80%
30 to 34	90%
After 35	100%

F. CONVERSION TO EARNED TIME For employees who are reclassified into an FLSA exempt (salaried) position, accumulated Vacation, Sick, and Personal Leave will be converted into Earned Time at the rate of one (1) to one (1).

G. LIMITATIONS Employees are encouraged to use Earned Time as it is earned for the purposes intended. Earned Time may not be accumulated in excess of ninety (90) days. Employees who are reclassified into an FLSA exempt position with excess leave accumulations will have two (2) years from the date of their Earned Time conversion to use the excess leave accumulations and to come into compliance with the requirements under the Earned Time Policy.

CHAPTER 8
RECRUITMENT, SELECTION AND
APPOINTMENT OF EMPLOYEES
5/01/16

8.1 RECRUITMENT AND SELECTION POLICIES In order to assure the Town provides a high quality of service to the public, the Town will hire from among the most qualified individuals available according to the following policies and procedures, with consideration given to present town employees, if equally qualified with other applicants.

A. RECRUITMENT POLICY

1. Except as specified by the Town's Promotion Policy, Chapter 10, Section 10.1, below, recruitment efforts and publicity will be directed to all appropriate sources of applicants in a geographical area as wide as necessary to attract an adequate number of qualified candidates and to assure open opportunity for the public to apply and be considered for employment by the Town on the basis of abilities and potentials.

B. SELECTION AND APPOINTMENT POLICIES Selection and appointment to all Town positions will be based solely upon job-related requirements and the applicant's demonstration that he/she possesses the skills, knowledge, abilities and other characteristics necessary for successful job performance and career development.

8.2 RECRUITMENT PROCEDURES

A. DEFINING THE JOB When a vacancy occurs, the head of the department, or other designated official, will review the job description and the grade for the position. Changes in the description will be reported to the Town Manager or the Human Resources Director, in accordance with the procedures provided in Section 4.2 of this manual. The Human Resources Director shall report any changes in job title, major job duties, or pay grade to the Town Manager.

B. ESTABLISHING THE QUALIFICATION REQUIREMENTS After defining the job, the department head or other designated official will determine the minimum qualification requirements for successful performance on the job, based on the job description as well as any other special requirements necessary for the specific position.

C. PUBLICIZING THE VACANCY

1. The Human Resources Department shall be responsible for advising the public of the Town's intention to fill the vacancy and to assure that all interested and qualified individuals, including current department and town employees, are informed of the position's title, the position's essential functions, salary range, the time, place and manner of making application, requirements or qualifications, the Town's status as an equal opportunity employer, and any other information which may be useful to applicants.

2. The methods of publicizing vacancies will vary depending upon the nature and requirements of the position being filled. The following methods are typical of those which the Town may use for recruitment: posting notices on public bulletin boards in Town offices, Town web site, advertising in professional or trade journals or websites, and in newspapers with local, regional, or statewide circulation.
3. To allow sufficient time for candidates to apply for the position, applications will be received for at least ten (10) days after the vacancy is initially publicized.

8.3 APPLICATION FOR EMPLOYMENT All candidates applying for employment in the Town must submit an official application for the position specified in the vacancy announcement prior to the close of business on the date specified in the vacancy announcement or advertisement. Each applicant shall sign the application and the signature shall certify the truth of all statements. Deliberate false, or misleading statements in attempting to secure employment will be grounds for rejecting an applicant and/or terminating employment when a false or misleading statement is discovered.

8.4 SELECTION PROCEDURES The Town's selection process will comply with all state and federal laws, including the requirements of the Americans with Disabilities Act. All qualification standards, employment tests and selection criteria will be job-related and consistent with business necessity. Reasonable accommodation will be made to the known physical or mental limitations of disabled individuals.

A. THE SELECTION PROCESS

1. The department head will review the applications of all candidates to determine whether each candidate meets the minimum requirements established for the position.
2. Qualified candidates will be interviewed and/or examined in accordance with the plan established for the position. Finalists may be re-interviewed, if necessary.
3. The department head will recommend for hire the candidate he/she determines to possess the strongest qualifications, skills, knowledge, abilities and other characteristics necessary for successful job performance and career development. The department head shall further recommend a start date for employment, and starting salary or hourly wage, in consultation with the Human Resources Director. Upon hire, the selected candidate's employment application, resume and any other application materials shall be made part of his/her personnel file. Physical exams or agility tests may be administered post conditional offer, if required for the position.

B. NOTIFICATION OF APPLICANTS ON SELECTION OR NON-SELECTION All candidates will be informed in a timely manner of their selection or non-selection for the position.

C. DOCUMENTING THE SELECTION PROCESS A record of the recruitment, including all job applications, shall be retained in accordance with New Hampshire municipal records retention laws.

8.5 METHOD OF APPOINTMENT All vacancies in classified positions shall be filled by regular appointment, (full or part time), temporary appointment, promotion, demotion or transfer. Only qualified candidates shall be recommended for appointment. The Town Manager shall approve appointments to all Town positions, except those that are elected positions, prior to filling the vacancy.

A. REGULAR APPOINTMENT A regular appointment indicates that an employee is to work for the Town in either a full or part time capacity on a regular and continuing basis. The salary shall be set according to the pay range of the classification level of the position.

B. REGULAR PART TIME APPOINTMENT The employee's salary shall be set according to the pay range of the classification level of the position and shall be paid on a pro rata basis.

C. TEMPORARY OR SEASONAL APPOINTMENT When a position in the Town service is limited in duration, such as for special projects, or requires the services of an individual on an irregular, intermittent or seasonal basis.

D. PHYSICAL EXAMINATIONS For positions where physical requirements constitute a bona fide occupational qualification, a medical examination may be required of a job applicant, only after a conditional job offer has been made, to assure that the individual is physically able to perform the duties of the position, with or without reasonable accommodations. Similarly, incumbents of such positions may be required to periodically take a physical examination to assure that they are still physically able to perform the duties of their position, with or without reasonable accommodations. When required, the physical examination shall be performed by a practicing physician appointed by the Town and acceptable to the individual concerned. The cost of such examination shall be borne by the Town. See also Chapter 20, Section 20.2 of this manual, below (Americans with Disabilities Act Policy).

E. DRUG AND ALCOHOL TESTING: Candidates for and employees in positions that require possession of a Commercial Driver's License shall be subject to drug and alcohol testing in accordance with federal regulations. The Town also may require pre-employment drug and alcohol testing of candidates for employment in other safety sensitive positions, provided that this shall occur only after a conditional job offer has been made. Safety sensitive positions are those involving hazardous tasks that, if performed improperly, could result in harm to self or others. Positions in the following departments are presently designated as safety sensitive, excluding administrative support staff:

Police Department
Fire Department
Department of Public Works

The Town may amend this list if positions are added or changed to include hazardous tasks.

F. CRIMINAL BACKGROUND CHECK: All candidates for employment, upon receiving a conditional job offer, shall be required to undergo a criminal background check. Such background checks shall be at Town expense and using agencies designated by the Town.

G. MOTOR VEHICLE BACKGROUND CHECK: All candidates who may be required to operate a motor vehicle while in the employ of the Town, upon receiving a conditional job offer, shall be required to authorize the release of their motor vehicle records to the Town. Such investigations shall be at Town expense using agencies designated by the Town.

H. ADDITIONAL TESTS AND INVESTIGATIONS The Town reserves the right to conduct such additional pre-employment testing and background investigations as it deems necessary, including, but not limited to credit history, psychological exams, polygraph tests, physical fitness, etc.

I. ORIENTATION Employee orientation should take place with the department head, or someone designated by department head, and the Human Resources Department within the first week of employment.

8.6 REVIEW BY THE TOWN MANAGER Any person who believes he/she was discriminated against on account of his/her race, color, religion, national origin, gender, age, sex (including pregnancy), marital status, genetic information, veteran status, physical or mental disability, sexual orientation, or other legally protected category or activity should request a review of the decision by the Town Manager.

CHAPTER 9
INITIAL EVALUATION PERIOD
7/01/17

9.1 INITIAL EVALUATION PERIOD

A. OBJECTIVE OF EVALUATION PERIOD The initial evaluation period or working test period shall be regarded as an integral part of the hiring process. It shall be utilized by supervisors and department heads for closely observing a new or promoted employee's work and conduct; for securing the most effective adjustment of a new employee to the position; and for rejecting any employee whose performance does not successfully fulfill the essential functions of the position. The initial evaluation period does not change the nature of the employment relationship. At-will employees remain employed at-will during and after the completion of the initial evaluation period.

B. DURATION OF EVALUATION PERIOD Every person newly appointed or or promoted shall be required to successfully complete a six-month initial evaluation period, which shall enable the department head to observe the employee's ability to perform the essential functions of the position, and to enable completion of certification, if applicable.

C. INITIAL EVALUATION PERIOD EXPIRATION At least ten (10) days prior to completion of the initial evaluation period, the department head will notify the Human Resources Department in writing that:

1. The employee's performance was satisfactory, and that the individual should be retained as a regular employee in his/her position and should be granted a step increase, or;
2. The employee's performance or conduct was unsatisfactory, and that his/her removal is proposed as of a recommended date. The department head will furnish reasons for the recommended removal, and may terminate the employee upon the Town Manager's approval, or;
3. An extension of the initial evaluation period is necessary for additional observation or completion of certification and the employee will continue in his/her position temporarily during the extension, if granted. The department head and/or Town Manager will determine whether to grant a step increase to the employee depending on the circumstances for extending the evaluation period. An extension of the evaluation period may not exceed three months. The Human Resources Department shall provide written notice of the employment decision to the employee.

D. CERTIFICATIONS Certain positions require certification as a condition of employment. When that certification cannot be completed within the regular evaluation period, the evaluation period may be extended until the appropriate certification has been received. However, the employee may receive a step increase at the completion of the initial evaluation period, but prior to successful completion of the certification process.

E. POLICE DEPARTMENT INITIAL EVALUATION: The initial evaluation period for newly hired and promoted police department employees, other than employees in administrative support positions, shall be one year. The Police Chief, in his discretion, may authorize a step increase after six months, in lieu of awarding this increase at the one-year

mark. Regardless, the initial evaluation period shall remain one year and must be successfully completed.

F. DISMISSAL OF AN EMPLOYEE During the initial evaluation period, an employee, like any other employee, is subject to dismissal at the discretion of the Town. During an initial evaluation period, an employee may not request review of his/her dismissal unless he/she feels the reason for it was based on discrimination because of race, color, religion, national origin, gender, age, sex (including pregnancy), marital status, genetic information, veteran status, physical or mental disability, sexual orientation, or other legally protected category or activity. In that case, the employee should request a review of his/her dismissal by the Human Resources Department.

CHAPTER 10
PROMOTION, DEMOTION, SEPARATION AND LAYOFF
5/01/16

- 10.1 PROMOTION POLICY The Town encourages employees to develop new skills, expand knowledge of their work, assume greater responsibilities and make known their qualifications for promotion to more difficult and responsible positions.
- A. Employees are encouraged to apply for a vacant position in any Town office or department for which the employee meets the minimum qualifications and which will afford a promotional opportunity.
- B. To assure that employees are afforded opportunities for promotion, vacancies ordinarily will be posted in the Town Office, on the Town website, and on departmental bulletin boards.
- C. Current employees are encouraged to apply for any vacancy for which they meet the requirements of the position, according to the procedures outlined in Chapter 8, above for all applicants.
- D. When a Town employee's qualifications are equal to those of outside applicants, the Town employee shall be given preference.
- E. Where a department head has identified one or more qualified candidates within his/her department for promotion to a vacant position, the department head may request approval from the Town Manager to fill the position by internal promotion. No such promotion shall occur without the Town Manager's prior approval. The selection and appointment of a candidate for internal promotion must be based on the criteria specified in the Town's Recruiting Policy, Chapter 8, Section 8.1 (B), above, and otherwise comply with the Town's Employment Policies, including but not limited to Chapter 20, Section 20.1, below, (Equal Employment Opportunity).
- 10.2 DEMOTION Placement in a lower grade position for which the employee is qualified may occur at the Town's discretion, for any of the following reasons:
- A. The employee would otherwise be laid off because his/her position is being abolished; the employee's position is reclassified to a lower grade; lack of work or funds; the return to work from authorized leave of another employee to such position, or the employee voluntarily requests demotion to a lower class.
- B. When an employee does not render satisfactory service in the position he/she holds.
- 10.3 SEPARATION Termination of employment through retirement, resignation, layoff, or dismissal.
- A. RETIREMENT Separation of employee in accordance with the provisions of retirement systems under which an employee is eligible to receive benefits.

1. Regular employees should notify the department head at least ninety (90) days in advance of the planned retirement date.
2. Management level employees should notify the Town Manager at least six (6) months in advance of the planned retirement date.

B. RESIGNATION Separation of an employee by his/her voluntary act. An employee may resign from the Town service in good standing by submitting in writing the reasons therefore, and the effective date to the department head at least fourteen (14) calendar days in advance. The department head may permit a shorter period of notice because of extenuating circumstances.

The resignation shall be forwarded to the Town Manager with a statement by the department head as to the resigned employee's service performance and pertinent information concerning the cause of resignation.

The Human Resources Department may, if practicable, conduct an exit interview with each employee who resigns and verify the employee's reasons for leaving. The Town Manager or department head shall notify the employee in writing as to the acceptance of the resignation and copies of the employee's letter of resignation and its acceptance will be placed in the employee's personnel file.

C. LAYOFF From time to time, it may be necessary for the Town to reduce its work force. This may occur, for example, because of lack of funds, lack of work or abolishment of positions. Layoff is an involuntary separation of an employee as a result of such action by the Town. With the advice of the department heads, the Town Manager will determine the classes or positions and the number of employees that will be affected by such a reduction in work force.

D. ORDER OF LAYOFF In the event that a reduction in force should be necessary, the order of layoff within each affected job classification shall be determined by type of appointment and past evaluation of work performance; that is, temporary employees will be laid off before regular employees and employees whose documented performance is only marginally adequate will be laid off before those whose performance has been more than adequate or consistently outstanding, as demonstrated by the annual performance evaluation. Employees to be affected by a reduction in force shall be given written notice by the Town Manager at least sixty (60) calendar days prior to the effective date of the action to be taken, the reasons therefore, and the effective date of the action, and the right to request a review of the decision pursuant to Chapter 14, below.

E. CALL BACK When the Town decides to increase its staff again, reinstatement within a job classification shall be in reverse order of layoff; that is, the employees laid off last shall be reinstated or rehired first. An employee who accepts layoff in lieu of a demotion shall not lose the opportunity to be rehired and reinstated as provided under this section.

F. OPPORTUNITY FOR REHIRE The opportunity to be rehired under subsection (E), above, shall last for a period of one year from date of layoff. It is understood that layoff under this section shall constitute a termination of employment with the Town in all respects, except for the opportunity to be rehired as provided.

G. REVIEW BY TOWN MANAGER Any employee adversely affected by a reduction in work force who believes he/she was improperly or unfairly treated may request review of the decision pursuant to Chapter 14, below. The Town Manager will review the Town's action and provide the employee with a written decision within ten days. The Town Manager's decision shall be final.

H. DISMISSAL The involuntary separation of an employee as a result of disciplinary action, inability to perform the essential functions of the position, or for other reasons at the discretion of the Town.

CHAPTER 11
PERFORMANCE EVALUATION
7/01/01

- 11.1 Performance reviews will be conducted on an annual basis, during the initial evaluation period for newly hired employees or employees who have been promoted, and/or at the completion of the initial evaluation period. Performance evaluations shall be completed by the supervisor or department head in each division and department and forwarded to the Human Resources Director.

CHAPTER 12
TRAINING AND CAREER DEVELOPMENT
7/01/01

- 12.1 PURPOSE It shall be the responsibility of the Town Manager and department heads to promote the training of employees for the purpose of improving the quality of services provided by the Town and aiding employees to equip themselves for career advancement in the Town.
- 12.2 ADMINISTRATION OF THE PROGRAM Each town department has an established departmental career development and training program, with allocated funds to be used for the training of employees.

A. TOWN MANAGER RESPONSIBILITIES

1. It is the responsibility of the Town Manager to review each department head's yearly requested budget for the training program and to approve reasonable requests within available funds.
2. The Human Resources Department will maintain records of approved training courses and records of all successfully completed courses and programs of all employees.
3. The Town Manager shall review and approve all requests for supervisory and management training for department heads and staff reporting directly to the Town Manager.

B. DEPARTMENT HEAD RESPONSIBILITIES

It is the department head's responsibility to prepare yearly, a proposed budget for the training program. Once approved, employee requests for the use of training monies to finance a course of study, workshop, etc., will be reviewed by the department head and approved on these bases:

1. The course or workshop is in the same or a closely related field to that of the employee, and it can be reasonably expected that completion of the training will directly improve the carrying out of regular duties. Training requests that are to improve performance of an employee's current duties are to be given highest priority.
2. Sufficient funds are available to cover costs of the study.
3. In the case of study that conflicts with the employee's work schedule, the employee can reasonably be spared from work for the duration of the study.
4. The course or workshop, while not expected to directly relate to performance of current duties, can be expected to improve the potential of the employee to be qualified for work of a higher classification level in Town service. Courses totally unrelated to the employee's occupational field or to Town service will not be approved.

5. A department head may request the Human Resources Department to review any training request for approval should the department head be unable to determine if the requested course is sufficiently related to the employee's work and/or the benefit to Town service.

12.3 IDENTIFYING TRAINING NEEDS

A. At the time of the annual performance evaluation, the supervisor and employee should discuss areas of interest to the employee, and areas where training is desirable for performance of the job, or where training is likely to develop additional skills for growth into other positions in Town service. Specific courses and training to be taken should then be identified, if possible.

B. Department heads should, through contact with the Human Resources Department and the public community, keep themselves apprised of training programs that may be of help or interest, both to themselves and to their employees, and should notify the Human Resources Department and/or employee as to appropriate courses.

CHAPTER 13
DISCIPLINARY ACTIONS
5/01/16

13.1 DISCIPLINE It is the responsibility of all employees to observe the policies and regulations of the Town of Hanover. Unless altered by contract, collective bargaining agreement, or statute, employment with the Town is at will, which means that the employee or the Town may end the employment relationship at any time, with or without cause. This policy is designed to give a general summary of some types of prohibited conduct that may lead to disciplinary action, up to and including termination (dismissal). The Town is not obligated to follow any particular steps prior to terminating employment. Termination will be the final action for employees who fail to respond to disciplinary actions and corrective action plans designed to improve their performance. Immediate termination without warning may be considered at the discretion of the Town.

A. DEPARTMENT HEAD RESPONSIBILITIES Department heads are responsible for the proper and efficient operation of their departments and for enforcing Town policies and regulations. Department heads are authorized to apply, with the approval of the Human Resources Department, such disciplinary measures as may be necessary.

B. TYPES OF DISCIPLINARY ACTION The type of disciplinary action taken will vary with the severity of the situation and may include the following measures: oral or written reprimand, suspension, and discharge. The choice of what discipline to apply in any particular case is solely the Town's. Consistent with New Hampshire law, employees who are exempt from overtime laws will not be suspended without pay for disciplinary purposes for periods less than a full workweek, unless the infraction involves a violation of safety rules of major significance.

C. REASONS FOR DISCIPLINARY ACTION From time to time, it may be necessary for the Town to invoke disciplinary action in instances of inappropriate conduct or conduct which interferes with, or threatens to obstruct, the effective and efficient performance of job duties and acceptable relations with the public. Although it would be impossible to forecast and list all those situations in which disciplinary action may be imposed, the following examples should be illustrative:

1. Violations of Town ordinances or State or Federal laws.
2. Violations of Town or department policies and/or regulations.
3. Misuse, misappropriation, negligence, or destruction of Town property or conversion of Town property to personal use or gain.
4. Frequent tardiness or absence from duty, or tardiness or absence from duty without prior approval, (subject to the Town's FMLA and ADA policies).
5. Failure or refusal to carry out an official order or the directions of a supervisor.
6. Use of intoxicating beverages, narcotics, drugs or other controlled substances on the job, on Town property, or in such a manner as to interfere with job performance or bring the Town into disrepute, (subject to the Town's ADA policy).

7. Conduct, including speech, that physically harms or threatens others or that is abusive to or disrespectful of other employees, contractors, citizens, or other persons involved with the Town.
8. Unauthorized possession of firearms, weapons, or dangerous substances while performing job duties or on Town premises.
9. Discrimination or unlawful harassment or retaliation.
10. Failure to adhere to established work schedule, (subject to the Town's FMLA and ADA policies).
11. Failure to be honest in communications with the Town and/or falsifying records or other documents.
12. Failure to act in a professional and cooperative manner while carrying out job duties.
13. Poor work performance including, but not limited to, neglect of duty, unacceptable work product, lack of efficiency or productivity.
14. Unsafe conduct at work including, but not limited to, fighting or starting a disturbance on the premises or while performing job duties and/or violating safety rules or practices or creating or contributing to unhealthful or unsanitary conditions.
15. Acting in conflict with the interests of the Town.
16. Failing to fully cooperate in any investigation;
17. Disclosing confidential information without authorization.
18. Use of the Town's accounts and/or discounts for personal use.
19. Fraud. Fraudulent activities include, but are not limited to the following:
 - a. Forgery or alteration of documents (e.g., checks, timesheets, purchase orders, etc.)
 - b. Misappropriation of funds, supplies, or any other asset;
 - c. Theft, disappearance or malicious destruction of any asset;
 - d. Improprieties in handling or reporting of money transactions.

The Town will investigate all reports of fraud regardless of position, job title, length of service, or relationship with the Town.

- 13.2 REPRIMAND PROCEDURE Where the department head has determined that a warning/reprimand is an appropriate disciplinary measure, either an oral or written reprimand may be issued. The reprimand, whether verbal or written must be put in writing for the personnel file, shall specify the issue or reason for the reprimand, a corrective action plan for remedying the issue (which may include a timeframe), and the consequences if the matter is not

remedied. The reprimand also may include an offer of assistance on the part of the department head in correcting the problem. Generally, discussions concerning discipline will be held in private so as to maintain confidentiality.

- 13.3 DISCIPLINARY PROBATION PROCEDURE The department head may place an employee on disciplinary probation for a period up to three (3) months. The employee will receive a written notice stating the reasons for the disciplinary probation and the effective starting and ending date of such action. At the expiration of the disciplinary probation period, the department head will notify the employee, in writing, that the probation has been lifted or that further disciplinary action will be taken. An employee on disciplinary probation, like all at-will employees, remains subject to dismissal at the discretion of the Town. Similarly, the lifting of disciplinary probation does not alter at-will employment status.
- 13.4 SUSPENSION PROCEDURES A suspension involves removing an employee from their respective assignment or job responsibilities, ordinarily without pay, for disciplinary reasons. A non-disciplinary administrative leave with pay also may be imposed for investigative purposes, or for the purposes of evaluating the possibility of terminating employment or developing an appropriate disciplinary or corrective action plan. At the discretion of the department head, and in consultation with the Human Resources Director, an employee may be placed on administrative leave or suspended without pay for a period not to exceed one (1) week. With the approval of the Town Manager, a department head may suspend an employee without pay for a period not to exceed two (2) weeks. The employee will receive a written notice stating the reasons for the suspension period and the effective date.
- 13.5 DISMISSAL PROCEDURES Dismissal shall be the final action for employees who fail to respond to disciplinary actions and corrective action plans designed to improve their performance, conduct or behavior. The Town may immediately dismiss an employee for certain offenses or circumstances which are of such seriousness as to warrant the bypassing of less severe types of disciplinary action. The department head may, with the approval of the Town Manager, dismiss an employee giving the employee written notice of the discharge and the effective date. A copy of the notice will also be given to the Human Resources Director.
- 13.6 REMOVAL OF DISCIPLINARY ACTION RECORD Records of disciplinary actions which have been in an employee's personnel file for five (5) years may be reviewed by the department head at the employee's request. Upon recommendation of the department head and approval of the Town Manager, such records may be removed from the file.
- 13.7 APPEAL OF DISCIPLINARY ACTION Employees may request an appeal of disciplinary action in writing to the Town Manager within five (5) workdays of initiation of suspension or termination. In the case of verbal and/or written warnings, employees may appeal to the Town Manager within three (3) workdays of the action. The Town Manager shall respond within five (5) workdays of receiving the appeal. The Town Manager's decision on the appeal shall be final. This policy does not create any additional legal rights or remedies or alter at-will employment status. Where employment is governed by a statute or collective bargaining agreement that provides for a different disciplinary and/or appeal process or procedure, such statute or agreement shall control.

If employees have questions or concerns regarding other issues, the Town maintains an open-door policy. Employees may raise questions or concerns with their department heads or the Town Manager.

CHAPTER 14
HANOVER'S OPEN-DOOR POLICY
8/01/17

14.1 TALKING THROUGH PROBLEMS Employees who are upset with some aspect of their job, feel they have not been treated fairly, or think a personnel policy or department regulation should be changed are encouraged to discuss their concerns with Town representatives. So as to provide for an orderly process of discussion, it is suggested that employees utilize the channels and sequence of steps set forth in this chapter. The Town will not tolerate any retaliation against any employee who raises a good faith concern regarding legal, ethical, or safety issues. In addition, the Town will not tolerate any retaliation against any employee who raise a good faith concern about fraud, abuse, or waste in the expenditure of public funds. This includes an employee's reasonable belief that there is a gross mismanagement or waste of public funds, property, or manpower, or evidence of an abuse of authority or a danger to the public health and safety.

14.2 PROCEDURES Unless special circumstances exist, employees should present concerns, problems and/or complaints according to the following procedures:

Step One: Generally, the employee should first discuss the issue informally with his/her immediate supervisor or work leader. Often, problems can be most readily addressed, and solved, at this level. If the nature of the issue would make initial communication with the immediate supervisor or work leader awkward, the employee may start the process at Step Two.

Step Two: If the concern has not been resolved to the employee's satisfaction after consultation with the immediate supervisor or work leader, he/she may discuss it with his/her department head or submit a written statement of his/her concern to the department head.

Step Three: If a resolution satisfactory to the employee has not been reached after consultation with the department head, the employee may ask the Town Manager, or his/her designee to review it. If the Town Manager decides to review the matter, he/she will provide a written response within a reasonable period of time. The Town Manager's decision will be dispositive.

14.3 APPLICABILITY OF THESE PROCEDURES Where there is a conflict between these procedures and a state law or department regulation, the law or regulation will be controlling. During the period of time an employee is pursuing a concern through this procedure, the decision or action by Town management which gave rise to the concern should be treated as fully effective and should be adhered to unless, and until, it is rescinded or modified. Where employment is governed by a statute or collective bargaining agreement that provides for a different grievance or dispute resolution process or procedure, such statute or agreement shall control.

14.4 RIGHTS OF APPLICANTS AND EMPLOYEES Applicants and employees who believe they have been discriminated against on account of their race, color, religion, national origin, sex (including pregnancy), age, physical or mental disability, marital status, sexual orientation, genetic information, or other non-job related factors or protected activity are strongly encouraged to notify the Human Resources Director and to refer to those sections of this manual addressed to Equal Opportunity and Harassment.

CHAPTER 15
CODE OF CONDUCT AND
CONFLICTS OF INTEREST
5/01/16

- 15.1 GENERAL CODE OF CONDUCT All employees of the Town of Hanover are expected to represent the Town to the public in a professional manner, which is courteous, efficient and helpful. Employees must maintain a clean and neat appearance, appropriate to their work assignment, as determined by their position and Department Head and in harmony with individual department policies. Since the proper working relationship between employees and the Town depends on each employee's on-going job performance, professional conduct, and behavior, the Town has established certain minimum standards of personal conduct for which all employees are accountable. Among the Town's expectations are: basic tact and courtesy towards the public and fellow employees; adherence to Town policies, procedures, safety rules and safe working practices; compliance with directions from supervisors; preserving and protecting the Town's equipment, grounds, facilities and resources; and, providing orderly and cost-efficient services to its citizens.
- 15.2 GENERAL CONFLICT OF INTEREST POLICY A Town employee is prohibited from engaging in any conduct which could reflect unfavorably upon Town service. Town employees must avoid any action which might result in, or create the impression of, using public office for private gain or giving preferential treatment to any person.
- 15.3 GIFTS AND GRATUITIES Employees are prohibited from directly or indirectly soliciting, accepting or receiving any gift, gratuity, favor, service, loan, or any other thing of value (hereinafter referred to collectively as a "gift") from any person whose interests are or might reasonably be affected by the employee's performance or non-performance of official duties or would otherwise reasonably create the appearance of impropriety. Any gift offered shall be returned to the donor with an expression of thanks and an explanation of this policy.

A gift for purposes of this section shall not include the following:

- Free admission to attend charitable events, if the purpose of such gift or admission is a courtesy customarily extended to all similarly situated Town employees.
- Gifts or loans from family members or members of the same household.
- Items of nominal value (no more than \$25) given to or exchanged by established friends and colleagues.
- Singular items of minimal value, such as beverages, pens or baked goods.

Employees are required to report any gift received from non-family or non-household members that exceeds five hundred dollars (\$500.00) in value to the Human Resources Director even though such gift was believed to be from a person whose interests are not or will not be affected by the employee's performance or nonperformance of official duties. Such reports shall remain confidential except under circumstances where it is believed that the policy has been violated. Employees are cautioned that repeated receipt of items of minimal value that create a reasonable expectation on behalf of the donor of reciprocal performance or non-performance of official duties can amount to a violation of this policy. If the employee has any doubts about the interpretation or potential applicability or of the

policy, they should seek prior guidance from the Human Resources Director or the Town Manager.

15.4 OUTSIDE EMPLOYMENT AND CONFLICTS OF INTEREST Any employee who engages in employment outside of his/her regular working hours shall be subject to call to perform his/her regular Town duties first. Employees shall not, directly or indirectly, engage in any outside employment or financial interest, which may conflict, in the Town's opinion, with the best interests of the Town or interfere with the employee's ability to perform his/her assigned Town job. Examples include, but are not limited to, outside employment which:

- A. Prevents the employee from being available for work beyond normal working hours, such as emergencies or peak work periods, when such availability is a regular part of the employee's job;
- B. Is conducted during the employee's work hours for the Town;
- C. Utilizes Town telephones, computers, supplies, or any other resources, facilities, or equipment;
- D. Is employment with a firm which has a contract with or does business with the Town; or
- E. May reasonably be perceived by members of the public as a conflict of interest or otherwise discredits public service.

15.5 EMPLOYMENT OF RELATIVES (NEPOTISM)

Nothing in the Town's equal employment opportunity policy is intended to be interpreted as preventing the Town from reasonably regulating nepotism for reasons of supervision, safety, security, morale or due to statutory requirements that place the employee in conflict with the law. The Town retains the right to:

- A. Refuse to place a spouse, civil union partner, or live-in significant other under the direct supervision of the other spouse or live-in significant other where such has the potential for creating an adverse effect on supervision, safety, security or due to statutory requirements that place the employee in conflict with the law.
- B. Refuse to place both spouses, civil union partners, or live-in significant others in the same department if there is the potential for creating an adverse affect on supervision, safety, security or morale.
- C. Refuse to hire other relatives into the same department where such has the potential for creating an adverse effect on supervision, safety, security, morale or involves potential conflicts of interest, unless there are no other equally qualified candidates and the Town Manager specifically authorizes an exception.

15.6 POLITICAL ACTIVITY

- A. GENERAL POLICY All employees of the Town shall be free and encouraged to exercise their rights as citizens, to cast their votes and express their opinions on all political

subjects. Town employees may participate in political or partisan activities of their choosing provided that Town resources and property are not utilized, and the activity does not adversely affect the responsibilities of the employees in their positions. Employees are free to fully exercise their constitutional First Amendment rights except as specified herein.

B. LIMITATIONS The provisions of the federal Hatch Act shall apply to those employees engaged in activities financed wholly or in part by grants from federal agencies; however, the following prohibitions will apply to all employees in order to assure that both employees and the public are protected against improper political activity in Town service:

1. Employees shall not use their official authority or influence for the purpose of interfering with or affecting the results of an election or nomination for office;
2. Employees shall not directly or indirectly attempt to coerce, advise or command other Town employees to pay, lend or contribute to a party, committee, organization or person for a political purpose.
3. Employees may not campaign on Town time or in a Town uniform or while representing the Town in any way. Employees may not allow others to use Town facilities or funds for political activities.
4. Employees who meet with or may be observed by the public or otherwise represent the Town to the public, while performing his/her regular duties, may not wear or display any button, badge, sticker, placard or poster relevant to any candidate or ballot issue during working hours. Employees shall not solicit, on Town property or Town time, for a contribution for a partisan political cause.

15.7 TELEPHONE USE Employees' personal calls on Town telephones shall be held to a minimum and be of short duration. Personal toll calls shall be made on the Town telephone only in extreme emergencies and only when the employee's personal (cell) phone is not available. Employee use of personal cell phones or email devices for personal purposes shall be kept to a minimum during work hours. Employees are prohibited from using any cell phone or texting device while driving a Town vehicle or driving any other vehicle during work hours.

15.8 CONTACT WITH THE NEWS MEDIA The Town Manager shall be responsible for all official contacts with the news media during working hours, including answering of questions from the media. The Town Manager may authorize a department head to respond to media inquiries relevant to his/her department and may designate either department heads or employees to give out procedural, factual, or historical information on particular subjects.

15.9 ROMANTIC RELATIONSHIPS IN THE WORKPLACE

A. OBJECTIVE The Town believes that a work environment where employees maintain clear boundaries between employee personal and business interactions is most effective for conducting business and enhancing productivity. Although this policy does not prevent the development of friendships or romantic relationships between co-workers, it does establish boundaries as to how relationships are conducted during working hours and within the working environment. Individuals in supervisory or managerial roles, and those with authority over others' terms and conditions of employment, are subject to more stringent

requirements under this policy due to their access to sensitive information and their ability to affect the terms and conditions of employment of individuals in subordinate positions. This policy does not preclude or interfere with the rights of employees protected by the New Hampshire Public Employee Labor Relations Act, or any other applicable law.

B. PROCEDURES

1. During working time and in working areas, employees are expected to conduct themselves in an appropriate workplace manner that does not interfere with others or with overall productivity.
2. During nonworking time, such as lunches, breaks, and before and after work periods, employees engaging in personal exchanges in nonwork areas should observe an appropriate workplace manner to avoid offending other workers or putting others in an uncomfortable position.
3. Employees are strictly prohibited from engaging in physical contact that would in any way be deemed inappropriate by a reasonable person while anywhere on Town premises, whether during working hours or not. Employees who allow personal relationships with co-workers to adversely affect the work environment may be subject to the appropriate provisions of the Town's disciplinary policy, including counseling for minor problems or issues. Failure to change behavior and maintain expected work responsibilities is viewed as a serious disciplinary matter.
4. Employee off-duty conduct is generally regarded as private, as long as such conduct does not create problems within the workplace, does not interfere with the employee's ability to represent the Town to the public in a professional manner. An exception to this principle, however, is romantic or sexual relationships between supervisors and subordinates. Supervisors, managers, department heads, or others in sensitive or influential positions with the Town must disclose the existence of a romantic or sexual relationship with another co-worker. Disclosure may be made to the immediate supervisor or the Human Resources Director. This disclosure will enable the Town to evaluate whether any conflict of interest exists because of the relative positions of the individuals involved.
5. When a conflict-of-interest problem or potential risk is identified, the Town will work with the parties involved to consider options for resolving the problem. The initial solution may be to make sure the parties no longer work together on matters where one is able to influence the other or take action for the other. Matters such as hiring, firing, promotions, performance management, compensation decisions and financial transactions are examples of situations that may require reallocation of duties to avoid any actual or perceived reward or disadvantage. In some cases, other measures may be necessary, such as transfer to other positions or departments.
6. If one or both parties refuse to accept a reasonable solution or offer of alternative position, if available, such refusal may result in termination of employment. Failure to cooperate with the Town to resolve a conflict or problem caused by a romantic or sexual relationship between co-workers or among managers, supervisors or others in positions of authority over another employee in a mutually agreeable fashion may

result in disciplinary action up to and including termination. The Town's disciplinary policy will be followed to ensure fairness and consistency before any such extreme measures are undertaken.

7. The provisions of this policy apply regardless of the sexual orientation of the parties involved. Where doubts exist as to the specific meaning of the terms used above, employees should make judgments on the basis of the overall spirit and intent of this policy.
8. Any concerns about the administration of this policy should be addressed to the Town Manager or Human Resources Director.

CHAPTER 16
RETIREMENT AND OTHER FRINGE BENEFITS
7/01/17

NOTE: The following is a summary of the benefits that are currently provided by the Town. If anything in this policy is inconsistent with any other Town insurance policy language, the insurance policy shall prevail. Employees must complete thirty (30) days of employment before being eligible for Town fringe benefits with the exception of retirement, which starts immediately. If employees have any questions regarding these benefits, they should contact their department head, the Human Resources Department, or the Town Manager.

16.1 RETIREMENT

A. NHRS Retirement benefits through the New Hampshire Retirement System are provided by the Town for regular full-time employees, the cost of which is shared jointly by the Town and the employee in amounts specified under state law. The employee's share of the cost is automatically deducted from his/her pay check each payroll period in accordance with State law. The benefits provided are as established by state law.

B. SUPPLEMENTAL RETIREMENT ACCOUNTS All regular full and part-time benefits-eligible employees may elect to enroll in a Town-sponsored supplemental retirement account, (aka "457 plan"), and contribute to these accounts via pre-tax payroll deductions, subject to annual limits as specified by federal law.

16.2 SOCIAL SECURITY Old Age and Survivor Benefits under the Federal Social Security Act are provided by the Town to all employees, except those who are participants in Group II of the New Hampshire Retirement System. Those employees contribute toward Medicare. The cost will be shared as specified by law. Employee deductions will be made in each payroll period in accordance with the law. Benefits shall be as established by federal legislation.

16.3 WORKER'S COMPENSATION Worker's Compensation insurance coverage is provided by the Town. The cost will be paid by the Town. Benefits shall be as established by State legislation and by Town policy. See Chapter 7, Section 7.8 (Injury Leave), above.

16.4 EMPLOYEE INSURANCE PROGRAM Since January 1, 1989 the Town has been providing a flexible benefit program to qualified employees with various options available (qualified employees are those employees who are regular employees working twenty (20) hours or more per week).

A. COBRA COVERAGE Under COBRA, (Consolidated Omnibus Budget Reconciliation Act of 1985), terminated employees must be allowed, and informed of their right to, continue for up to eighteen (18) months on the Town's group health and dental plans at their own cost. Whenever an insured employee becomes ineligible for continued participation, the benefits of that plan must remain available (to the employee, surviving spouse and dependents covered by the group plan) for thirty-nine (39) weeks, or until the recipient(s) becomes eligible for benefits under another group plan.

B. ELIGIBILITY New employees will be eligible for health insurance coverage and other flexible benefits on the first of the month following the completion of thirty (30) days of employment.

C. BENEFIT OPTIONS Prior to July 1, the beginning of the new flexible benefits plan year, all employees will have the opportunity to select their benefit options from those available for the next twelve (12) month period. Options available include, but are not limited to:

1. Health Insurance Plans, for employees and their families;
2. Dental Insurance Plan, for employees and their families;
3. Life Insurance;
4. Disability Insurance;
5. Employee Reimbursement Account options to set aside tax-free funds to be applied to (a) specific medical/dental expenditures not covered by medical or dental insurance; or (b) dependent care. Funds set aside must be used for expenses incurred in the course of the plan year.
6. Supplemental Insurance

D. EMPLOYEE COST SHARE Each employee will cost share health insurance coverage according to the following formula:

Employees with a gross base salary of less than \$45,000 will contribute 10.0% of the medical insurance premium;

Employees with a gross base salary of between \$45,001 and \$55,000 will contribute 12.0% of the medical insurance premium;

Employees with a gross base salary that is over \$55,000 will contribute 15.0% of the medical insurance premium; and

Salaried (FLSA exempt) employees with a gross base salary that is over \$87,000 shall contribute 17.0%.

Effective July 1, 2016 the Town will fund medical insurance by crediting the flex benefit account of each employee with an amount equal to the Town's proportionate share (cost share) of an Anthem Blue Cross/Blue Shield Access Blue New England 20 plan with CVS/Caremark R10/25/40 M10/40/70 prescription drug benefit, or comparable plan, based on family status and eligibility. The Town will pay a proportionate share of such coverage for regular part time employees who work twenty (20) or more hours per week based on the ratio of their hours worked to the normal workweek for their department.

Special pamphlets discuss various benefits available under the flexible benefits program, and employees should read these carefully to become familiar with the existing benefits,

conditions, restrictions and exclusions of each benefit selected. Employees should read their policy contracts carefully to become familiar with the existing benefit, conditions, restrictions, and exclusions of the agreement.

E. BENEFITS UPON RETIREMENT Employees who retire and are immediately eligible to receive retirement plan benefits from the New Hampshire Retirement System (NHRS) or are entitled to vested deferred retirement benefits through the NHRS, will be allowed to remain on the Town's group insurance plan at their own expense.

If upon termination of employment, a regular part-time employee is not eligible for immediate or vested deferred pension benefits through the NHRS, the individual will still qualify as a Retiree for group health plan coverage purposes if he/she either (i) is age sixty (60) or over at the time of termination, regardless of the term of employment, or (ii) is age fifty (50) or older at the time of retirement and has at least ten (10) years of employment with the Town. To qualify, or continue to qualify as a Retiree, the individual also must not be actively working twenty (20) hours or more per week for the Town or be covered under another employer sponsored group health plan.

F. OPT OUT Employees who are eligible for the flexible benefit plan but elect to not take health insurance shall receive 40% of the cost of the coverage for which they are eligible, subject to the following caps:

1. For employees hired after July 1, 2008, the Opt Out cash payment shall be capped at \$2500.00.
2. For employees hired on or before July 1, 2008 and who received an Opt Out cash payment as of July 1, 2011, the Opt Out cash payment shall be capped at \$6504.00.
3. For employees hired on or before July 1, 2008 and who opt out of the health insurance plan after July 1, 2011, the Opt Out cash payment shall be capped at \$5000.00.

16.5 UNIFORMS AND SPECIAL CLOTHING At the Town's determination, employees may be required to wear uniforms, protective gear or other types of special clothing; however, the Town will provide the uniform, protective gear, special clothing or a clothing allowance for those employees whose work requires that special clothing be worn. The Town reserves the right to determine what uniforms are to be worn, who will wear uniforms, what protective gear is required and how such gear will be worn or used.

The Town agrees that any item of personal clothing damaged or destroyed as the result of a job-related activity by the employee will be repaired or replaced at the expense of the employer. This provision includes, but is not restricted to, such items as glasses, contacts, watches, footwear and clothing.

16.6 TRANSPORTATION AND TRAVEL

A. The Town may provide cars or transportation for those employees whose work requires extensive or frequent travel. If an employee in the performance of his/her duties must travel, the employee will be reimbursed for transportation, if using a private vehicle, at the allowable federal rate per mile, as well as meals, lodging and incidental expenses if such

travel is authorized in advance by the department head and approved by the Town Manager.

B. Town vehicles are maintained and operated at Town expense and shall not be used for personal transportation or use; however, the Town Manager may grant an employee permission to commute between home and work in a Town vehicle, provided that mileage incurred for such commute shall not be reimbursable. In such cases, the Town vehicle shall not be used for any other personal transportation purposes.

16.7 AMBULANCE Any Town employee or dependent of a Town employee will receive ambulance service within the Hanover Fire Department Ambulance service area provided by the Hanover Fire Department Ambulance Service. The employee is responsible for submitting the bill to his/her insurance carrier. The Town of Hanover will pay for all uncovered costs, including the insurance deductible. The expense of the service will be charged to the employee's department budget.

CHAPTER 17
PERSONNEL RECORDS
7/01/01

17.1 PERSONNEL RECORDS The Human Resources Director shall be responsible for the maintenance of personnel records for each employee, including the original application for employment, the results of all tests and examinations taken to demonstrate qualifications, history of employment actions, current position classification and salary, performance evaluations, attendance and leave records, commendations, record of disciplinary actions, training records and any other records pertinent to the employee's service.

A. MAINTENANCE AND RETENTION OF RECORDS All personnel records shall be maintained on a current basis for each employee and shall be retained in accordance with applicable law.

B. EMPLOYEE'S ACCESS TO RECORDS Any employee, upon request to the Human Resources Department, may arrange to see any of his/her personnel records.

17.2 PERSONNEL ACTION FORMS Personnel action forms are used to ensure accurate maintenance of personnel records relative to leave, employment and personal status changes. Submission of these forms are to be made according to the following procedures:

A. Personnel Action forms indicating classification changes, step increases, appointment, completion of the initial evaluation period, dismissal, suspension, transfer or promotion normally should be initiated by the department head at least two (2) weeks prior to the effective date of such action and forwarded to the Human Resources Department.

B. Notification indicating changes in address, name, telephone number, marital status, dependents, etc., should be initiated by the employee and submitted to the department head two weeks prior to the effective date of such action or as soon as possible. The department head will then forward the forms to the Human Resources Department. Department heads should advise their subordinates to report such changes, as well as the acquisition of additional training or education, to assure proper maintenance of records and personnel files.

C. Notification indicating the retirement of regular, non-managerial employees should be initiated by the employee and submitted to the department head at least ninety (90) days in advance of the planned retirement date.

D. Notification indicating the retirement of regular, management level employees should be initiated by the employee and submitted to the Town Manager at least six (6) months in advance of the planned retirement date.

E. The Town Manager is to receive a copy of the written notification of the retirement of employees.

CHAPTER 18
SMOKING POLICY
7/01/01

- 18.1 BACKGROUND AND PURPOSE The U.S. Surgeon General has named smoking “Public Health Enemy #1” in light of its role as the leading cause of premature death and disability in our country. Research has shown that nonsmokers with chronic heart or lung disease can experience severe distress when exposed to sufficient concentrations of secondhand smoke. Many allergic individuals, and even the majority of healthy nonsmokers, report discomfort when exposed to secondhand smoke on the job. Furthermore, recent medical studies indicate that long-term exposure to involuntary smoking may increase nonsmokers’ risks of developing severe lung disease.

The Town of Hanover is committed to providing a healthy, comfortable and productive work environment for our employees. This goal can be achieved only through ongoing efforts to protect nonsmokers and to help employees adjust to restrictions on smoking. According to RSA 155:64 et seq. (Supplement 1993) (Indoor Smoking Act), smoking is prohibited in all enclosed places of public access and publicly owned buildings and offices, including work places.

- 18.2 SMOKING IS PROHIBITED THROUGHOUT ALL TOWN BUILDINGS AND VEHICLES An employee who willfully continues to smoke in a no-smoking area shall be subject to disciplinary action.

CHAPTER 19
[RESERVED FOR FUTURE USE]

CHAPTER 20
ANTI-HARASSMENT AND
NON-DISCRIMINATION
5/01/16

20.1 EQUAL EMPLOYMENT OPPORTUNITY POLICY The Town of Hanover is an equal opportunity employer. The Town employs, retains, promotes, terminates and otherwise treats all employees and job applicants on the basis of job-related qualifications and competence. These policies and employment practices shall be applied without regard to any individual's sex, race, color, religion, national origin, age, marital status, sexual orientation, veteran status, genetic information, or physical or mental disability.

20.2 AMERICANS WITH DISABILITIES ACT POLICY The Town is committed to providing equal employment opportunities to qualified individuals with disabilities, which includes providing reasonable accommodation to qualified applicants to allow them to perform essential job duties. In general, it is the responsibility of employees to notify their department heads of the need for an accommodation of any physical or mental disability, which substantially limits a major life activity.

When appropriate, the Town may need an employee's permission to obtain additional information from his/her physician or other medical or rehabilitation professionals to document a disability and to assist in assessing any functional limitations for which a reasonable accommodation may be needed. All medical information will be treated as confidential in accordance with the American with Disabilities Act (ADA).

The Town will take all requests for accommodations seriously and will promptly determine whether the employee is a qualified individual with a disability and whether a reasonable accommodation exists, which would allow the employee to perform the essential functions of the job without imposing an undue hardship on the Town or other employees.

20.3 LIFE THREATENING/COMMUNICABLE DISEASE POLICY Employees with life threatening illnesses or communicable diseases are treated the same as all other employees. They are permitted to continue working as long as they are able to maintain an acceptable level of performance and medical evidence shows they are not a threat to themselves or their co-workers. The Town will work to preserve the safety of all of its employees and reserves the right to reassign employees or take other job actions if a substantial and unusual safety risk to fellow Town employees or the public exists.

20.4 ANTI-HARASSMENT AND NON-DISCRIMINATION POLICY

A. OBJECTIVE The Town will not discriminate against any employee or applicant for employment because of race, color, sex, marital status, sexual orientation, national origin, religion, age, physical or mental disability, genetic information or veteran status, or any other characteristic protected by law.

B. DETAILS The Town has established the Complaint Procedures described in this section to address all types of discrimination complaints. Employees have the right to use these procedures without jeopardizing their current or prospective employment status.

The Town believes that each individual employed by us has the right to be free from illegal discrimination or harassment because of race, creed, color, religion, national origin, age, sex, marital status, sexual orientation, genetic information, or physical or mental disability or veteran status. All employees should be able to work in an environment free from all forms of discrimination, intimidation and harassment, including sexual harassment. All employees must treat each other with courtesy, consideration and professionalism.

To achieve our goal of providing a workplace free from sexual and other illegal harassment and discrimination, the conduct that is described in this policy will not be tolerated and we have provided a procedure by which inappropriate conduct will be dealt with. Where inappropriate conduct is found, we will act promptly to eliminate the conduct and impose such corrective actions as are necessary including disciplinary action or termination where appropriate.

Please note that while this policy sets forth our goals of promoting a workplace that is free of sexual or other illegal harassment, the policy is not designed or intended to limit the Town's authority to discipline or take remedial action for workplace conduct which we deem unacceptable, regardless of whether that conduct satisfies the definition of illegal or sexual harassment or discrimination.

C. DEFINITION OF SEXUAL AND OTHER ILLEGAL HARASSMENT Harassment refers to unreasonable conduct or behavior which is personally offensive or threatening, impairs morale, or interferes with the work effectiveness of employees. Examples of harassment include conduct or comments that threaten physical violence; offensive, unsolicited remarks; unwelcome gestures or physical contact, display or circulation of written materials, items or pictures degrading to any gender, racial, ethnic, religious, age, disability or other group listed above; and verbal abuse or insults about or directed at any employee, or group of employees because of their relationship in any of the groups listed above.

Sexual harassment includes unwelcome sexual advances, requests for sexual favors, and verbal or physical conduct of a sexual nature when:

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

Under these definitions, direct or implied requests by a supervisor for sexual favors in exchange for actual or promised job benefits such as favorable reviews, salary increases, promotions, increased benefits, or continued employment constitutes sexual harassment.

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

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

- Verbal: sexual innuendoes, racial or sexual epithets, derogatory slurs, off-color jokes, propositions, threats or suggestive or insulting sounds;
- Visual/Non-verbal: derogatory posters, cartoons, or drawings; suggestive objects or pictures; graphic commentaries; leering; or obscene gestures;
- Physical: unwanted physical contact including touching, interference with an individual's normal work movement or assault; and
- Retaliation: making or threatening reprisals as a result of a negative response to harassment.

Each employee must exercise his/her good judgment to avoid engaging in conduct that may be perceived by others as harassment.

Harassment can come from superiors, fellow employees, clients, visitors or vendors. Men as well as women can be victims of sexual or other harassment. It cannot be stressed enough that the Town will not tolerate any form of illegal discrimination or harassment. Violations of this policy, whether intended or not, will not be permitted.

All employees should take special note that retaliation against an individual who has complained about sexual or other harassment or discrimination, and retaliation against individuals for cooperating with an investigation of a sexual or other harassment or discrimination complaint is unlawful and will not be tolerated by the Town.

D. HARASSMENT/DISCRIMINATION COMPLAINT PROCEDURE Employees who feel they are being harassed or discriminated against or that they have observed harassment or discrimination are asked to follow these guidelines to help the Town remedy the problem. Harassment or discrimination by other employees or by clients or vendors should immediately be brought to the attention of the Town Manager or the Human Resources Director. These individuals are also available to discuss any questions or concerns employees may have and to provide information about the Town's policy on sexual or other illegal harassment and discrimination and related complaint procedures. Please do not allow an inappropriate situation to continue by not reporting it, regardless of who is creating the problem. No employee of this Town is exempt from this policy.

1. HARASSMENT/DISCRIMINATION INVESTIGATION When the Town receives a complaint of harassment or discrimination, the Town will promptly investigate the allegation. If, at any point in the process, a complaining employee is dissatisfied

with the investigation being conducted, the employee should bring it to the attention of the individuals listed above.

Complaints will be kept confidential to the extent consistent with our obligation to look into and remedy any harassment or discrimination. For most matters, the investigation will include an interview with the person filing the complaint, an interview with the person alleged to have committed the harassment, and to the extent necessary, interviews with co-employees or other witnesses. All employees are expected to be truthful, forthcoming and cooperative in connection with a complaint investigation.

Once the investigation is complete, the Town will, to the extent possible, inform the person filing the complaint and the person alleged to have committed the conduct of the results of the investigation.

If it is determined that inappropriate conduct occurred, the Town will act promptly to eliminate the offending conduct, and where it is appropriate, impose disciplinary action.

There may be instances when, depending upon the nature of the allegations of harassment or discrimination, an alleged wrongdoer will be placed on administrative leave, with pay, pending investigation. Administrative leave pending investigation should not be considered as a conclusion of wrongdoing.

2. DISCIPLINARY ACTION The Town will not condone, permit or tolerate unlawful harassment or discrimination in any manner whatsoever. Any employee who is found to have engaged in harassment or discrimination contrary to this policy will be subject to disciplinary action, up to and including suspension or termination, depending, among other things, on the nature of the conduct. As stated previously, this sexual and anti-harassment and discrimination policy is not designed or intended to limit our authority to discipline or take remedial action for workplace conduct which we deem unacceptable, regardless of whether that conduct satisfies the definition of illegal or sexual harassment or discrimination.

E. RETALIATION PROHIBITED The Town also prohibits any form of retaliation against any employee for filing a good faith complaint under this policy or for assisting in a complaint investigation. Anyone found to have engaged in such retaliation against a person who has registered a complaint under this policy or to have retaliated against anyone for assisting in the investigation of a complaint, will be subject to disciplinary action up to and including suspension or termination. Any employee who believes that he/she is being retaliated against should bring it to the attention of the Town Manager or Human Resources Director so that appropriate action may be taken.

CHAPTER 21
FAMILY AND MEDICAL LEAVE POLICY
5/01/16

- 21.1 PURPOSE The Town complies with the Federal Family and Medical Leave Act (FMLA) of 1993 and all applicable State laws related to family and medical leave. This means that, in cases where the law grants you more leave than our leave policies provide, the Town will give you the leave required by law.
- 21.2 ELIGIBILITY The FMLA provides up to twelve (12) weeks of unpaid, job-protected leave every 12 months to eligible employees for certain family and medical reasons. (Leave may, in some cases, be taken intermittently.) To be eligible, employees must have worked for the Town for at least one (1) year, and for 1250 hours over the previous twelve (12) months. Eligibility includes the requirement that there are at least fifty (50) employees working for the Town.
- 21.3 REASONS FOR TAKING LEAVE Eligible employees are entitled to FMLA leave for any of the following reasons:
- To care for a newborn, an adopted child or a foster child within a year of the child's arrival;
 - To care for a spouse, child, or parent who has a serious health condition;
 - For a serious health condition that makes the employee unable to perform the functions of his/her job;
 - Because of any qualifying exigency (as U.S. Department of Labor Regulations shall define that term) arising out of the fact that the spouse, or a son, daughter, or parent of the employee is on active duty (or has been notified of an impending call or order to active duty) in the Armed Forces in support of a contingency operation.
- 21.4 SERVICE MEMBER FAMILY LEAVE An eligible employee who is the spouse, son, daughter, parent, or next of kin of a covered service member who is recovering from a serious illness or injury sustained in the line of duty on active duty shall be entitled to a total of 26 workweeks of leave during a twelve (12) month period to care for the service member. The leave described in this paragraph shall only be available during a single twelve (12) month period. During this 12-month period, an eligible employee shall be entitled to a combined total of twenty-six (26) workweeks of leave (including any time taken because of any qualifying exigency arising out of the fact that the spouse, or a son, daughter, or parent of the employee is on active duty (or has been notified of an impending call or order to active duty) in the Armed Forces in support of a contingency operation).
- 21.5 NOTICE REQUIREMENTS Where the need for FMLA leave is foreseeable, the employee must provide notice of the need for leave to the Town not less than thirty (30) days before the leave is scheduled to begin. If the need for FMLA is not foreseeable (for example where a birth or placement of a child or a need for medical treatment requires leave to begin in less than thirty (30) days), the employee must provide notice as soon as practicable.

If the employee's need for leave is foreseeable based on planned medical treatment, a reasonable effort should be made to schedule the treatment so as not to disrupt unduly the operations of the Town, subject to the approval of the employee's health care provider.

- 21.6 CERTIFICATION The Town may require that employees provide a medical certification of the need for leave because of a serious health condition (whether their own or that of a child, spouse, parent's, or next of kin's) whenever the leave is expected to extend beyond five (5) consecutive working days or will involve intermittent or part time leave. Employees are required to provide such certification fifteen (15) calendar days, (if practicable), after the Town's request for such certification, and are required to provide the Town with thirty (30) days advance notice whenever a leave is foreseeable.

The Town requires that employees provide a medical certification of their ability to resume work after a FMLA leave for their own serious health condition that extends beyond ten (10) consecutive working days.

The Town may require that a request for leave due to military service be supported by appropriate certification if the FMLA regulations prescribe such certification.

- 21.7 SUBSTITUTION OF PAID LEAVE FOR FMLA LEAVE In the case of leave for the birth, foster placement, or adoption of a child, the serious health condition of a spouse, child or parent, or because of any qualifying exigency arising out of the fact that the spouse, or a son, daughter, or parent of the employee is on active duty (or has been notified of an impending call or order to active duty) in the Armed Forces in support of a contingency operation, an eligible employee may substitute any accrued sick leave, vacation leave and/or earned time for any part of the unpaid leave provided for under the FMLA. In the case of the employee's own serious health condition, an eligible employee may substitute any accrued sick leave, vacation leave and/or earned time for any part of the unpaid leave provided for under the FMLA. The substitution of paid leave time for unpaid leave time does not extend the 12-week leave period. Family/medical leave will run concurrently with other types of leave.

- 21.8 PERIODIC REPORTING: When employees take FMLA leave for more than two (2) weeks, the Town requires that they report to their department head at least every two weeks on their status and intent to return to work.

- 21.9 MEASURING 12 MONTH PERIOD FOR TAKING FMLA LEAVE For purposes of this policy the "twelve-month period" described in the FMLA will be measured forward from the date the employee's first FMLA leave begins. Accordingly, an employee is entitled to twelve weeks of leave during the year beginning on the first day he/she takes FMLA leave. The next 12-month period would begin on the first day on which an employee takes FMLA leave after the completion of any previous 12-month period.

- 21.10 CONTACT FOR ADDITIONAL INFORMATION The complete provisions of the FMLA are too lengthy to include in this policy. However, if employees have questions about the FMLA, they are advised to contact the Human Resources Department and to review any posted notices.

CHAPTER 22
SICK LEAVE DONATION POLICY
7/01/12

- 22.1 PURPOSE The purpose of this policy is to establish a sick leave donation program to provide benefits eligible employees, and non-probationary employees a more extensive sick leave plan to use in the event of a non-occupational catastrophic personal or immediate family illness, injury, or temporary disability. Catastrophic illness or injury is defined as an illness or injury that requires a leave of absence from work that is anticipated for at least 10 days.
- 22.2 DEFINITION: Immediate family is father, mother, spouse, son, daughter, ward, or person domiciled within the living unit.
- 22.3 ELIGIBILITY An employee requesting a donation of sick leave hours must (a) be eligible to accrue sick, vacation, or earned time, (b) have completed six (6) consecutive months of employment and successfully passed their probationary period, (c) have an absence due to a non-occupational, personal or immediate family illness or disability for which they have medical documentation (medical documentation must be provided at the time donations are requested and at anytime thereafter as required), and (d) have exhausted all sick leave and other all other accrued and annual leave hours. Forms for Sick Leave Donation (Receiver) are available from Human Resources.
- 22.4 ADMINISTRATION OF DONATED SICK LEAVE PROGRAM
- A. An employee may request the donation of sick leave within their department, within the same collective bargaining unit, and Town wide. Exempt and non-union employees may request the donation from non-union employees, exempt employees, employees within their department, and Town wide. The employee must meet all requirements of eligibility as listed in Section 22.3, above.
- B. An employee requesting the donation of sick leave must first submit a written request to the Human Resources Department including (a) a current medical statement with a diagnosis of the personal or immediate family member's illness and (b) an expected return date to work. If an employee is physically or mentally unable to make a request for sick leave donation, a family member or designee may file the request, with proper documentation, on the employee's behalf. At the time of the request, a Donated Sick Leave Review Committee will be formed, and will include one (1) person from the Human Resources Department., one (1) non-union Town employee, and one (1) union employee outside of the requesting employee's department. A representative from the requesting employee's department shall be allowed to serve in a non-voting advisory capacity to the Committee.
- C. An employee wishing to donate sick leave or other accrued leave to another employee must submit the donation of leave in writing to the Human Resources Department specifying how many days of sick leave they wish to donate and to whom they wish to donate this time. An employee can donate sick leave or other accrued leave in increments of full work day(s) only. Days are equivalent to the donor's normal work day (ex. seven hours., eight hours, or part time daily hours). Forms for Sick Leave Donation (Donor) are available from the Human Resources Department.

D. An employee donating leave days cannot donate an amount which will cause the donating employee's accumulated leave accrual balance to fall below the equivalent of two (2) full work weeks.

E. An employee's donated day will be computed based on a day for day basis (donor day will be equal to the same value).

F. The Accounting Dept. will reduce the accrued donated leave from the donor(s) on an as needed basis so that the accrued donations can be tracked and not taken from the donor until it has been used by the requesting employee. Therefore, only days that are used by the requestor will be subtracted from the appropriate accrued leave of the donor.

G. The role of the Town is to facilitate the administration of the sick leave donation program, not to encourage or discourage participation in the program, nor disseminate information about those employees in need of donations of time. The donation of sick or other accrued leave to an employee eligible to receive donated sick leave is completely voluntary by each employee and is up to his/her discretion whether to donate. A donor can choose to remain anonymous to the requester. No employee shall threaten, coerce, or attempt to threaten or coerce another employee for the purpose of interfering with rights involving leave donation, receipt of leave donation, or the use of donated leave.

H. Donated sick leave days do not count toward minimum usage requirements, nor will donations of sick leave be counted against the donor to affect the additional vacation day earned if sick time is not used during that four (4) month period. Donations may be made to more than one person.

22.5 USE OF DONATED SICK LEAVE An employee receiving donated sick leave will not accrue vacation/sick/personal or earned time for time paid to the employee with sick leave donated from others.

22.6 TERMINATION OF LEAVE

A. An employee's use of donated sick leave ends when one or more of the following occur: the employee returns to work; the medical documentation for the employee or immediate family member releases the employee to return to work; when the employee is eligible to apply for long term disability benefits, or if the Town of Hanover is not in control of issuing payroll checks, the employee terminates employment; or there are no more donations to the employee.

B. If an employee was granted donated leave and it was found the employee received such leave on the basis of misstated, erroneous, or false statements, the employee will be required to reimburse the donated leave and will be subject to disciplinary action.

CHAPTER 23
USE OF DRUGS AND
ALCOHOL PROHIBITED
5/01/16

23.1 CONTROLLED SUBSTANCES AND ALCOHOL PROHIBITED

- A. No employee shall be under the influence of any alcoholic beverage or controlled substance during working hours.
- B. It shall be the policy of the Town of Hanover that controlled substances or alcohol shall not be consumed during working hours, including lunch and breaks, by any employee.
- C. No employee shall consume any controlled substance or alcoholic beverage within any town building, town vehicle or prior to driving a Town vehicle.
- D. No employee shall consume any alcoholic beverage, ingest, or smoke-controlled substances upon any property owned, leased, or under the control of the Town at any time.

23.2 DRUG-FREE WORKPLACE POLICY

- A. The federal Drug-Free Workplace Act of 1988 requires the Town of Hanover to certify that it will provide a drug-free workplace. Unlawful manufacture, distribution, dispensation, possession, or use of a controlled substance is prohibited in Town workplaces. The Town will not condone criminal activity on its property, or on property under its direct control, and will take appropriate action up to and including terminating an employee or requiring him/her to participate in a drug abuse assistance or rehabilitation program. As a condition of employment, employees must abide by the terms of this prohibition and must notify the Town of any criminal drug statute conviction not later than five days after such conviction.
- B. The Town will impose disciplinary sanctions on employees who violate the above stated policy. Depending on the circumstances, these sanctions may range from a minimum of satisfactory participation in a rehabilitation program to a maximum of termination of employment. The Town will not protect individuals who have violated the law. Further, the Town will cooperate with law enforcement officials if a workplace investigation is necessary.

CHAPTER 24
WORKPLACE VIOLENCE PREVENTION
12/01/14

24.1 PURPOSE The Town of Hanover is committed to protecting the health and safety of all Town employees. Consistent with that commitment, the purpose of this policy is to help ensure that that all Town workplaces are free from violence. The Town shall maintain a zero-tolerance philosophy toward workplace violence, or the threat of violence, by any of its employees, the general public, and anyone who conducts business with the Town.

24.2 APPLICABILITY All departments and employees.

24.3 DEFINITION “Workplace violence” – All threats or acts of violence that occur in any Town work setting. These include, but are not limited to, threatened or actual acts of assault, intimidation or other violent acts by another Town employee, or any other person, against a Town employee or his/her property, or threats thereof, while the employee is at work, or which otherwise occur within the scope of employment.

Examples of workplace violence include, but are not limited to:

- A. Expressing an intent to hurt, destroy, or kill;
- B. Engaging in assaultive physical contact, including, but not limited to, hitting, kicking, spitting, pushing, throwing objects at, beating, squeezing, pinching, scratching, shooting, or stabbing another individual;
- C. Deliberately damaging another individual’s property, (e.g., slicing the tires or "keying" the paint of an employee’s vehicle).
- D. Using swear words or similarly disrespectful or abusive language as epithets, when such language is deliberately directed to one or more persons in the workplace and is specifically intended to threaten, intimidate, degrade, or humiliate the targeted individual(s).

24.4 ZERO TOLERANCE The Town will treat as serious and investigate every reported incident of workplace violence.

24.5 POLICY The Town is committed to providing employees with a safe work environment that is free from violence. Workplace violence prevention efforts shall include, but are not limited to:

- Distributing this policy to all current Town employees and to all newly hired employees at the time of hire;
- Providing up-to-date training to employees in best practices for reducing the risk of workplace violence, responding to incidents of violence if and when these occur, and maximizing personal safety during an incident;
- Informing all employees of their obligation to immediately report threats or acts of

workplace violence when these occur and ensuring that employees are familiar with the reporting procedures specified in this policy;

- Creating a work environment in which employees at all levels within the organization feel free to raise concerns about workplace violence with their superior(s), without fear of reprisal or retaliation.

A. INVESTIGATION In any case involving allegations of workplace violence by a Town employee, the Town shall ascertain the facts by conducting an appropriately thorough investigation. Any discipline imposed shall be consistent with Chapter 13 of the Town's Employment Policies, above, and applicable collective bargaining agreements.

B. NO RETALIATION An employee reporting an act of workplace violence, or assisting, testifying or participating in the investigation of the alleged incident shall not be subject to any adverse employment action unless it is determined the employee is culpable for the incident(s) in question or deliberately made false statements.

C. SUPERVISOR RESPONSIBILITIES All supervisors (including managers, department heads, and others serving in a supervisory or managerial capacity) shall take reasonable steps to reduce the likelihood of workplace violence. These steps include, but are not limited to the following:

1. Refraining from participation in, or encouragement of violent behavior, as defined by this policy;
2. Monitoring the work environment for signs that a violent work situation may be developing or occurring;
3. Ensuring that employees understand the types of behavior prohibited, and the procedures for reporting and resolving complaints of workplace violence;
4. Intervening, if possible, to stop violent behavior, provided that it is safe to do so;
5. Reporting violent behavior, as well as any concerns about potential violence to department leaders and the Human Resources Department;

D. EMPLOYEE RESPONSIBILITIES Each employee of the Town is responsible for assisting in the prevention of workplace violence as follows:

1. Refraining from participation in, or encouragement of violent behavior;
2. Reporting any incident(s) of violent behavior to any department supervisor or manager (regardless of whether the supervisor or manager is in the employee's chain of command);
3. Reporting any retaliation, either during the investigation or after the resolution of allegations of workplace violence, to the Human Resources Department or the Town Manager's Office.

24.6 PROCEDURES

A. REPORTING Any incident of workplace violence, whether the incident is committed by another employee or an external individual such as a customer, vendor, or citizen, shall be reported verbally (in person or by phone) to a departmental supervisor, manager or department head, and also to the Human Resources Department as soon as it is feasible to do so.

B. EMERGENCY In the event of an emergency situation, any employee, supervisor, manager, or department head who can safely do so shall immediately call 9-1-1. All employees shall abide by the instructions of responding public safety personnel (police, fire and dispatch).

CHAPTER 25
COMPUTER SOFTWARE, HARDWARE AND COMMUNICATIONS POLICY
11/20/06

- 25.1 PURPOSE The Town of Hanover provides computers, printers, email, voice mail and facsimile communications equipment as essential tools to support the Town's business objectives. It is the responsibility of every employee to ensure that this technology is used appropriately and primarily for business purposes and in a manner that does not compromise confidentiality.
- 25.2 SCOPE OF POLICY This policy describes the proper use of the computer systems for the employees/computer users of The Town of Hanover. These systems include internal databases, an "Intranet", Internet access and internal and external e-mail. This document details employees' responsibilities in using these computer systems and discusses related issues such as copyright considerations and harassment Issues.
- 25.3 GENERAL STATUS The Town of Hanover provides computer hardware and software at its expense and intends for it to be used only for business related transactions and communications.

As a result, employees have no expectation of privacy regarding files in their PCs, sites they visit on the Internet, or the content of their e-mail. The Town of Hanover and the IT staff have the right, but not the duty, to review these files, including e-mail, and to monitor Internet access to ensure that usage of these systems is in accordance with the guidelines set forth below.

By using these systems, employees recognize that they have waived any rights to privacy in email messages or files that they may download.

Daily care and maintenance of computer or telecommunications equipment is the responsibility of the employee. This includes preventing the equipment from exposure to extreme temperatures, magnets, dust, smoke, food and drink, etc.

- 25.4 SOFTWARE AND HARDWARE Any new software or hardware must be approved by the Town and the Information and Technology Director. All installations and modifications must be authorized by the Information and Technology Director. Location of Software and Hardware will be determined by the IT staff. Software developed by or for the Town cannot be sold or given to anyone without written consent by the Town. Copying any software licensed to the Town is prohibited.
- 25.5 USE OF SYSTEMS The Town of Hanover computer systems may not be used for certain activities, which fall outside purely business use. Examples of inappropriate use include, but are not limited to:
- Personal for-profit activities
 - Personal political activities
 - Illegal activities such as gambling

- Religious activities
- Unauthorized access to other systems
- Deliberate damage to or alteration of another user's files
- Revealing your or another user's login name and/or password to others
- Using another user's name or password to gain access to an internal or external system
- Harassment of an individual or group of people
- Creation or transmission of material that denigrates or discriminates against an individual or group
- Printing of non-town related or personal materials
- Printing, displaying, downloading or sending sexually explicit images, messages or jokes
- Use of the Internet that interrupts or disrupts our network users, services, or equipment
- Use of Web-based Email other than what is provided in order to check town email accounts
- Introducing software, viruses, worms or other programs for the purpose of destroying stored data

25.6 E-MAIL In general, employees should not put anything into an e-mail that they would not put into a letter. Since e-mail messages are easily redistributed electronically, and may be printed and distributed in hard copy, one should not assume that any e-mail is or will remain confidential.

The following guidelines should be followed when using the e-mail system:

- Anonymous e-mail is prohibited
- Avoid large attachments
- Do not open mis-addressed e-mail
- Transmit confidential information only to those individuals authorized to receive it
- Do not send or re-send inappropriate messages as defined above under inappropriate activities.
- Do not sign up for "list servs" unrelated to work activities
- Use of Web-based Email other than what is provided in order to check town email accounts is prohibited.

25.7 TOWN PROPERTY All email and voice mail correspondence in the communications systems is the property of the Town regardless of where it originated.

- A. Employee email and voice mail communications are not considered private, despite any such designations either by the sender or the recipient.
- B. The Town, at its discretion, reserves the right to monitor, log, record, retain, and examine for any purpose the contents of its communications system, including email, voice mail and facsimiles, as well as employee's mailboxes and related material and information.
- C. The Town reserves the right to disclose the contents of any such material for any purpose and to any person as the Town deems appropriate or desirable.

D. The existence of passwords and “message delete” functions do not restrict or eliminate the Town’s ability or right to access electronic communications. Deleted messages may be recovered and reviewed.

E. Employees who use their own equipment to connect to the Town from outside the Town premises or from home should know that any communications that are delivered or sent through the Town communications system may leave copies behind on the Town system, which are not private, and are subject to all of the terms and provisions of the policy statement.

NOTE: Equipment not owned by the Town of Hanover is **NOT** to be connected to the town’s networks and/or computers without explicit permission from the town’s IT staff.

25.8 **ACCESS** Employees shall not share passwords or provide email/voice mail access to an unauthorized user or access another user’s email/voice mail without authorization. Employees shall not post, display or make easily available any systems access information, including, but not limited to, passwords, host names, addresses, etc. Employees shall not leave files, sessions, or connections open, unattended or otherwise available. Employees shall make their passwords known and available to the Information and Technology Director.

A. In order to preserve limited resources, old emails, voice mails, files, directories, folders, etc., should be deleted when appropriate.

B. The Town’s network, including its connection to the Internet, is to be used primarily for business and work-related matters. Unauthorized use of the Internet is strictly prohibited. Unauthorized use includes, but is not limited to:

1. Unauthorized entry or attempted unauthorized entry into other computer systems or areas of the Town’s computer systems that a user is not authorized to view.
2. Attempting to disable or compromise the security of information contained on Town computers.
3. Intentionally introducing a virus or other mischievous software onto any Town computer.
4. Accessing, downloading, posting or printing pornographic or sexually explicit material.
5. Internet access may not be used to solicit or proselytize for commercial ventures, religious causes, political causes, outside organizations, or other non-job-related solicitations.
6. Internet access is not to be used to send or receive offensive or disruptive information. Among those which are considered offensive is information or images

which contain sexual implications, racial slurs, gender-specific comments, or any other comment or image that offensively addresses someone's age, sexual orientation, religious beliefs, political beliefs, national origin, or disability.

7. Internet access shall not be used to send (upload) or receive (download) copyrighted materials, trade secrets, proprietary information, or similar materials without prior authorization.
8. Internet access should not be used for "streaming" downloads such as movies, radio stations or other broadcasts.
9. The installation of game software on Town of Hanover PC's and network servers is prohibited as a matter of Town of Hanover policy.

C. Because postings placed on the Internet may display the Town's address, make certain before posting information on the Internet that the information reflects the standards and policies of the Town. Under no circumstances shall information of a confidential or sensitive nature be placed on the Internet except as specifically authorized by the Town.

D. All files downloaded from the Internet must be checked for possible computer viruses. If uncertain whether virus-checking software is current, please check with the Information and Technology Director.

25.9 DISCIPLINE Any violation of this policy may result in disciplinary action up to, and including, immediate termination of employment.

CHAPTER 26
USE AND TAXATION OF TOWN VEHICLES
7/01/07

26.1 USE AND TAXATION OF TOWN VEHICLES

A. PURPOSE The Town of Hanover may provide a qualified non-personal use vehicle for eligible employees. A qualified non-personal use vehicle is a vehicle the employee is not likely to use more than minimally for personal purposes because of its design.

B. COVERAGE Personal use is defined as all use that is not for the employee's trade or business. This policy shall apply where:

1. A Town-owned vehicle is provided for general use by one or more employees;
2. The Town requires the employee to commute to or from work in the vehicle, and authorizes only de minimis personal use, such as a stop for a personal errand between business and the employee's home;
3. The Town reasonably believes the employee does not operate the Town-owned vehicle for any purposes other than commuting; and
4. The Town accounts for the commute by including the value of the benefit in the employee's gross pay;

C. PROCEDURE The employee will submit a Commuting Valuation Rule Employee Use Statement (form) each week to Payroll, validating the weekly use of the Vehicle for tax reporting purposes, consistent with IRS requirements. This form is available from the Payroll office.

Chapter 27
Safety Policy
5/01/18

27.1 POLICY STATEMENT

The Town of Hanover values the health and safety of every employee and intends to provide a safe and healthful workplace. Work-related accidents cause untold suffering and financial loss to our employees and their families. In pledging full support for our employees' health and safety, the Town recognizes and commits to the following:

- That preventing accidents and protecting our employees from undue risk of harm are guiding principles.
- That our employees' safety and health are critical considerations in all operational decisions.
- That safe working conditions and methods are of prime importance in all Town departments and work settings.
- That we comply with all safety laws and regulations.
- That we welcome feedback from all Town employees on matters of occupational safety and health.
- That we require employees to follow all safety rules, take no unnecessary chances, use all safety guards and equipment, and make safety an integral part of their daily work lives.

Town employees, regardless of position, have a responsibility to themselves, their families, their co-workers, and the community to understand and follow all established safety practices and policies and abide by applicable laws and regulations. Employees must be alert in detecting and taking steps to remedy potentially hazardous conditions. Above all, we must exercise concern for others to help ensure everyone's safety and well-being.

27.2 JOINT LOSS MANAGEMENT COMMITTEE

A Joint Loss Management Committee is established and shall be comprised of representatives from the various town departments and management. The purpose of the committee shall be to research, study, and review matters, and develop recommendations pertaining to safety and health issues. Recommendations are to be submitted to the Town Manager for further consideration and possible action. The committee will hold regularly scheduled meetings and may hold special meetings whenever necessary. Written minutes of each meeting shall be made available to all committee members and town administrators. Any implementation of the recommendations of the Joint Loss Management Committee will be subject to the availability of appropriated funds.

27.3 GENERAL SAFETY REQUIREMENTS

A. SEAT BELTS All Town employees are required to wear seat belts while operating or riding in any vehicle while on Town business. This applies to Town and personally owned vehicles, as well as the vehicles owned by others. In addition, passengers in vehicles operated by Town employees while on Town business are required to wear seat belts. This requirement shall not apply in the case of vehicles in which the manufacturer has not installed seat belts. Employees shall not disengage or disarm automatic seat belt systems or alarms. Employees found to be violating this policy may be subject to disciplinary action.

B. SAFETY GEAR Employees may be required to wear safety gear, i.e. vests while directing traffic, ballistic vests, helmets, protective eye wear, chaps while using chainsaws, etc., in the regular performance of their duties.

C. VACCINATIONS The Town requires and pays for Hepatitis B vaccinations for all employees exposed to wastewater, blood, or other bodily fluids in the course of performing their job duties. See Chapter 31, below, (“Exposure Control”).

D. DRIVER’S LICENSE REQUIREMENTS As part of the requirements for certain Town positions, employees may be required to hold a driver’s license valid in the State of New Hampshire for the type(s) of vehicle(s) operated. If an employee’s license is revoked, suspended or lost, or is in any other way not current, valid, and in the employee’s possession, the employee shall promptly notify his/her Department Head and will be immediately relieved of driving duties. The employee may not resume driving until proof of a valid, current license is provided to his/her Department Head. Also, the employee may be subject to disciplinary action up to and including termination, depending on the circumstances and duration of the license suspension, revocation or other inability to drive and the extent to which the employee is required to drive to perform the major job duties of his/her position.

E. UNUSUAL WEATHER CONDITIONS During times of inclement weather or natural disaster, it is essential that the Town continue to provide vital public services. Therefore, it is expected that employees make every reasonable effort to report to work without endangering their personal safety. An employee who is unable to get to work or chooses to leave work early because of unusual weather conditions may charge the time missed to available earned time, vacation, personal, or comp. time accruals. The employee shall advise their supervisor by phone, as in any other case of late arrival or absence. Public Works, Public Safety, and other employees specifically tasked with providing essential municipal services during inclement weather or natural disaster are normally expected to report to work as scheduled, except in the case of illness or a bona fide emergency.

27.3 HOUSEKEEPING (WORK AND STORAGE AREAS)

A. EMPLOYER RESPONSIBILITIES

1. Monitor the condition of floor surfaces in the workplace for hazardous conditions such as protruding nails, splinters, loose boards, holes, and projections.
2. Repair damaged floor surfaces that present a hazard to workers in timely fashion.
3. Ensure that permanent aisles and passageways are appropriately marked.
4. In wet processes, assure maintenance or drainage or provide false floors, platforms, mats or other dry standing places when practical to reduce slip and fall potential.
5. Ensure that employees are trained in proper housekeeping procedures of all areas of the workplace.

B. EMPLOYEE RESPONSIBILITIES

1. Monitor the condition of floor surfaces in the workplace for hazardous conditions such as protruding nails, splinters, loose boards, holes, and projections.
2. Report hazardous conditions to supervisor for repair.
3. Store materials and/or tools and equipment so it will not present a hazard.
4. Dispose of trash at frequent intervals as established by the employer.
5. Appropriately dispose of combustible materials at the end of each shift.
6. Remove scrap with protruding nails and other debris from the work area immediately.

C. SHARED RESPONSIBILITIES

1. Spills shall be cleaned up in a timely fashion. When necessary, warning signs must be put up in a spill area to warn employees.
2. Debris, scrap or other waste shall be disposed of properly and not kept in the work area.
3. Work areas and storage facilities shall be kept in clean, neat, and orderly condition.
4. All aisles, stairways, corridors, exits and access ways shall be kept free of obstructions at all times.

5. Tools, equipment, vehicles and machinery are to be maintained in a clean and safe condition.
6. Electrical service boxes should be kept closed and clear of clothing items, rags, etc.
7. Extension cords and drop lights shall be of an approved type and should not run across aisles or through water or oil. These should be inspected for kinks, worn insulation and/or exposed wire before each use.
8. Electrical fuses or circuit breakers that blow or trip frequently are indications of an overload or short. Report this condition to the appropriate manager or department head.
9. All chemicals, solvents fuels shall be clearly marked on the container.

27.5 USE OF TOWN VEHICLES

- A. Employees are prohibited from transporting friends, family members, acquaintances, or pets in Town vehicles while on Town business. This prohibition does not apply to Town employees riding together in a Town vehicle to conduct Town business, e.g., carpooling to a work-related meeting or event, nor does it apply to Public Safety employees assigned a Town vehicle and whose duties require them to respond immediately to emergency (911) calls at any time.
- B. Employees shall perform a safety inspection of any vehicle to which they are assigned. This check shall be done prior to driving or operating the vehicle. At a minimum, this should include checking the following items:

- Lights
- Horn
- Directional Signals
- Engine Oil
- Brakes and Brake Fluid
- Back up alarm (if applicable)
- Power Steering
- Windshield Washer Fluid
- Tires
- Coolant

Employees should immediately report any deficiencies to their supervisor.

Note: Employees who operate heavy equipment requiring a Commercial Driver's License shall abide by all applicable federal rules pertaining to vehicle inspections.

- C. Parked vehicles or equipment must have the engine off and the parking brakes set unless working conditions require otherwise. Any vehicle that needs to be left running and unattended must be locked.

- D. Employees must be familiar with and abide by all federal, state, and local laws and regulations governing motor vehicle operation.

27.6 MOTOR VEHICLE ACCIDENTS

In the event of an accident involving a Town-owned motor vehicle, the appropriate procedure is as follows:

- A. Render first aid and call for an ambulance, if necessary.
- B. Notify the Police Department.
- C. At the scene of an accident involving another (non-Town) motor vehicle, employees may exchange information with the other driver, e.g., insurance information, vehicle identification numbers, etc. Employees shall avoid commenting on the cause of the accident and who is or is not at fault, pending the outcome of an accident investigation.
- D. Report the accident to a supervisor and complete an accident report as soon as possible.

27.7 FUELING TOWN VEHICLES AND EQUIPMENT

When fueling Town vehicles or equipment at the Public Works Pump Station, employees shall abide by the following rules and procedures:

- A. All pump keys should be attached to the corresponding ignition key. This ensures that the vehicle is not left running during the filling process and that the key is removed from the pump when the filling process is complete.
- B. Place key in reader and input your code, mileage or hours and select pump. Mileage and hours determine when a piece of equipment will be serviced, so be sure the data you input is accurate.
- C. NEVER leave the fuel pump unattended if pump has been turned on. ALWAYS turn pump off if leaving the area for any reason.
- D. After turning off pump, return nozzle to inset making sure the hose is placed in single loop and not twisted.
- E. If pump does not operate properly seek help immediately from a Mechanic on site. If a Mechanic is not available, immediately notify employee(s) in the Public Works Facility building.
- F. Always clean up any fuel spilled while fueling vehicles or equipment. Absorbent mats and “Speedy Dry” are located in barrels near the fuel pump.
- G. Do not leave fuel additive containers at the pump station.

27.8 FIRE PREVENTION/FLAMMABLES AND COMBUSTIBLES

- A. Firefighting equipment shall be permanently displayed, labeled for usage, readily accessible and certified by a qualified third party.
- B. Fire exits shall not be blocked, locked or chained from inside or outside. All equipment and vehicles shall have a fire extinguisher of the proper type on board.
- C. Know the location of fire extinguishers and how to use them.
- D. Do not use water type extinguishers on electrical fires.
- E. Smoking is not allowed in any area where flammable materials or fumes are or may be present. For further guidance regarding smoking on Town property, see Chapter 18, above, (“Smoking Policy”).
- F. Flammable wastes shall be kept in covered metal containers and properly disposed of as soon as possible.
- G. Gasoline in small quantities shall be stored, handled and dispensed from approved safety containers, at authorized locations. No unauthorized storage is allowed.
- H. Portable containers exceeding one-gallon capacity shall have a self-closing lid and a pressure relief device.
- I. Flammable and combustible liquids shall be drawn from or transferred into containers only through a closed piping system, by means of a device drawing through the top, or by gravity through a self-closing valve. Transferring by means of air pressure is prohibited.
- J. Class I liquids shall not be dispensed into containers unless the nozzle and container are electrically interconnected or bonded.
- K. Outside storage areas shall be graded in such a manner to divert spills away from buildings or other exposures or be surrounded with curbs or dikes at least six inches high with appropriate drainage to a safe location for accumulated liquids.
- L. Inside storage rooms must:
 - 1. Be of fire resistive construction;
 - 2. Be liquid tight where walls join the floor;
 - 3. Have approved self-closing fire doors at all openings, with at least four-inch sills;
 - 4. Have ramps or depressed floors or open integrated trench which drains to a safe location;

5. Have a ventilation system that provides at least six air changes within the room per hour.
6. Have electrical wiring approved for use in hazardous locations, in areas used for storage of Class I liquids.

27.9 USE OF MACHINERY, TOOLS AND EQUIPMENT

- A. Always inspect machinery, tools and equipment before use. Items that are damaged or defective to an unsafe degree shall be removed from service until repaired.
- B. Do not operate any machinery, tools or equipment that have had safety guards removed.
- C. Obey all warnings, tags and signs that are posted to advise of hazards.
- D. Operate only the machinery, tools, equipment and vehicles you are authorized and trained to use safely.
- E. Remove jewelry when engage in work where jewelry may be caught by machinery, tools, or equipment or conduct electricity.
- F. Do not reach over moving parts of machinery, tools or equipment.
- G. Wear appropriate clothing and protective gear at all times.
- H. Turn off power before making adjustments and repairs unless the repair or adjustment requires the equipment (or tool or machine) to be operating. Do not attempt repairs unless authorized and trained to do so.
- I. If possible, avoid working alone while using machinery, tools or equipment. If working alone is required, make sure your supervisor is aware where you are working and when you expect to complete the task and return.
- J. Before starting work, make sure you have easy access to a phone, two-way radio, or similar device you can use to call for help (i.e., 911 or Hanover Dispatch Center) in the event of emergency.

27.10 MECHANIZED CONSTRUCTION EQUIPMENT

A. OPERATION

Operators shall not use any construction, earthmoving, or compacting equipment with an obstructed view to the rear unless a reverse signal (back up alarm) is operational and distinguishable from surrounding noise and is backed with the use of a spotter/observer who communicates clearly with the operator that it is safe to do so.

B. MAINTENANCE AND REPAIRS

All suspended parts of said equipment (i.e. hoppers, dump bodies, buckets, booms) shall be blocked or braced before work begins below said components.

27.11 POWER TOOLS

Because the use of power tools is a leading cause of job site injuries, the following safety procedures are established:

- A. All electrical tools must be properly grounded by ensuring the tool has a three-wire cord with a polarized, three-prong plug and is connected to a properly grounded three-prong receptacle; **or** the electrical tools must be of the double-insulated type and permanently labeled as such.
- B. Electrical tools must be of the double-insulated type and permanently labeled as such.
- C. Ground fault circuit interrupters **MUST** be used when using power tools in a damp or wet location or when using an extension cord.
- D. All power tools must be inspected for damage prior to each use.
- E. DO NOT remove guards from power tools.
- F. Always check guards to make sure they are properly adjusted.
- G. Appropriate eye protection must be worn whenever operating a power tool.
- H. Hard hats, eye protection, hearing protection and safety chaps are mandatory when operating a chain saw.
- I. Power mowers shall not be left unattended.
- J. Keep hands and feet away from the undercarriage of a mower.
- K. Always follow manufacturer's instructions regarding safe operation of power tools.

27.12 TAG AND LOCK-OUT PROCEDURE

- A. Lock-out tabs will be provided to employees doing maintenance work on vehicles or equipment.
- B. When performing routine maintenance or repairs on equipment and vehicles, the employee shall lock-out and tag the vehicle or piece of equipment. The lock and tag shall remain in place until the work has been completed.

- C. No employees other than Mechanics (Public Works) shall engage in any repair work on Town vehicles or equipment without first obtaining permission from the Public Works Director or the Director's designee(s).
- D. Vehicles, equipment or machinery that is not in a safe operating condition shall be tagged/locked out.
- E. Before employees start work on any item or mechanism that is under pressure or tension, or is operated by electrical current, the item will be de-energized and locked out.

27.13 PROTECTIVE CLOTHING AND EQUIPMENT

- A. **No loose, flowing or ragged clothing** is permitted on or near mowing machinery or equipment.
- B. **Hard hats** of an approved type must be worn when:
 - 1. Working around front-end loaders, backhoes and lifts.
 - 2. Working in any manhole or excavation four (4) or more feet in depth.
 - 3. There is any danger from falling objects.
 - 4. Directed to do so by a supervisor or other person with proper authority.
- C. **Safety glasses or goggles** or other approved eye protection must be worn when:
 - 1. Using any motor, hydraulic or air driven grinding, sanding, sawing, chiseling, hammering or mowing equipment.
 - 2. Working with chemicals, glassware substances containing pathogens or any material that may cause injury to the eyes.
 - 3. In areas where eye protection is designated (such as areas where grinding, chipping, etc. is taking place).
 - 4. Working near containers, pipes, etc., that contain materials under pressure.
 - 5. Welding or assisting a welder. (Proper lenses must be used).
 - 6. Using oxy-acetylene torches. (Cutting goggles must be worn).
 - 7. Directed to do so by a supervisor or other person with proper authority.
- D. **Hearing protection** must be used or worn whenever an employee is subjected to excessive noise levels. Examples of tools, equipment and machinery causing excessive

noise levels include, but are not limited to, pavement breakers, chain saws, impact wrench, jackhammers, and compressed air.

- E. **Safety shoes or boots** of an approved type shall be worn at all times by employees whose job duties require it, as determined by the Town. Protective footwear shall comply with ANSI 2411991 Standards for protective footwear.
- F. **Hand protection** of an appropriate type shall be worn when:
 - 1. Handling material with rough, sharp or abrasive sides or edges.
 - 2. Working with substances that may cause irritation to the skin.
 - 3. Working in an area where contact with a substance may transmit disease or be a danger to the employee's health.
- G. **Respiratory protection** of an appropriate and approved type shall be worn whenever exposure to gases, mists, dust, chemical dust, etc. may prove harmful to the human respiratory system. See "Respiratory Protection," Section 28.14, below.

27.14 RESPIRATORY PROTECTION

This policy is designed to offer a high degree of protection for employees who may be exposed to contaminants in the work place. The following procedures are to be followed whenever contaminants are present in the atmosphere in a quantity that maybe harmful to the respiratory system:

- A. To limit exposure to atmospheric contaminants employees should make a concerted effort to prevent accidental release of contaminants into the atmosphere.
- B. **Dust masks** of an approved type shall be worn when airborne particulates are present but are not of a type that pose a significant risk to the employee. Included in this category would be:
 - 1. Dust caused by drilling rock, concrete or similar material.
 - 2. Dust caused by sweeping roads, floors, etc.
 - 3. Dust caused by grinding concrete, asphalt, etc.
- C. **Air-purifying, full face piece, half-mask or mouthpiece respirators** shall be worn whenever gas, vapor or particulate contaminants that pose a significant risk to the employee are present.
- D. **A self-contained breathing apparatus** shall be worn whenever gas, vapor or particulate contaminants posing an immediate danger to life and health are present.

- E. The Town of Hanover shall provide and maintain **respirators** of an appropriate type for all applicable conditions that employees may encounter in the performance of their duties.
- F. Employees who may be required to wear a respirator in performing their duties shall:
 - 1. Undergo fit testing of the apparatus annually.
 - 2. Review the Respiratory Protection Policy annually.
 - 3. Receive annual instruction and training in the use of respirators.
- G. Supervisors or a designated safety officer shall regularly inspect all respirators for wear, cleanliness, and availability for use.
- H. The location of all respirators shall be convenient and clearly marked.
- I. In all cases where work requires the use of a respirator, the following rules apply:
 - 1. A minimum of two (2) self-contained breathing apparatuses shall be on the site.
 - 2. A self-rescue mouth-piece respirator shall be available to the person entering the contaminated area.
 - 3. Confined space entry procedures shall be followed. See Section 28.17, below, (“Confined Space Entry Program”), for further guidance.
- J. Employees whose positions require respirator use on a regular basis shall undergo an annual physical examination to determine they are physically able to perform required job duties while wearing a respirator.

27.15 GENERAL CONSTRUCTION SAFETY

Because Town employees are often involved in tasks related to the construction industry, the following safety procedures are established:

- A. Operating equipment within ten (10) feet of overhead electrical lines is prohibited unless:
 - 1. The line(s) are de-energized until the work is completed or;
 - 2. The power company installs appropriate guards and/or covers on the line(s).
- B. All utility lines and/or conduit shall be considered energized and dangerous.
- C. Employees shall not approach down or broken utility lines or trees on wires. Post guards to prevent anyone from coming into contact with these and notify the appropriate utility company.

- D. Appropriate signs, barricades, warning signals and/or flag people shall be in place before any workers engage in street excavation or repair work.
- E. All pedestrians, spectators and/or private vehicles shall be kept outside of the work area.
- F. All tools, materials and/or equipment shall be kept at a safe distance from the edges of trenches, curbs or embankments.
- G. All employees working in the public right-of-way shall wear a safety vest or an orange or yellow t-shirt, with reflective material when working near moving vehicles, appropriate to the speed of traffic.
- H. Flaggers will be used whenever activities restrict the normal flow of traffic.
- I. Whenever a street is to be closed for maintenance or repair activities, the Hanover Dispatch Center shall be notified.
- J. The supervisor will be responsible for securing the job site at the end of work each day/night.
- K. Work shall take place on one-half of the roadway at a time whenever possible.

27.16 EXCAVATING AND TRENCHING SAFETY

A. EMPLOYER RESPONSIBILITIES

- 1. Before excavation begins, contact utility companies to determine if there are underground utility installations in that area.
- 2. Ensure that underground utilities are identified and marked prior to excavation.
- 3. Supply employees with trench protective systems when necessary.

B. SUPERVISOR RESPONSIBILITIES:

- 1. Inspect and evaluate the condition of all trenches and excavations prior to permitting employees to enter.
- 2. Perform inspection at the beginning of each day and at least 3 to 4 times during the operation thereafter.
- 3. Cease operation when weather or other conditions may affect the integrity of trench or excavation.

4. Continue trenching or excavation operations once the conditions have been made safe according to the guidelines identified in Section D, below.
5. Evaluate proximity of trenching operations to retaining walls, utility poles, and other objects that may need support to prevent collapse or undermining.

C. EMPLOYEE RESPONSIBILITIES

1. Follow applicable procedures identified in Section D, below.

D. PROCEDURES

Before excavation or trenching operations:

1. Contact utility companies (“Digsafe”) to determine if there are any underground utility installations in that area. Contact Dartmouth College “Digsafe” when work is to be done on or near college property.
2. Identify and mark underground utility installations prior to operations.
3. If excavating will occur near utility poles, contact utility company to brace or hold the pole(s) until the work has been completed.
4. Ensure appropriate signs, barricades, warning signals and/or flag people are in place.
5. Supervisor or other competent person must inspect and evaluate the condition of trench or excavation prior to permitting employees to enter.

During excavation or trenching operation:

1. Supervisor or other competent person must inspect and evaluate the trench or excavation three to four times during the work day.
2. Use a trench protective system (e.g. trench box) or sloping of the ground to the appropriate angle of repose when walls and faces of trenches and excavations are five or more feet deep, or when, regardless of depth, there is a danger of cave in or moving ground.
3. Trenches four feet deep or more must have adequate means of exit such as ladders or steps, located so as to require no more than 25 feet of lateral travel.
4. When employees are required to enter a trench or excavation, excavated or other material shall be stored and retained at least two feet or more from the edge of the excavation.
5. Install supports for retaining walls, utility poles, or other objects which could collapse or undermine if not properly supported.

6. Wear/use appropriate personnel protective equipment. Personal protective equipment typically required for this operation includes but may not be limited to hardhats, safety footwear, and gloves.
7. Do not leave excavation, trench or open cut unattended during working hours.
8. If an excavation, trench or open cut is to remain overnight:
 - a. Adequate lights, signs and/or barricades shall be left in place or;
 - b. When applicable, a steel plate of sufficient size and strength to withstand traffic shall cover the opening.

27.17 CONFINED SPACE ENTRY PROGRAM

- A. PURPOSE This policy describes how the Town of Hanover will protect workers from hazards associated with Confined Space Entry and ensure compliance with New Hampshire Department of Labor Standard 1403.14, Confined Space Entry.
- B. SCOPE AND APPLICATION This program applies to Town of Hanover employees whose jobs may require them to enter a confined space (CS). Only trained employees are authorized to enter and work in a CS.
- C. DEFINITIONS
 1. *Confined space*: A CS is any location that is not intended for human occupancy AND has restricted means of entry/exit. In the Town of Hanover, CSs are locations such as manholes, electrical, pressure reducing vaults, pump stations, tanks and elevator shafts. CS's may also have additional hazards present that must be anticipated, planned for and controlled with safe work practices—such as electrical hazards and potentially oxygen deficient atmospheres.
 2. *Permit required confined space* means a CS that has one or more of the following characteristics:
 - a. Contains or has the potential to contain a hazardous atmosphere;
 - b. Contains a material that has the potential for engulfing an entrant;
 - c. Has a configuration such that an entrant could be trapped or asphyxiated by inwardly converging walls or by a floor which slopes downward and tapers to a smaller cross section; or
 - d. Contains any other recognized serious safety or health hazard.
 3. *Confined space permit* is a document that is required whenever an employee enters a permit required CS. The document must be completed prior to entry of the space.

D. CONFINED SPACE GENERAL REQUIREMENTS

1. Only trained, authorized personnel may enter a CS. Training is provided by DPW on a periodic basis. Supervisors are responsible for ensuring all new personnel are trained.
2. A standardized CS permit tag is to be taken to the CS location, clearly and accurately completed, displayed during the entry process and returned to the supervisor when the work is completed or no later than the end of the shift. A CS permit is only valid for one shift. See “Appendix A.”
3. An approved, calibrated and operable CS monitor (air monitor) must be used.
4. A CS must have a fixed means of entry and exit, such as a ladder or fixed steps. Ladders must remain in place throughout the entry.
5. A minimum of two authorized persons must be present when entering a CS--a two-way radio capable of summoning help in an emergency must be present and operable by the attendant.
6. Barricades (guard rails) and other forms of warning (caution tape, traffic cones) must be used whenever a CS is opened or unguarded in such a way as to pose a hazard to others.
7. No CS is to be left open or unprotected at any time.
8. Lock-out/Tag-out (LOTO) must be used as required to eliminate potentially dangerous energy hazards.
9. Welding and paint use in a CS must be accompanied by continuous ventilation and monitoring. Introduction of welding and/or painting into a confined space makes the confined space a permit required confined space.
10. All CS locations must be visually inspected prior to entry for any unforeseen hazards. Examples could include a gasoline spill from a roadway or a leaking steam line.

E. CONFINED SPACE PROCEDURES

1. Before arriving at the CS location:
 - a. Obtain a Town of Hanover CS permit and CS monitor (air monitor). Ensure prior approval signatures are obtained for the permit.
 - b. Inspect and test the CS monitor to ensure it is working properly. Calibration must have been within the last 12 months—indicated by a calibration sticker. A

monthly "gas" calibration must also be current to within 30 days. Ensure batteries are fresh. Simply stated, never use an un-calibrated, defective or questionable monitor!

2. At the CS location:
 - a. Set up barricades and other forms of warning.
 - b. Ensure that you have completed your CS permit and that the permit is displayed at the work location (e.g., tied to a barricade). In adverse conditions, the tag may be protected against damage but must be readily available at the location. Without the tag, there is no documentation that proper procedures have been followed.
 - c. Test location at various levels (at least three--near the bottom, middle and top) to determine oxygen levels or potentially explosive atmospheres. **Allow adequate response time of instrument when taking readings--do not rush.** Oxygen concentrations must be above 19.5% and below 23.5% for entry. Combustible gasses must be below 10% of the LEL (lower explosive limit) for entry. **If monitoring results are outside of the safe ranges, the space is not safe for entry—do not enter—and notify your supervisor.**
 - d. Mechanically ventilate the CS with a blower for at least ten minutes¹.
 - e. Re-test the location as in Step 2 and continuously monitor the space throughout the entry.
 - f. If acceptable, entry may proceed. The attendant must remain outside the space, with radio and in contact with the entrant(s) at all times.
 - g. If work will require more than five minutes or if the location is hot or uncomfortable, continuous ventilation is required. A "saddle" vent may be used to avoid blocking the access. Do not place ventilation intakes near auto exhausts or otherwise contaminated air sources.
 - h. In hot or demanding environments, workers are encouraged to drink plenty of fluids and leave the location for brief periods as needed to recover.
 - i. At the first sign of danger (for example, alarm on monitoring equipment) the attendant must order an immediate evacuation of the space, when self-rescue by the entrant is still possible.
 - j. In the event of an emergency, the attendant is to summon help immediately via radio or cell phone. It must be clearly stated that this is an emergency and that a

¹ There are a small number of manhole locations in town where the space is quite small. In all cases, the space must be monitored but mechanical ventilation is not practical.

911 call must be placed to summon help. At no time should an attendant put him/herself in danger by entering a potentially hazardous environment in an attempt to rescue; nor shall they leave the space unattended while someone is in the CS.

- k. Return the completed CS permit to the supervisor no later than the end of the shift.
- F. AUDITS A documented audit of this program will be done periodically, and revisions made as necessary to ensure compliance. On an on-going basis, supervisors are responsible for ensuring that the provisions of this program are followed. DPW will collect all CS permits from each department once a year as part of the audit process and retain these permits for a period of three years.

27.18 HAZARD COMMUNICATION POLICY

As part of its commitment to providing a safe work place for its employees, the Town of Hanover establishes this written Hazard Communication Policy.

- A. Material Safety Data Sheets (MSDS's) will be supplied to the Town by all vendors and suppliers of hazardous materials. The failure to supply the necessary MSDS's will result in the removal of the vendor or supplier from the Town's list of approved vendors and suppliers.
- B. All containers of hazardous substances supplied to the Town shall be marked with the identity of the hazardous substance; the name and address of the manufacturer, importer or other responsible party; and the appropriate warnings for the contents of the container(s).
- C. The Town of Hanover, as employer, shall ensure that all containers in the work place are marked as per the preceding section or;
- D. A list of all hazardous substances is maintained which clearly identifies the substance, the containers and the appropriate warnings.
- E. Containers into which hazardous substances are transferred and which substances are intended for immediate use by the employee who performs the transfer do not need to be marked as per Sections 2 and 3.
- F. The Town of Hanover shall ensure that all labels and warnings are legible, in English and prominently displayed.
- G. The Director of Public Works and/or his/her authorized representative(s) will be responsible for obtaining, maintaining and updating the MSDS file and will ensure that all employees understand the information on the MSDS.

- H. The Director of Public Works and/or his/her authorized representative(s) shall ensure that all MSDS's meet applicable standards for Material Safety Data Sheets.
- I. All areas where hazardous substances are stored shall:
 - 1. Be clearly marked.
 - 2. Have a list of all stored hazardous substances prominently displayed.

27.19 NOISE EXPOSURE

A. EMPLOYER RESPONSIBILITIES

- 1. Monitor noise levels in the workplace to ensure they do not exceed an eight-hour time weighted average of 90 db.
- 2. Institute engineering and administrative controls to reduce employee noise exposures when necessary.
- 3. Provide hearing protection, free of charge, when engineering and administrative controls fail to reduce employee noise exposures.
- 4. Train employees in the correct fit and care of hearing protection devices.
- 5. Monitor exposure to impulsive or impact noise to ensure employee exposure does not exceed 140 db. peak sound pressure level.
- 6. Keep records of sound level readings and employee training.

B. EMPLOYEE RESPONSIBILITIES

- 1. Inform supervisor or manager when exposure to excessive noise is suspected.
- 2. Follow workplace guidelines designed to reduce noise exposure.
- 3. Wear provided hearing protection.

27.20 ERGONOMICS

A. EMPLOYER RESPONSIBILITIES

- 1. Evaluate the workplace for ergonomic hazards using job hazard analysis.
- 2. Address any complaint made by employees that suggests the presence of ergonomic hazards in the workplace.

3. Correct any ergonomically related problem in the workplace that has been determined to be the source of employee injuries and illnesses.
4. Provide training to employees as appropriate.

B. EMPLOYEE RESPONSIBILITIES

1. Report suspected ergonomic-related injuries and illnesses to department manager or supervisor and HR.

27.21 FIXED AND PORTABLE LADDERS

A. EMPLOYER RESPONSIBILITIES

1. Ensure that all fixed ladder installations meet requirements listed in Section C, below.
2. Ensure that all portable ladders meet the requirements identified herein.
3. Provide stepladders with metal spreader or locking device of sufficient size and strength to securely hold the front and back sections in the open position.
4. Train employees in proper inspection, use and set-up of ladders including wooden, metal and non-self-supporting ladders.

B. EMPLOYEE RESPONSIBILITIES

1. Perform pre-use ladder inspection according to the requirements in Section C, below, before placing any ladder into service.
2. Remove from service any ladder that has developed defects and is unsafe for use.
3. Tag or mark unsafe ladders with the words “Dangerous, Do Not Use.”
4. Set up non-self-supporting ladders on a sound base at a 4:1 pitch to prevent slipping.
5. Set up any ladder used to gain access to a roof or platform must extend at least three feet above the platform.

C. FIXED LADDER INSTALLATION REQUIREMENTS AND SAFEGUARDS

1. Metal rungs must have a minimum diameter of 3/4 inch.
2. Wooden rungs must have a minimum diameter of 1-1/8 inch.
3. Rungs must be spaced uniformly no more than 12 inches apart.

4. Rungs must be a minimum of 16 inches in length.
5. Ladder side rails must extend 3 1/2 feet above the top landing.
6. Ladders more than 20 feet in length must be equipped with safety devices such as cages, wells, or fall protection systems.

Chapter 28
Slips, Trips and Falls Prevention
02/01/18

28.1 PURPOSE, OVERVIEW AND POLICY

- A. PURPOSE To reduce and/or eliminate the incidence of employee and citizen slip, trip, and fall related events and injuries.
- B. OVERVIEW Slips, trips, and falls are among the leading causes of injury and lost work time to employees, and to members of the public visiting municipal/school/county property. Accidents often occur from a lack of due diligence to report and address existing conditions that can contribute to these types of events. Therefore, the Town of Hanover and its employees will take a proactive approach to managing the risks associated with slip, trip, and fall related conditions.
- C. POLICY It is the policy of the Town that its employees shall monitor, report, and whenever reasonably possible, correct conditions that have, or are likely to cause a slip, trip and fall related event if corrective action is not taken.

28.2 PROCEDURES

- A. A Slip, Trip, and Fall Log shall be maintained at every public facility. (See Appendix A, below).
- B. Unsafe conditions shall be reported to the appropriate contact for that location immediately for corrective action. If the conditions present an immediate threat to the safety of employees or the public, the employee will take reasonable steps to prevent injuries until the appropriate personnel arrive.
- C. Employees shall wear footwear appropriate for the conditions.
- D. Employees performing work in inclement weather conditions (i.e., ice or snow) are advised to wear appropriate traction devices on their shoes or boots, and the Town will make such devices available to employees when requested. Employees shall follow the guidelines for use as set forth by the manufacturer.
- E. Sidewalks, parking lots, stairs, and other areas that employees and the public utilize shall be properly maintained to ensure that no tripping points, ice and snow build up, or other conditions that could contribute to a slip, trip, or fall exist.
- F. Interior hallways, stairs, floors, and other areas of foot travel shall be kept clear of obstructions such as boxes, power cords, frayed carpeting, or weathered matting. Proper signage shall be used to signal wet floors or hazardous conditions which could contribute to a slip, trip, or fall.

28.3 EVALUATION AND REPORTING

All slip, trip, and fall related incidents/injuries will be documented in the Slip, Trip, and Fall Log. Each incident and the log itself will be reviewed by the facilities or grounds superintendent (depending on the nature and location of the incident/injury) and the Joint Loss Management Committee (JLMC). Slip, Trip, and Fall Logs shall be kept in a centralized file or spreadsheet to monitor results, identify emerging trends, and to maintain documentation for potential claims.

**APPENDIX A
SLIP, TRIP AND FALL LOG**

Location: _____ **Period:** _____

#	DATE	REPORTED BY (DEPT AND JOB TITLE ONLY)	EMP. (Y/N)	LOCATION	SURFACE CONDITIONS	WEATHER	INJURY (Y/N)	CORRECTIVE ACTION

Chapter 29 Workplace Safety Program 02/01/18

29.1 POLICY STATEMENT

Every employee desires and has the right to a workplace free from occupational safety and health hazards. An effective safety program is designed to prevent accidents and illnesses and requires collaboration between employees and management. A truly effective safety program provides the framework for safety and concern for self and others to be integrated into the organization like any other function through planning, organization, and leadership.

29.2 RESPONSIBILITIES

All employees are responsible for implementing the provisions of this program within their respective areas. The responsibilities listed below are minimum and should not be construed to limit individual initiative to create and implement more comprehensive procedures to enhance workplace safety.

A. MANAGEMENT Town and department leaders shall demonstrate overall support, direction, and commitment to this program and actively participate in its implementation whenever possible. Managers shall emphasize that this program is a joint effort among all parties, and that active motivated participation by all employees is critical to the program's success. Managers also shall ensure that the required resources are available when necessary, consistent with NH law and subject to appropriation where required. Resources may include, but are not limited to, the following:

1. **Funding** - safety equipment; personal protective equipment; training courses and materials.
2. **Personnel** - outside experts; Risk Management Services consultants; inter-departmental liaisons.
3. **Time** – to review and respond to inspection, recommendation, and investigation reports; participate in training programs.
4. **Support** - encourage acceptance by everyone.

Additional managerial responsibilities include:

1. Responding, in writing, to recommendations made by the Joint Loss Management Committee (JLMC);
2. Providing training for JLMC members in workplace hazard identification and accident/injury investigation adequate to carry out the committee's responsibilities.
3. Ensuring that contractors and sub-contractors follow all appropriate safety and health standards.

- B. SUPERVISORS Supervisors have authority and share responsibility for several aspects of this program including the following:
1. Helping to ensure that all employees within their area of responsibility understand and comply with this program and all Town and department-specific safety work rules, policies and procedures.
 2. Demonstrating leadership on workplace safety matters, providing guidance, and setting the tone for safe behavior.
 3. Being accountable for the positive, successful performance of their employees in ensuring a safe work environment, as well as for accidents, incidents, and near-misses which occur.
 4. Educating employees within their area of responsibility in the correct methods for performing each task, the nature of the hazards involved, the necessary precautions to be taken, and the use of appropriate protective and emergency equipment.
 5. Actively showing concern for the safety and health of the staff they supervise.
 6. Regularly meeting with employees and department leaders to discuss ideas and plans for bringing about additional workplace safety measures, where needed. This may include reviewing any accidents and “near misses” and noting positive actions by staff.
 7. In conjunction with the joint loss management committee, scheduling and/or conducting workplace inspections and investigations to identify and correct unsafe equipment, conditions, or actions.
 8. Including an evaluation of an employee’s safety behavior in each formal performance evaluation. An employee’s safety behavior record may highlight both specific performance adequacies and inadequacies.
- C. EMPLOYEES Front-line employees play a key role in helping to create a healthy and safe work environment. Employees are expected to consistently follow established safety practices, protocols and procedures in performing all job duties, and are required to exercise appropriate caution to prevent injuries to themselves and their fellow workers. To that end, employees shall:
1. Help create and maintain a safe working environment.
 2. Demonstrate concern for the safety of their fellow employees in the workplace.
 3. Take immediate action to correct unsafe acts and conditions, (assuming skills and ability to do so safely) and apprise the supervisor of actions taken. Understand and observe all personnel and work rules, policies, and procedures.
 4. Wear all required personal protective equipment, including seat belts.
 5. Operate only machines and equipment that they have been formally trained to operate.
 6. Follow all accident reporting procedures.

29.3 ACCIDENT REPORTING AND INVESTIGATION: WORKERS' COMP CASES

A workers' compensation injury is defined as an accidental injury or death arising out of and in the course of employment and all occupational diseases arising out of and in the course of employment. There are specific State requirements for reporting these injuries which are summarized in this section. Naturally, the first action to be taken when an accident occurs is to ensure that proper medical treatment is provided. Delaying medical assistance can be detrimental.

A. HANDLING EMERGENCIES

Judgment is a key factor in the handling of an emergency. Everyone is expected to exercise sound judgment based upon circumstances. The following is a list of guidelines to follow. **If there is any question or doubt about the seriousness of an emergency, call for help!**

1. Know how to summon aid and/or initiate evacuation procedures. Post proper phone numbers, know the location of phones, etc.
2. Ensure that the appropriate emergency service (medical, fire, police, rescue) is notified and that clear directions to the location are provided;
3. Ensure that first aid and emergency care is provided;
4. Ensure that action is taken to prevent additional injuries (secure the scene);
5. Notify the supervisor when practical;
6. Follow reporting and investigation procedures.

B. ACCIDENT REPORTING

All accidents and incidents (near misses) are to be reported right away to the immediate supervisor. If the immediate supervisor is unavailable, then report should be made right away to department head or his/her designee. In all cases, the department shall promptly inform the Human Resources Coordinator or the Human Resources Director of the accident or incident.

1. The immediate supervisor will complete the appropriate accident investigation forms following the guidelines in Part C, below, Accident/Incident Investigation.
2. The immediate supervisor will be responsible for ensuring that sufficient information is gathered to accurately complete the Employer's First Report of Injury or Occupational Disease (Form 8-WC).
3. The Employer's First Report of Injury or Occupational Disease (Form 8-WC) shall be promptly completed by the injured employee, or if the injured employee is unable

to complete the form, by the immediate supervisor. The department shall promptly forward the form to the HR Coordinator or the HR Director. HR will review the information provided and submit the form to the carrier. In all cases, the First Report of Injury must be completed and submitted to the carrier for processing within five calendar days.

4. Injuries requiring only first aid must also be reported following these guidelines.

C. ACCIDENT/INCIDENT INVESTIGATION

The immediate supervisor, in conjunction with the joint loss management committee or other designated individual(s), shall investigate all accidents and incidents (near-misses) which occur within their area of responsibility. The purpose is to determine what happened, why it happened, and most importantly, how to prevent its recurrence. An accident investigation report should be completed if the accident is serious in nature or had the potential to cause serious injury. See Appendix A to this Chapter, below, for sample report).

Guidelines for Conducting Investigations:

1. Investigate and secure the scene as soon as possible after the accident/incident noting the environment, conditions, location of equipment, physical objects, and witnesses. Make notes, draw sketches, and photograph as needed.
2. Interview witnesses soon after the accident so that the facts will be accurate. Be certain that they understand that no blame is being cast - you are simply trying to gather facts to prevent a recurrence.
3. Interview the victim when the timing is right. Be sensitive to his/her physical and emotional condition.
4. Make objective recommendations to prevent similar occurrences. Terms such as "employee was careless" have no place in a factual report.

D. INSPECTIONS

All employees have the responsibility to note physical and operational hazards and conditions in the workplace. As outlined in the Responsibilities section, above, employees also are expected to take action themselves to correct these observed hazards and conditions, assuming they have the ability and skills required to correct the problem(s) and it is not unsafe for them to do so.

In addition to this continual vigilance by employees, the joint loss management committee is responsible for conducting periodic inspections and reporting any findings, with suggested control measures, to the person most able to take action on the recommendation. **Frequency: Inspections of work areas, processes, and equipment are to be conducted regularly, but at a minimum, annually.**

E. CORRECTING UNSATISFACTORY CONDITIONS

1. First and foremost, take the necessary action to prevent an injury! (Remove the tool from service, post a warning sign, etc.)
2. Take appropriate steps to permanently correct the hazard. Report all action taken to the appropriate people.
3. If you are not able to correct the problem, take steps to prevent an injury from occurring. Then, report the problem and your recommended solution to the person who can make corrections.

F. RECORDKEEPING GUIDELINES File inspection reports with the minutes of Joint Loss Management Committee meetings. At a minimum, for each inspection, record:

1. Inspection date;
2. Name of person(s) who conducted the inspection;
3. Location/piece of equipment inspected;
4. List of findings, both positive and negative;
5. Any action(s) taken;
6. List of recommendation(s) for further action.

29.4 EDUCATION AND TRAINING Safety education and training will be provided as part of or in conjunction with trainings to help employees perform their jobs effectively. Employees may be asked to complete a form which indicates completion and understanding of the training(s) provided.

A. TYPES OF TRAINING

Introductory: All new or transferred employees will receive training that will help them to understand their responsibilities in the workplace, especially relating to safety and health. They will also be provided with a copy of safety rules applicable to their position.

Specific/On the Job: Employees will be instructed in the proper method of performing each job, the hazards associated with it, the required personal protective equipment, and any necessary emergency procedures. This will be done as required by work rules, when changes in the job occur, or whenever deemed necessary.

Follow-up: Follow-up training serves several purposes and will be provided. Primarily, it serves as an effective means of reinforcing positive, safe work methods and habits. In addition, it can be used to reintroduce employees who have been out of work for an extended period of time back into the work routine.

B. RECORDKEEPING For all types of training provided, the following information will be maintained in compliance with applicable laws:

1. Brief description of the topic;
2. Date of training;
3. Name and affiliation of instructor; and
4. List of attendees

Chapter 30
Temporary Alternate Duty Program
02/01/18

30.1 POLICY STATEMENT

In compliance with RSA 281-A:23-b, the Town provides temporary alternate work opportunities (also known as temporary alternate duty or “TAD”) to employees who are temporarily disabled by work-related injury or illness.

When employees are released to a lighter duty than their current positions require, they will be called upon to return to employment in a temporary alternate role. Such temporary assignments may be to different departmental job duties and may include a modified work schedule, provided that in all cases temporary assignments shall be consistent with the work restrictions specified by the employee’s treating physician, based on the physician’s assessment of the employee’s fitness for duty.

This policy is not intended to address situations where an employee is deemed permanently disabled from returning to work in his or her position.

30.2 PROCEDURES

A. TAD COORDINATOR

The Human Resources Department (HR) shall coordinate the Town’s TAD program.

B. EMPLOYER RESPONSIBILITIES

1. HR will work with the employee and the department head to facilitate the employee’s safe return to work.
2. HR, the department head and the employee shall work together to ensure that temporary alternate job duties, when assigned, abide by the work restrictions specified by the employee’s treating physician, based on the physician’s assessment of the employee’s fitness for duty.
3. Temporary alternate job duties shall be consistent with the employee’s skills and abilities and: (a) accomplish work that is necessary and beneficial to the department; and (b) allow the injured employee to be a productive contributor to department operations. Employees will not be assigned meaningless and unnecessary “make-work” tasks (e.g., “counting paperclips”).
4. HR and the department head shall regularly review the appropriateness of any temporary alternate job duties assigned. Further modifications to the assignment may be made, so long as these abide by the work restrictions specified by the employee’s treating physician, based on the physician’s assessment of the employee’s fitness for duty.

5. HR may contact the treating physician if additional information is needed to determine whether particular temporary alternate job duties and tasks are consistent with the employee's work restrictions. Alternatively, HR may request that the employee contact the treating physician to obtain this information.

C. EMPLOYEE RESPONSIBILITIES

1. Upon reporting a work-related injury, the employee will obtain a *NH Workers' Compensation Task Analysis (Form 23-b WC)* and a copy of his or her job description from HR or the department administrator. If the employee's need for urgent medical care precludes immediately obtaining these documents, the employee shall, as soon as practicable, contact HR or the department administrator to request that the *NH Workers' Compensation Task Analysis* and job description be sent to the treating physician.
2. The employee will have his or her treating physician complete a *NH Workers' Compensation Medical Form (Form 75-WCA-1)* based on the findings of the initial examination.
3. The employee will return the completed *Medical Form (Form 75-WCA-1)* to HR immediately after obtaining medical care or see to it that the treating physician promptly sends this to HR via secure fax (603-290-5496).
4. The employee will have his or her physician complete an updated *Medical Form (Form 75-WCA-1)* after each subsequent office visit and return the completed form to HR.

CHAPTER 31
EXPOSURE CONTROL PLAN
5/01/16

31.1 PURPOSE To minimize the risk associated with exposure to potentially infectious materials.

A. All human blood and bodily fluids shall be treated as if known to be infectious for HIV, HBV, and other blood-borne pathogens.

B. Universal precautions shall be observed in all situations where there is a potential for contact with blood or other potentially infectious material.

C. Employees responding to an emergency or situation where blood or bodily fluids are present shall wear single use disposable gloves, such as surgical or examination gloves, wash hands after removal of gloves, and wear eye protection when blood, wastewater, or other potentially infectious materials might be splashed.

D. Work procedures shall include safe handling and disposal of needles and sharps, used bandages and gauze, linens, and all other emergency items that come in contact with blood or other potentially infectious materials.

31.2 REPORTING AND REVIEW OF EXPOSURE INCIDENTS

A. All exposure incidents must be reported on:

1. The Notice of Accidental Injury or Occupational Disease (Form 8aWCA).
2. The Employer's First Report of Occupational Injury or Disease (Form 8WC).

B. The Joint Loss Management Committee reviews all incidents.

31.3 JOB CLASSIFICATIONS AT RISK OF EXPOSURE

A. Job classifications in which *all employees* are at risk of occupational exposure:

1. Fire Captain – Paramedic or A-EMT
2. Fire Lieutenant – Paramedic or A-EMT
3. Firefighter/Emergency Medical Services – Paramedic
4. Firefighter/Emergency Medical Services – A-EMT
6. Police Sergeant
7. Police Officer
8. Sewer Maintenance and Construction Crew Supervisor
9. Sewer Maintenance and Construction Worker
10. Wastewater Treatment Superintendent
11. Laboratory Technician
12. Chief Operator/Pre-Treatment Coordinator
13. Wastewater Treatment Technician
14. Wastewater Maintenance Technician

15. Building Maintenance Superintendent
16. Highway Operations Supervisor
17. Heavy Equipment Operator/Highway Maintenance Worker
18. Light Equipment Operator/Highway Maintenance Worker
19. Water Distribution Worker
20. Water Superintendent
21. Senior Water Technician

B. Job classifications in which employees may have some occupational exposure:

1. Fire Chief
2. Deputy Fire Chief
3. Police Chief
4. Police Captain
5. Police Lieutenant
6. Detective
7. Building Inspector
8. Director, Parks and Recreation
9. Assistant Director, Parks and Recreation
10. Summer and mini-camp counselors and supervisors
11. Afterschool program counselors and supervisors
12. Children's Librarian
13. Children's Library Assistant

C. Any other employee who feels that he/she may be at risk of occupational exposure should indicate their interest by completing the Hepatitis B Vaccination Form, available from the Human Resources Department.

31.4 DUTIES IN WHICH OCCUPATIONAL EXPOSURE MAY OCCUR

1. Responds to sites of life-threatening emergency medical situations
2. Provides emergency medical services
3. Employs the use of advanced EMS procedures
4. Cleans and disinfects vehicles and equipment after use
5. Processes crime scenes to preserve and/or protect evidence
6. Apprehends, arrests and processes offenders and fugitives
7. Responds to domestic disputes, assaults, and traffic accidents
8. Provides first aid and CPR to victims
9. Performs routine and minor plumbing
10. Installs, maintains, and repairs water, drain, and sewer lines
11. Operates sewer line flusher
12. Inspects and makes sewer line taps
13. Collects and analyzes wastewater samples
14. Collects and analyzes landfill monitoring samples
15. Tends pumps and other equipment used to decontaminate wastewater
16. Collects grit and rags for disposal
17. Operates solids removal equipment

18. Inspects all phases of commercial and residential construction
19. Officiates or coaches athletic teams
20. Works with children at summer playground and mini-camps
21. Conducts children's programs

31.5 HEPATITIS B VACCINATION PROCEDURES

A. The Hepatitis B vaccine and vaccination series shall be available to all employees, who have or may have occupational exposure, within ten working days of being assigned to his/her position unless:

1. The employee has previously received the complete Hepatitis B vaccination series;
2. Antibody testing has revealed that the employee is immune; or
3. The vaccine is contraindicated for medical reasons.

B. Employees will be asked to sign a Hepatitis B Vaccination Form indicating either:

1. They have already been vaccinated for Hepatitis B; or
2. They want to be vaccinated at no charge; or
3. They decline to receive the vaccination.

C. Employees who decline to be vaccinated can request and receive the vaccination free of charge at a later date if they remain occupationally at risk for Hepatitis B.

D. The Human Resources Department will keep employee records of vaccinations.