



"People will forget what you said, people will forget what you did, but people will never forget how you made them feel..."

-Maya Angelou

Personnel Policies & Procedures

T O W N O F M A Y N A R D

*** The policies and procedures outlined herein are subject to change without notice provided that the changes are made in accordance with federal and state laws and Town Bylaws. The Town of Maynard, Massachusetts reserves the right to lay off any employee whenever such action becomes necessary by reason of shortage of funds, lack of work, the abolition of a position, a material change in duties or organization, or for any other appropriate reasons. These policies are a guide only, and it is not the intent of the Town to grant any employee any contractual commitment expressed or implied by its adoption.*

Welcome to Maynard



Dear Town of Maynard Employee,

Welcome to the Town of Maynard – it is both a noble and challenging endeavor you have undertaken! We are pleased to have you join our organization, and expect you will find the Town a friendly and rewarding place to work.

As a municipal government, the Town’s primary goal is to provide a variety of municipal services, in an efficient and courteous manner, to the citizens of Maynard. We take pride in the quality of the services we provide and the quality of our staff – as a Town employee, you are one of our most valuable assets, and play a vital role in the provision of services. Whether in person, over the phone, or in writing, you represent the Town in each and every contact you have with members of the community. Our continued success will depend on your contributions and those of the other talented employees with whom you work.

The employee policies, practices and programs outlined in this handbook describe the services and support available to help achieve your personal and professional goals in Maynard. The Town retains the rights to modify or alter these policies and procedures, and any applicable collective bargaining agreements or employment contracts supersede these policies.

If after reviewing the policies and procedures you have further questions, please consult your department head or the Town Administrator’s office for clarification.

We hope your employment with the Town of Maynard is a satisfying experience. It is our contention that town-employee relations will benefit from the increased communication this handbook provides.

Sincerely,

A handwritten signature in dark ink, appearing to read "Kevin A. Sweet". The signature is fluid and cursive, with a long horizontal stroke extending to the right.

Kevin A. Sweet
Town Administrator

Table of Contents

Welcome to Maynard	3
Table of Contents	4
Section 1: Title and Purpose	7
Section 2: Scope of Policies	7
Section 3: Administration	7
Section 4: Definitions.....	8
Section 5: Employment Practices	10
A. Equal Employment Opportunity	10
B. Recruitment	10
C. Job Postings	10
D. Selection Procedures	10
E. Nepotism.....	11
F. Reasons for Rejection	11
G. References	11
H. Medical Exam.....	11
I. Appointments	12
J. Immigration	12
K. Orientation.....	12
L. Probationary Period.....	13
M. Termination	13
N. Disciplinary Policy	15
O. Grievance Procedure	17
Section 6: Conduct and Working Conditions.....	18
A. Purpose	18
B. Americans with Disabilities Act.....	19
C. Anti-Harassment	19
D. Drug and Alcohol Free Workplace	21
E. Workplace Violence	21
F. Customer Service	22
G. Standards of Conduct/Confidentiality	23
H. Attendance	23
I. Conflict of Interest/Ethics	23
J. Political Activity.....	24
K. Smoking/Smoke-Free Workplace	24
L. Uniforms and Special Clothing.....	24

	M. Wage Garnishment	25
	N. Safety	25
	O. Use of Town Property	26
	P. Vehicle Use	27
	Q. Parking – Town Hall	28
	R. Employees Private Property	28
	S. Injury on the Job	28
	T. Illness on the Job	29
	U. Inclement/Severe Weather Closing	29
	V. Information Technology	29
	W. Social Media Use	32
	X. Notice to employees - Visitors Code of Conduct	34
Section 7:	Personnel Records	34
	A. Personnel File.....	34
	B. Employee Time Records	35
	C. Access to Employee Personnel Records	35
Section 8:	Benefits.....	35
	A. Leave of Absence	36
	B. Family and Medical Leave.....	37
	C. Small Necessities Leave Act	39
	D. Sick Leave	40
	E. Vacation	41
	F. Holidays.....	42
	G. Personal Days.....	42
	H. Jury Duty	42
	I. Military Leave	42
	J. Bereavement Leave	43
	K. Domestic Violence Leave	43
	L. Health Insurance.....	45
	M. Dental Insurance	46
	N. Accidental Death & Dismemberment and Life Insurance	46
	O. Health Care Opt Out Policy	46
	P. Retirement	46
	Q. Deferred Compensation/OBRA.....	47
	R. Workers Compensation	47
	S. Training and Educational Assistance	48

	T. Employee Assistance Program.....	48
Section 9:	Classification & Compensation	48
	A. Job Descriptions.....	48
	B. Compensation.....	48
	C. Fair Labor Standards Act (current version posted in each building)	50
	D. Overtime/Compensatory Time	51
	E. Call Back Pay	51
	F. Emergency Closing.....	51
	G. Pay for Temporary Assignments.....	51
	H. Payroll Period.....	51
	I. Reimbursements.....	52
Section 10:	Repeal & Amendment	53
Section 11:	Severability	53
Section 12:	Receipt & Review Certification	53
Appendix A:	Health Insurance Rules and Regulations	55
Summary of Amendments		61

- a. Requirements for all BYODs Accessing Town Network Services - The ITD establishes rules of behavior that may vary depending on the type of device or operating system configuration. Users
 - will not download or transfer sensitive business data to their personal devices. Sensitive business data is defined as documents or data whose loss, misuse, or unauthorized access can adversely affect the privacy or welfare of an individual (personally identifiable information), the outcome of a charge/complaint/case, proprietary information, or Town financial operations
 - agree a complex network password is to be used to access email and network resources will maintain the original personal device operating system and keep it current with security patches and updates, as released by the manufacturer
 - will not “jail break” the personal device (installing software that allows the user to bypass standard built-in security features and controls)
 - agree to not share the personal device and network accounts with other individuals or family members, due to the business use of the device (access to Town e-mail and network resources)
 - will delete any sensitive business files that may be inadvertently downloaded and stored on the personal device through the normal process of viewing e-mail attachments
 - will immediately notify ITD if the personal device is lost or stolen, at which point ITD will change the user’s complex network password
- b. Expectation of Privacy - ITD personnel respect the privacy of your personal device and will only request access to the device to assist with implementation of security controls, or to respond to legitimate discovery requests arising out of administrative, civil, or criminal proceedings. While usage of the personal device itself is both personal and business, the Town’s ITR Policy regarding the use/access of Town e-mail and other Town system/network services remains in effect.
- c. Will not be reimbursed for costs associated with using a personal device for work related purposes.

W. Social Media Use

The purpose of this policy is to provide a framework for employees of the Town of Maynard when using social media to: reach, engage, inform, or include the greater public. These guidelines and best practices are intended to create the best possible relationship between the town, its employees, and the public, and it is intended to guide employees when they are on duty or off, or are using official town accounts or their own personal accounts.

As technology continues to grow and expand rapidly, it is important that this document be as timeless as possible, and it is not intended to be a line by line breakdown of how and when to use social media in every possibly circumstance. Rather, it is intended to be a

roadmap. Portions of this document, including some of the best practices, ideas, and guidelines are sourced from: The City of Boston Social Media Policy, the International Association of Chiefs of Police Social Media Guidelines, original policymaking by John Guilfoil Public Relations LLC, and the Maynard Police Department Social Media Policy.

I. General Policy

The Town of Maynard understands that social media plays a vital role in informing the public. Therefore, the town is committed to using social media, and other technological tools, to increase access to services, to build a better sense of community engagement, and to rapidly release information as necessary.

II. Understanding Social Media

First we must acknowledge that what is posted online is posted forever. Whether a statement is made on a website, news website comment section, social media, personal social media, work email, personal email, or even saved, seemingly private, to your computer, once information makes its way online, it is most often there forever. Therefore, employees should never assume privacy in any technological situation. Always assume that whatever you post will be seen publicly and may be broadcast on the news. Even posts, emails and messages from years ago can still be found. It is important to go into a situation with this knowledge.

Definition

social media

noun (usually used with a plural verb) *Digital Technology.* websites and other online means of communication that are used by large groups of people to share information and to develop social and professional contacts: *Many businesses are utilizing social media to generate sales.*

Origin: 2000–05 (Source, Dictionary.com)

Social media is universally-accessible in this country, and it can be accessed on computers, phones, laptops, tablets, iPads, iPods, and a multitude of other devices, both stationary and portable. The versatility of the technology is one of the main reasons for its success.

Examples of social media include:

- **NETWORKS:** Facebook, LinkedIn
- **BLOGS:** Blogger.com, tumblr.com, WordPress
- **MICROBLOGS:** Twitter
- **SOCIAL BOOKMARKING:** Reddit, Pinterest
- **VIDEO/PHOTO SHARING:** Vimeo, Instagram, Flickr, YouTube

Social media is scalable, and multiple social media services can be combined. YouTube videos and Instagram photos can be embedded into a WordPress blog and then shared via Twitter and Facebook.

III. Access

- a. Access to town social media accounts must be restricted to authorized employees only.
- b. Likewise, employees are strongly advised to protect access to personal accounts. Any improper statement made by an employee – whether it’s shouted in public or posted on Twitter – reflects on the entire town.
- c. See “Passwords” section.

IV. Creation of Accounts

- a. A core set of accounts will be created for the Town of Maynard, specific departments, and specific programs as deemed necessary and only with the approval of the Town Administrator.
- b. When creating an approved social media account, the employee will supply the following information to the Town Administrator and the Director of Information Technology (ITD) for the Town of Maynard:
 - Name of service
 - Login information, including password and email address
 - Artwork/logos used
- c. Official social media accounts should only be created using a town email address.
 - At no time, ever, should personal email addresses or phone numbers be associated with official town social media accounts.
- d. The new social media account must clearly state the purpose and scope of the account and make clear its official connection to the Town of Maynard or a specific program or service.
- e. The town seal or relevant department logo (e.g. Police/fire patch) should be used.
- f. The town’s public relations agency (At this time: John Guilfoil Public Relations LLC) should be notified of the new social media account.

V. Applicable Laws

- a. All information posted to social media services by department personnel may be subject to Commonwealth of Massachusetts Public Records Law.
- b. The use of social media accounts and the posting of any information on social media services must conform to all applicable state, federal, and local laws, regulations, and department policies, including this policy.
- c. Nothing posted to social media should violate the Health Insurance Portability and Accountability Act of 1996 , the Children's Online Privacy Protection Act (COPPA) of 1998, the Children's Internet Protection Act (CIPA) of 2000, or the Family Educational Rights and Privacy Act (FERPA)

VI. Content Posting Guidelines for Official Town Social Media Accounts

- a. Care must be taken to avoid “endorsing” a product, service, or political cause on social media. Any externally linked content must be explained clearly.
- b. No attempts will be made to block or delete comments or replies on social media because of “disagreement,” however the town reserves the right to moderate or delete posts that may violate the law or may be harassing, discriminatory, use fighting words, make threats, or offer commercial promotions or advertisements.
- c. Employees who manage, update, and monitor town social media accounts are representatives of the town and are expected to conduct themselves in a manner consistent with the values of the Town of Maynard.
- d. Town social media accounts are to be used to conduct official Town of Maynard business only. No political causes or endorsements or promotion of private businesses shall be allowed.
- e. Town social media posts are public records.
- f. Town social media posts may not be used to circumvent or violate Massachusetts Open Meeting Laws.

VII. Content Posting Guidelines for Employee Personal Social Media Accounts

- a. Employees are allowed to have personal social media profiles not limited to their own personal Twitter, Facebook, Instagram, Snapchat, and LinkedIn accounts.
 - No employee shall make any post representing the Town of Maynard in an official capacity without authorization from the Town Administrator.
 - Employees should be aware that anything they post on social media reflects on the Town of Maynard.
- b. Employees are cautioned against posting:
 - Dates of birth of employees or family members
 - Addresses of employees or family members
 - Personal telephone numbers or contact information
- c. No personal information may be posted about another employee against their wishes.
- d. Employees are prohibited from using personal social media channels during their workday.
- e. The Town of Maynard may inquire into an employee’s online or social media conduct when a situation arises that may be impacting or reflecting on the town OR affecting the employee’s ability or fitness for employment.
- f. In social networking, chat, blog and news comment sites, an employee’s status as an Town of Maynard employee may become known either by the employee making such an affiliation known, by others making the employee’s

affiliation known, by disclosure from the site's host, discovery in a civil or criminal proceeding, or other methods. Employees must be aware that inappropriate comments, files, images and other materials posted by them or affiliated with their on-line profile may jeopardize their employment.

- g. Employees do not sever their relationship with the Town of Maynard when they are off duty.
- h. Employees must be mindful that violation of Town of Maynard rules, regulations, policies and procedures apply to employees' on-line activities.
- i. The following activities are prohibited on an employee's personal social media accounts and may constitute conduct unbecoming:
 - Sexually graphic and explicit materials of any kind
 - Harassment, including sexual harassment
 - Criminal behavior
 - Threats
 - Photos, video, or other depictions of other employees without their permission
 - Discriminatory statements (racial, sexual, sexual orientation, religion, national origin, disability, or any other demographic)
 - Torture, death, gore, animal abuse, nudity, pornography
 - Defamatory or personal attacks
 - Encouragement of illegal activity
 - Conduct in violation of any federal, state, or local law, rule, or regulation
- j. Employees shall be mindful that the use of profanity/swear words, the use of rude, discourteous, or discouraging remarks may also reflect poorly on the Town of Maynard.
- k. When expressing opinions, employees must make it clear that their opinions do not reflect the official opinions of the Town of Maynard.
- l. Be aware that these rules apply regardless of the employee's "privacy" settings on the social media service. As stated previously, it should be assumed that all postings are public.
- m. Statements on personal social media accounts shall not interfere with the operation of the Town of Maynard.

VIII. The following information may NEVER be posted to a town or personal social media account:

- Confidential information about students, employees, or families associated with the Town of Maynard
- Obscene materials
- Harassment, including sexual harassment
- Copyrighted material

- Promotion or conduct of personal business, outside business, or promotion of a third party private business
- Expressions of support for any political cause, party or candidates

IX. **Consequences**

- a. Any employee who violates this policy may be subject to discipline consistent with the progressive discipline procedures of the Town of Maynard.
- b. In Massachusetts, an employee of a public town may be terminated for conduct unbecoming based on their online activity.

X. **Information Technology Responsibilities**

- a. The Town of Maynard Information Technology Department (ITD) shall maintain a listing of all Town of Maynard Official Social Media Accounts and all Employee Work-Related Social Media Accounts, including usernames, email addresses used, and passwords.

XI. **Passwords**

- a. The Town of Maynard requires the use of “strong passwords” on all official and work-related social media accounts. Guides for these passwords include all of the following:
 - Random combinations of characters, numbers, and letters
 - Mix of uppercase and lowercase, randomly
 - Special characters like #, @, \$, %, ^, and &
 - Avoid words that appear in the dictionary especially seasons, sports, years, and the words “Maynard” “Password” “redsox” “patriots” “celtics” or “bruins”
 - Substituting special characters for letters
 - At least eight characters long
- b. Passwords should be changed every 90 days
- c. Never give a password to anyone who is not authorized to use the social media account.
- d. Never give a password to a student.
- e. Never respond to emails, messages, text messages, or instant messages requesting that you “log in” to a service with your password. These messages are usually “phishing” messages, seeking to steal passwords.

XII. **Unauthorized Communication**

- a. In the event that an unauthorized communication appears on an official or work-related social media account:
 - Take a screenshot of the event, noting the date and time
 - Delete the communication

- Inform ITD
- b. In the event that an account becomes compromised or infected with a virus:
 - Take a screenshot of the event, noting the date and time
 - Delete any unauthorized posts sent by the virus or infection
 - **CHANGE THE PASSWORD**
 - Once the password has been changed, deliver a message via the social media platform along the lines of “Our account was temporarily comprised. Please do not click any links that appeared recently from our account. We have taken steps to improve security, and we apologize for the inconvenience”
 - Inform ITD

X. Notice to employees - Visitors Code of Conduct

The Town of Maynard’s employees strive to provide a positive experience for those visiting Town facilities, by following the “Customer Service” and “Standards of Conduct & Confidentiality” policies. In addition, the Town supports a workplace that is conducive to personal safety and security and is free from intimidation, threats or violent acts. The Town does not tolerate workplace violence, including the threat of violence by anyone who conducts business with the Town.

The Town will not tolerate harassing conduct that affects employment conditions, that interferes unreasonably with an individual’s performance or that creates an intimidating, hostile or offensive work environment.

Complying with this Visitor’s Code of Conduct is required by all people doing business with Town employees.

Violators who do not comply with this policy may be asked to leave the premises.

Expected Conduct:

- Avoid causing disturbances or disruptions
- Show respect for others, building facilities, and personal property of others.
- Use common courtesy when interacting with others.
- Do not engage in lewd or offensive behavior
- Any form of violence is prohibited
- Smoking, drinking alcohol, or appearing to be under the influence of any illegal substance is prohibited.

Repeated violations may result in permanent suspension of facility privileges.

Section 7: Personnel Records

A. Personnel File

Personnel records of all Town employees shall be kept by the Town Administrator or designee in the Human Resources office that shall contain the following:

