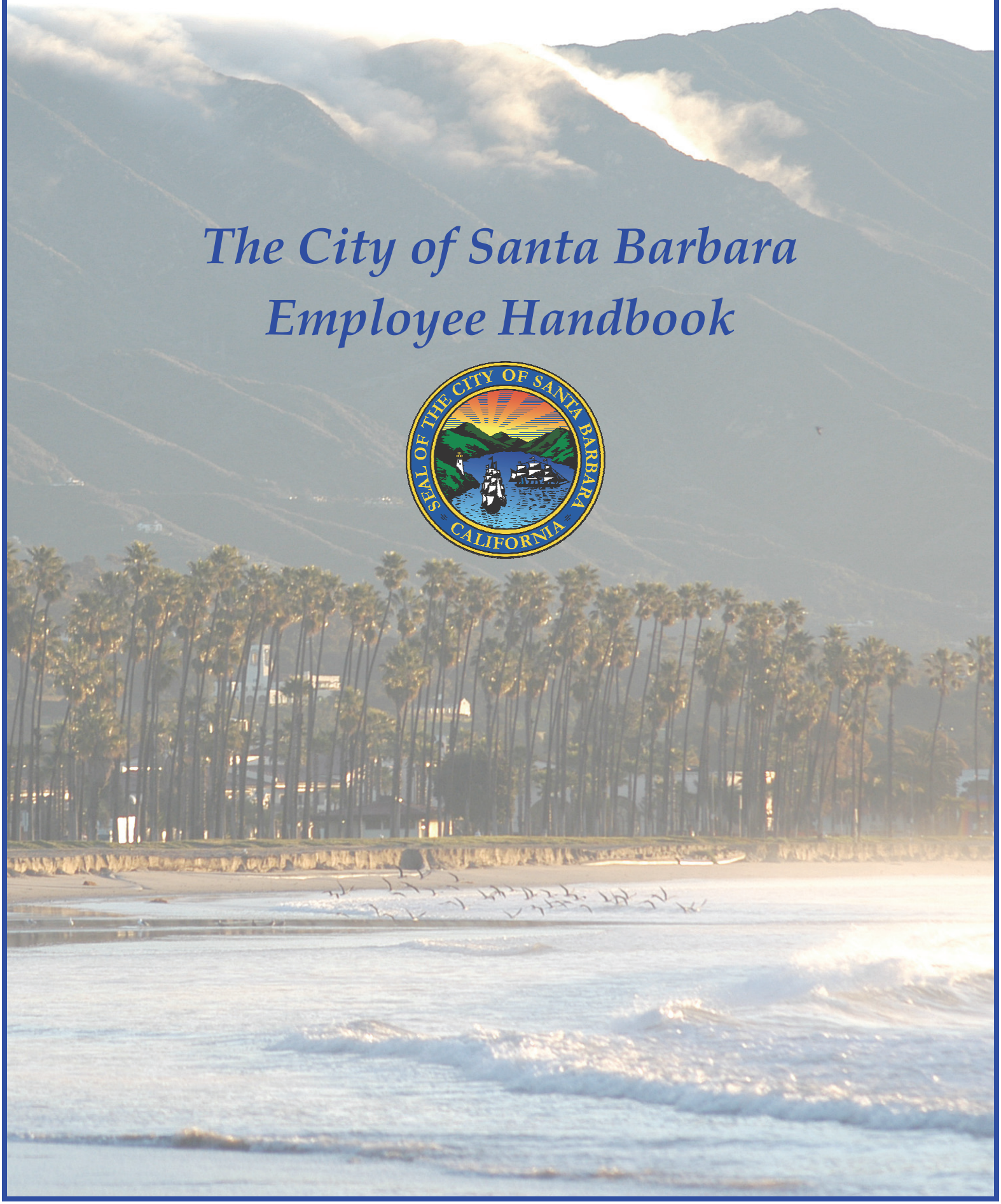
The City of Santa Barbara Employee Handbook



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EMPLOYEE HANDBOOK

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About This Handbook

We hope that this Handbook will answer some of your questions about working for the City. It is a basic reference guide summarizing the City government structure, some of your responsibilities as a City employee, and what you can expect from the City.

The City SharePoint System

Employees with computer access may find many of the policies and other documents mentioned in this Handbook on the City's SharePoint System (internal computer networking system). The most recently updated Employee Handbook will be also be available to employees on the City's SharePoint System (Human Resources SharePoint page), or by request from the Human Resources Office. The SharePoint version of the Handbook will have direct links to the official policies mentioned.

Not a Contract

Every attempt has been made to include a variety of topics, and to ensure the accuracy of the information. However, City policies are not reprinted in detail in this Handbook. There may also be policies that are not mentioned, but which may apply to a particular situation. If there is a discrepancy between this Handbook and the officially adopted policies (such as ordinances, resolutions, policy manuals, labor agreements, etc.), or if there is an omission from this Handbook, the official policies govern. This Handbook is not a contract, and it is subject to change by City management at any time.

We encourage your feedback about how we can make this a better resource for you. Please send in the form on the last page if you have suggestions.

WELCOME!

City Administrator's Welcome

Dear New City Employee,

Welcome to the City of Santa Barbara!

We are glad you have joined our City organization and are ready to go to work. A career in public service is a rewarding endeavor. Your dedication, expertise, and talent will make a significant contribution toward maintaining Santa Barbara as a world class community.

You are joining a team of hardworking, dedicated professionals. The people that work for this organization bring their diverse talents together to keep our City running smoothly. Over the years, City employees have been at the forefront of making Santa Barbara a vibrant City that is renowned for its beauty, quality planning, diverse activities, and safe environment. A well-run City like Santa Barbara doesn't just happen. It is a result of employees throughout the organization working together to meet common goals and objectives.

Thanks so much for joining the City team. I wish you the best of luck in your position and hope that you enjoy a satisfying and productive career as a City Employee.

Sincerely,

Paul Casey

City Administrator

Our City

The City of Santa Barbara enjoys a special reputation worldwide as a beautiful place to visit and live. It lies on a narrow coastal shelf, between the protective Santa Ynez Mountains and the Pacific Ocean, in view of the Channel Islands. We are just 90 miles north of L.A., and yet a world away.

A moderate climate year-round has attracted generations of tourists, retirees, and other people looking to get the most out of life. In addition to the mountains and beaches, the City offers a diversity of cultural events, wonderful shops and restaurants, and beautiful gardens and parks. Our festivals, public art, street names, distinctive architectural style, and even our ethnic mix reflect our richly blended Chumash, Spanish, Mexican, and U.S. heritage. A strong public school system, two excellent public colleges, a number of respected private educational institutions, and many dedicated and effective non-profit organizations are also important community assets.

As City employees, we are the stewards of this beautiful place. Our job is to help the elected officials serve all of our citizens and ensure that Santa Barbara continues to be a special place for future generations. This is an exciting, and sometimes demanding, responsibility. It is important work that you can be proud to perform.

City Government

The City of Santa Barbara is a charter city, meaning that it is governed by the terms of its own Charter as adopted by its citizens. The Charter is a little bit like the "Constitution" of the City, and can only be amended by a vote of its citizens.

Santa Barbara is managed under the Council/Administrator form of government. Each of the six voting districts elects one City Council member, while the Mayor is elected by citizens "at-large." Each City Council member is elected to a four-year term, and each member serves all citizens throughout the City. The Mayor serves as the official head of the City for ceremonial purposes, presides at meetings of the Council, and has the primary responsibility for interpreting the policies, programs, and needs of the City to the people. The Mayor has the same vote in decision-making as the other City Council members.

The City Council passes local laws that apply to citizens and businesses, called "ordinances." They also make internal decisions and set City policy, either through direction to the City Administrator or through formal adoption of "resolutions." Council meetings are scheduled every Tuesday afternoon at 2:00 p.m. in Council Chambers at City Hall, and are open to the public. Meetings are broadcast on Channel 18, the City's Government Access Channel, and both live and archived video streaming of meetings are available on the City's web site.

The City Council delegates advisory and decision-making authority to various boards and commissions. However, the City Council still retains ultimate authority over these areas.

The City Administrator and the City Attorney are the City's top non-elected City employees, and they are the only employees that report directly to the City Council. The City Attorney and staff provide legal advice to the City Council and to the City Administrator, and represent the City in all types of legal proceedings. The City Administrator directs and coordinates all other municipal activities, programs and policies, and supervises the day-to-day affairs of the City.

The annual operating and capital budgets total over $287 million. The City has an authorized regular workforce of over 1,000 employees and several hundred hourly/part-time/seasonal employees.

City Departments

City government services are provided by the City Administrator's Office, the City Attorney's Office and ten departments. Each department is managed by a Department Head, who reports to the City Administrator.

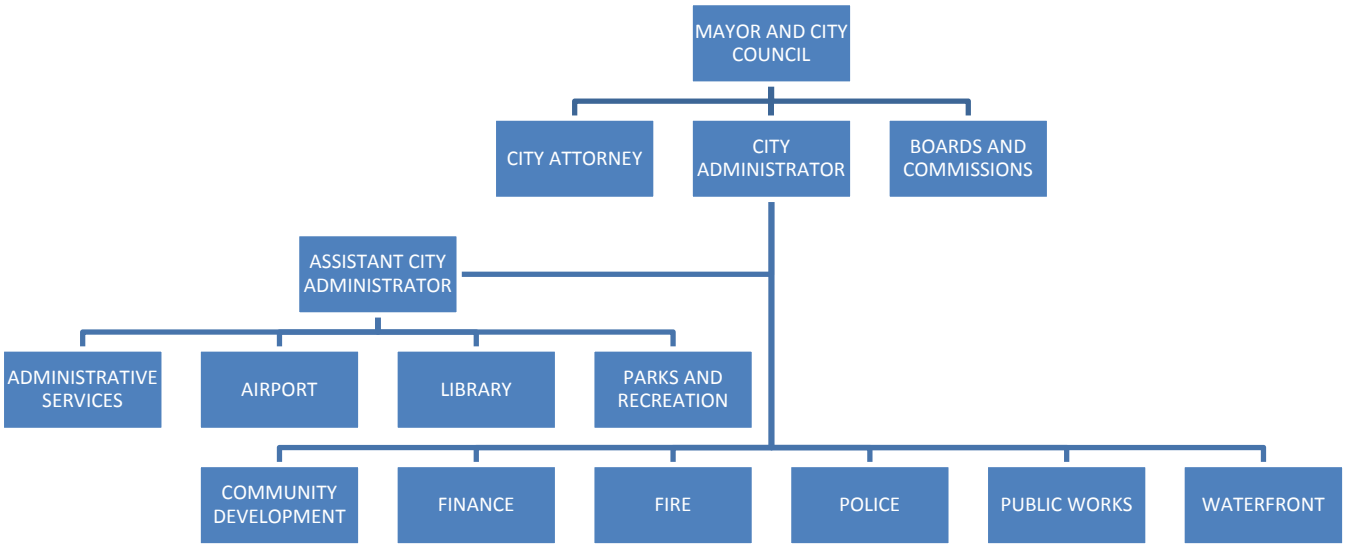
Department	Department Head	Title
City Administrator	Paul Casey	City Administrator
	Pamela (Pam) Antil	Assistant City Administrator
City Attorney	Ariel Calonne	City Attorney
Administrative Services	Kristine (Kristy) Schmidt	Administrative Services Director
Airport	Hazel Johns	Airport Director
Community Development	George Buell	Community Development Director
Finance	Robert (Bob) Samario	Finance Director
Fire	Patrick (Pat) McElroy	Fire Chief
Library	Jessica Cadiente	Library Director
Parks & Recreation	Jill Zachary	Parks and Recreation Director

Last updated: 12/14/2016

Department	Department Head	Title
Police	Lori Luhnow	Police Chief
Public Works	Rebecca Bjork	Public Works Director
Waterfront	Scott Reidman	Waterfront Director

The Mayor and Council also have staff members who support them.

Organizational Chart



Organizational Values

As City employees, we are expected to base our thoughts and actions in providing City service on the following organizational values:

- We value the opportunity to provide services to our community in a manner that is fair, courteous, responsive, and efficient.
- We value the openness of our City government and the participation of our citizens.
- We value the worth and dignity of all individuals and will provide equal opportunities for all.
- We value the diversity of experience, skill, outlook, and style that is brought to City service by each individual.
- We value a safe and enjoyable working and living environment for ourselves, local citizens, and visitors.
- We value decisive leadership that is provided by competent, knowledgeable professionals.

Last updated: 12/14/2016

- We value candor, honesty, integrity, and accountability as ways of earning the public's trust.
- We value teamwork, cooperation, enthusiasm, and a supportive environment as a means of achieving well-defined and agreed-upon objectives.
- We value creativity and innovation, and we support those who accept the challenge and take the risk of such action.
- We value the productivity and achievement of our employees and are committed to the creation of an environment for their personal growth and satisfaction.

You will find that many City employment policies are based on these core values.

Excellence in Customer Service Code of Conduct

The City Council has adopted the following Code of Conduct for providing customer service to all who live, do business in, and visit Santa Barbara. Each of us has the responsibility to act according to the following core values.

Attentive and Understanding

I will be a careful and understanding listener. I will be open to new ideas and will explore alternatives.

Responsive

I will be able to provide service and will respond in an appropriate manner. I will be thorough, efficient, and prompt.

Fair

I will strive to be consistent and fair and will give complete and honest information and guidance.

Courteous and Respectful

I will be friendly and courteous. I will be respectful and understanding of others' issues and needs.

Knowledgeable and Solution-Oriented

I will make every opportunity to learn and improve my skills and knowledge. I will use that knowledge to be resourceful and proactive in solving problems and reaching decisions. I will look for creative and workable solutions to problems.

YOUR CITY EMPLOYMENT

Pre-employment

Before starting employment, you will need to report to the Human Resources Office so that they can brief you on the following:

- **Employee Handbook.** You'll receive a copy of this Handbook and be asked to sign an acknowledgement of receipt.
- **Medical Examinations.** Some employees are required to undergo a medical examination, psychological examination, tuberculosis test, and/or a drug test prior to beginning employment with the City. These employees were made a conditional job offer, subject to satisfactory completion of these tests.
- **Oath of Office.** The California State Constitution requires all public employees to take an oath upon appointment. You must swear to support and defend the State of California and its Constitution, and the United States and its Constitution. You must also swear to faithfully perform your responsibilities as a City employee.
- **Eligibility to Work.** Federal law requires the City to verify that all new employees are citizens or are otherwise legally eligible to work in the United States of America. You'll need to provide documents verifying your eligibility to work. Please call the Human Resources Office for a full list of acceptable documents.
- **Fingerprinting.** You will be fingerprinted at the Police Department, and a criminal records check will be performed to determine if you have been convicted of a crime that would affect your eligibility for employment.
- **Emergency Services Card and Employee Directory Photo.** Regular (non-hourly) employees will be sent for a photograph. The photograph will be placed on the City emergency service identification card that you will be issued in order to identify you as a disaster services worker. Your photograph will also be accessible to other City employees on the City's SharePoint employee directory, and on your MyRide annual employee bus pass.
- **Public Records Election Opportunity.** You will receive a form allowing you to elect or waive, in advance, the right to receive a copy of certain public records about you that the City might obtain for employment purposes.
- **Non-Discrimination and Harassment Policy.** You will receive a copy of the City's Non-Discrimination and Harassment Policy. Please read this policy carefully before signing the acknowledgement.
- **Drug and Alcohol Free Workplace Policy.** You will receive a copy of the City's Drug and Alcohol Free Workplace Policy. Please read this policy carefully before signing the acknowledgement.
- **Direct Deposit Authorization.** Your paycheck can be deposited directly into your savings or checking account. You will receive a Direct Deposit Authorization form.

- **Employee Organization Membership.** If applicable, you may receive information about your ability to join a recognized employee organization, and a copy of the labor agreement ("Memorandum of Understanding" or "MOU") for your bargaining unit. Managers receive a copy of the Management Performance and Compensation Plan.
- **Benefits Enrollment.** Regular (non-hourly) employees should pick up information about insurance and cafeteria plan benefits available to them from the Benefits Office in Human Resources. These employees must enroll in their benefits no later than 31 days after the start of employment, through the Benefits Enrollment Website. Benefits are effective the first of the month following the start of your employment.

Employee Orientation

Employee orientation with the City is a two-step process. First, each department is responsible for providing you with specific department information and briefings, a safety orientation, introductions to coworkers, familiarization with City resources, and assistance in adapting to your new environment and work assignments.

Second, group orientations for regular (non-hourly) employees are coordinated by Human Resources, and are held on a monthly basis. New employees are required to attend.

New managers and supervisors are also expected to complete City Leader Orientation within the first 90 days of employment.

Recruitment & Promotion (Civil Service System)

Because the City wants to enhance your career growth and development potential, we encourage you to consider other job opportunities with the City that appeal to you. Current job announcements are posted on the City's Internet and SharePoint websites, and on the bulletin board outside of the Human Resources Office. You can also sign up to receive email job alerts on the City's web site. There are two kinds of City employment.

- "Classified" - Most regular (non-hourly) employees are in "classified" positions, which are covered by the rules of the Civil Service System set forth in the City's Charter. Under the Civil Service System, employees must be appointed and promoted based on merit. Special rules apply to appointment, promotion, and transferring to these positions.

  People who are used to private sector employment practices may find these special rules very different from what they have experienced in the past. For example, you must submit an application for every classified recruitment for which you want to be considered. No one will automatically consider you, even if you applied for the same job in the past. You will also need to pass an examination process to show that you meet the qualifications for the job. A manager or supervisor cannot just hire you for a classified position, even if they think you would do a good job.

  Examinations are conducted by Human Resources to evaluate the qualifications of applicants. An examination may be "promotional" (only regular and hourly City employees may apply) or "open" (City employees and outside applicants may apply). An examination may include an application screening panel, written tests, "oral board" panel interviews, performance tests, etc. Once the examination is over, applicants with a passing score are placed on an eligibility list, which may be used to fill current vacancies

in that job classification, and also future vacancies that come up in that classification for up to two years.

Only applicants who are at the top of the eligibility list are referred to the department for consideration. The selection decision will then usually be based on another interview, or series of interviews, at the hiring department.

- "Unclassified" - Other regular positions, mostly those in a management, supervisory, confidential, or part-time capacity, are unclassified. These positions are not covered by civil service rules, so departments do not need to follow any special recruitment requirements. All hourly employment is unclassified.

You can tell if a position is classified or unclassified by looking at the most recent classification lists, available on the Human Resources SharePoint site, under "Salary Information."

Probationary Period

Classified: When classified employees are hired, they are conditionally appointed subject to a probationary period of one year of actual service as required by the City Charter. The probationary period is considered the last part of the examination process. During the probationary period, the supervisor will evaluate the employee's performance and determine the employee's suitability for the job. If the department certifies that the employee has successfully completed the probationary period, the employee's status will change from a probationary employee to a regular classified employee. Employees who have passed probation in one classified position and then were promoted to a new position may be reinstated to their former classification if they do not successfully complete the probationary period in the new position.

Unclassified: Unclassified employees have no official probationary period, because they are not covered by the Civil Service System. Unclassified status is similar to "at-will" employment status in the private sector.

Hourly Employment

The broad category of unclassified "hourly" employment includes seasonal employment, limited-term ("temporary") employment, and part-time year-round employment averaging less than 19.2 hours per week (1,000 hours per fiscal year). Because of the short-term or limited-hour nature of hourly employment, hourly employees do not have the same privileges, benefits, and tenure as regular employees. If you are an hourly employee who desires more regular employment, you are encouraged to apply for promotional and open recruitments for regular jobs.

Labor Agreements (MOUs), Management Compensation Plan

The City of Santa Barbara has long recognized employees' right to form, join, and participate in the activities of employee organizations for the purpose of representation on wages, benefits, hours and other terms and conditions of employment. No City employee may be interfered with, intimidated, restrained, coerced, or discriminated against for exercising these rights.

Represented units currently recognized by the City include:

- City Firefighters' Association
- Fire Managers' Association (FMA)
- General Employees, S.E.I.U. Local 620

- Hourly Employees, S.E.I.U. Local 620
- Police Officers' Association
- Police Managers' Association (PMA)
- Supervisory Employees' Association
- Treatment and Patrol Employees, S.E.I.U Local 620

Most employees are covered under a labor agreement called a "Memorandum of Understanding" or "MOU." Each MOU contains agreements reached between the City and the labor organization during collective bargaining about the pay, work hours, benefits, and other working conditions that apply to members represented by that organization.

Managers are not covered under an MOU; however, the City has a Management Performance and Compensation plan that contains some of the same information. MOUs and the Management Performance and Compensation Plan are posted on the Human Resources Office's SharePoint site.

Hours of Work/Overtime

Many City offices, public counters, and operations are closed every other Friday. Employees in these offices and operations are on a 9/80 schedule, consisting of eight 9-hour days and one 8-hour day each pay period. Under this schedule, an employee works 80 hours every two weeks. Under a 9/80 schedule, the defined "work week" for purposes of computing overtime begins halfway through the 8-hour day, resulting in 40 hours of straight time pay each "work week".

Some City services are provided 24 hours a day, seven days a week, or on other non-standard schedules, so there is considerable variation in working days and hours depending on individual assignments and public service needs. Employees in some operations work weekends and may be assigned to a "swing shift" or "graveyard shift."

Overtime, shift differential pay, and compensatory time-off entitlement are defined in the various collective bargaining agreements (MOUs).

Flex Work- Telecommuting and Alternative Schedules

The City recognizes that rapid technological advances, regional housing and traffic changes, and employee work/life needs have changed the traditional work environment. It is increasingly possible and mutually beneficial, for both the City and employees, to allow some work to be accomplished at off-site locations or during non-standard operating hours.

With this in mind, the City has developed a Flex Work Policy designed to help employees and managers consider options for flexible work schedules, compressed workweeks, or telecommuting from home or another remote location on a regular or temporary basis. Any regular City employee is able to apply for flexible work hours or telecommuting. Please keep in mind that certain jobs lend themselves more easily to these types of arrangements than others. Every Flex Work application will be seriously considered, and approached with creativity, but not all requests for Flex Work will be approved.

Lunch and Breaks

While there is no specific requirement for lunch and break periods applicable to City employment, the City encourages supervisors to provide a 15-minute paid break for each 4-hour shift, and at

least a ½-hour unpaid lunch break during a shift of 6 hours or longer. Breaks and lunch may also be required as part of a collective bargaining agreement (MOU).

Compensation

Each employee is assigned to a job classification, which is based on job duties, minimum qualifications, and levels of responsibility. Each regular classification is assigned a salary range approved by the City Council by resolution.

Most non-supervisory positions have 5 salary steps. Generally, a new employee is hired at the first step in the salary range, and may progress to the next step each year (typically a 5% step increase) based on merit as evidenced by a satisfactory performance review. You can find the salary range and salary steps for any City position on the Human Resources SharePoint page under "Salary Information," or in the Human Resources Office.

Salary increases (which are sometimes referred to as "COLAs") are different than step increases. They generally provide a percentage increase to the salary range for a classification, and to all employees in that classification. Salary increases are generally negotiated with employee organizations and approved by the City Council.

Payroll

The City is on a biweekly payroll schedule. Each pay period lasts for two weeks, from Saturday through Friday. There are 26 pay periods in a year. The pay date for a pay period falls on the Friday two weeks after the end of the pay period.

- Timesheets: You must sign and submit a timesheet to your department every other week accurately showing the days and hours that you worked and the hours you were absent. The timesheet must also be signed by your supervisor. Falsification of time records is a serious violation of City policy, and may constitute theft from the City.
- Timekeepers: Each department has one or more "timekeepers" who are responsible for making updates to the personnel and payroll systems. Timekeepers can also answer payroll questions.
- Mandatory and Voluntary Deductions: Certain deductions will be taken from your paycheck. Mandatory deductions include things like taxes (based on the last W-4 form you submitted), Medicare contributions, court-ordered wage garnishments, and your required PERS retirement contributions. Voluntary deductions may be taken for insurance benefits, credit union deposits, employee organization dues, deferred compensation contributions, medical/dependent care reimbursement accounts, and charitable contributions, among other things.
- Direct Deposit: Most employees are automatically enrolled in direct deposit, where the City automatically deposits the net amount of your paycheck into your bank account, eliminating the need to stand in line at the bank. If you are enrolled in direct deposit, you will get a pay stub showing all of the same pay and deduction information that comes with a paper check, or you may opt-out of a paper record to save paper and review this information online instead.
- Holidays: If the payday falls on a holiday, paychecks are issued on the preceding business day.

- Mistakes: Every effort is made to ensure that paychecks are accurate, but mistakes may occur. Please review your paycheck or pay stub each payday to make sure it is correct. If you believe it is not, please inform your department timekeeper or the Payroll Office so that it can be corrected.

Personnel File

Your official City personnel file is maintained by the Human Resources Office. It includes information about you as an employee, such as your application materials, salary changes, promotions and transfers, performance reviews, and disciplinary records. Only Human Resources staff members and your direct supervisor(s) and manager(s) have access to your personnel file. Other managers, supervisors or authorized outside consultants may view your personnel file only on a need-to-know basis, as determined by Human Resources. Medical information is not kept in your City personnel file.

All changes to your name, address, telephone number, emergency contacts, and beneficiary should be reported to your department timekeeper immediately to ensure that your department, Human Resources, Benefits, and Payroll have accurate records.

You may view the contents of your personnel file by visiting the Human Resources Office during normal working hours.

Performance Review

As a probationary employee, you may receive feedback about your job performance, attitude, conduct, and overall capacity for learning and developing in your new assignment at any time. You will generally receive your first formal evaluation at or before six months of employment. Following your probationary period you will receive a formal performance review on at least an annual basis. As with probationary evaluations, annual performance evaluations will have a direct bearing on your employment, including your eligibility for salary step advancement and promotion. Your supervisor can tell you when to expect your next performance review.

Disciplinary Action and Appeal

Occasionally an employee must face discipline for actions that fail to conform to the conduct or performance expected of a City employee in the employee's position. Only a small percentage of employees ever become involved in such actions.

The primary objective of the City of Santa Barbara's disciplinary process is to correct the problem. Depending on the type of employee and the seriousness of the act, the following disciplinary measures may be used by a supervisor: Verbal Reprimand, Written Reprimand, Suspension Without Pay, Deduction of Vacation, Demotion, Discharge.

A regular non-probationary employee in a classified position may appeal serious discipline to the Civil Service Commission. Serious discipline includes suspension without pay, deduction of vacation, demotion, and discharge. Probationary and unclassified employees may not appeal discipline.

Discipline is generally shared with others only on a need-to-know basis. Employees should not assume that a co-worker who has committed wrongdoing has not been disciplined simply because they were not told about the discipline

Lateness/Absenteeism

There are times when each of us is unable to report to work, is delayed in getting to work, or has to go home early unexpectedly for health or personal reasons. A certain amount of unscheduled absenteeism is normal and expected. However, unscheduled lateness and absenteeism should be kept to a minimum because they create an added burden on your coworkers and affect services to the community.

An employee must report a work absence to the appropriate supervisor within 1/2 hour before or after his/her scheduled starting time. In a valid emergency, where an employee is reasonably unable to call in, an employee is expected to report in (or have someone else do it) as soon as possible. If an employee fails to report an absence within these guidelines, the absence will be deemed "unauthorized".

No sick, vacation, or holiday pay shall accrue or be paid to an employee for unauthorized leave, and the employee will be responsible for full payment of the employee and employer portions of insurance premiums. With reasonable notice to an employee, the City reserves the right to treat an extended unauthorized and unexplained absence as an implied resignation from City employment.

Excessive or unauthorized lateness or absenteeism may subject an employee to performance counseling or discipline.

Separation from Employment

Most separations from employment are voluntary. If you need to resign from City employment, you should file a written resignation stating the last day you will work and the reasons for your resignation at least two weeks in advance, if possible. If you separate from employment, you are encouraged to schedule an exit interview with a Human Resources staff member prior to your last day to discuss your final paycheck, continuation of your benefits (COBRA), and the status of your retirement contributions. You'll also be given the chance to provide verbal and/or written feedback about your City work experiences.

Involuntary separation includes probationary termination, layoff, and dismissal. The various MOUs detail procedures for layoff and reinstatement.

Employment of Relatives

Eligibility for City employment will not be affected by whether or not the applicant has a relative employed by the City, with certain exceptions. First, under the City Charter, the City can't employ any person who is a relative by blood or marriage, within the third degree, of any member of City Council. This is also applied to registered domestic partners.

Second, for business reasons of supervision, safety, security or morale, the City may (1) refuse to place a spouse/domestic partner or relative under the direct supervision of the other spouse or a relative, or (2) refuse to place two spouses/domestic partners or relatives in the same department, division or facility if the work involves potential conflicts of interest or other hazards greater for spouses/domestic partners/relatives than for other people.

If two City employees marry or become registered domestic partners, the City will make reasonable efforts to assign job duties to minimize problems of supervision, safety, security, or morale. However, if the City Administrator is unable to make an acceptable accommodation to

minimize these problems, the two employees will need to decide which one will resign from City employment.

Travel Reimbursement

As a City employee, you may need to travel between City facilities, or for meetings, seminars, training, or conferences. All travel plans should be approved in advance by your supervisor. Compensation for the time spent traveling is detailed in the applicable M.O.U.

Employees should exercise good judgment in the expenditure of public funds when making travel plans. The City will reimburse employees for reasonable travel-related costs they might incur when traveling on behalf of the City. Reimbursement is covered in the Travel Policy, available on the Finance Department's SharePoint site.

When you use your own car on City business, whether just traveling locally or for longer distances, the City reimburses for travel mileage at the flat rate set by IRS regulations, which covers all related costs and expenses. This rate is adjusted annually. If you drive on City business, whether in your own vehicle or a City vehicle, you must have valid proof of insurance on file with your department.

BENEFITS

Benefits Office

The Benefits Office is part of the Human Resources Office. Benefits rates, policies, and procedures can be obtained from the Benefits Office (564-5400) or found on the Benefits Office's SharePoint Site.

The Benefits Office offers special programs several times a year (examples have included: at-work diet and smoking cessation programs, flu vaccine clinics, retirement workshops, etc.).

Health & Welfare

The City maintains a comprehensive health and welfare benefits system for regular (non-hourly) City employees and their dependents, including registered domestic partners. City-paid benefit amounts are negotiated with individual bargaining units (refer to the applicable MOU) and may include:

- Medical Insurance,
- Dental Insurance,
- Vision Insurance,
- Basic Life Insurance,
- Supplemental (optional) Life insurance,
- Short-term Disability Insurance,
- Long-term Disability Insurance,

- Health Care Spending Accounts,
- Dependent Care Spending Accounts, and
- Cafeteria Plan “cash-out” if selected City-paid benefits do not exceed a pre-determined amount.

The details of insurance coverage are explained during City Employee Orientation, and in materials available from the Benefits Office. New employees must register for insurance benefits no later than 31 days after their hire date. Benefits are effective the first of the month following employment.

The City contracts with Care Counsel, a healthcare assistance organization, to provide confidential assistance, advocacy, and support to employees in their healthcare matters, including answering questions, troubleshooting claims, and resolving disputes. Care Counsel is independent from the City’s insurance providers, and can be reached at 888-227-3334.

Every year, during the fall Open Enrollment, employees may make new insurance selections for the upcoming calendar year. Employees must show evidence of other qualifying group medical insurance coverage annually before opting-out of medical insurance benefits for themselves.

For many City-sponsored plans (retirement, life insurance), you will be able to name a beneficiary to receive benefits in the event of your death. Please keep your beneficiary information updated with the Benefits Office.

Employee Assistance Program (EAP)

The City provides coverage for all regular and hourly employees under the Employee Assistance Program (EAP). The purpose of this program is to provide limited confidential counseling services to help employees and members of their household deal with various on- and off- work issues. Such issues may include:

- Single Parenting
- Depression
- Anxiety
- Alcohol or Drug Problems
- Compulsive Gambling
- Stress
- Work-Related Problems
- Eating Disorders
- Death & Dying
- Life Transition
- Career Change
- Parent-child Conflict
- Job "Burnout”
- Sexual Problems
- Dual Careers
- Aging Parents
- Marital Problems
- Financial/Legal Concerns
- Physical Abuse
- Retirement Concerns
- Problems of Adolescence

The City will not be told if you or your household members use this benefit. This program provides for up to three free confidential sessions per issue per year with a trained/licensed counselor. Additional counseling sessions are available for a fee at the employee’s discretion. This program is separate from the psychological benefits provided under the City’s medical insurance plans.

Retirement

Hourly employees participate in the Part-time, Seasonal and Hourly Retirement Plan. The employee pays 6.2% of wages to the plan, and the City contributes 1.3%.

Regular employees and hourly employees who work 1,000 hours or more in a fiscal year are enrolled in the California Public Employees Retirement System (PERS). The City provides the "3% at age 50" (Classic employee) or the "2.7 at 57" (New employee) retirement formulas for police and fire "safety" employees, and the "2.7% at 55" (Classic employee) or the "2% at 62" (New employee) retirement formulas for non-safety employees, known as "miscellaneous" employees.

There is a required employee contribution toward retirement. Vesting in the PERS retirement plan requires five years of service in a PERS agency and an employee must be at least 50 years of age to retire.

In addition, some MOUs provide for retiree health benefit contributions.

Most City employees are required to participate in Medicare, but City employees do not participate in Social Security. To determine how this might affect your eligibility for Social Security benefits, contact the local Social Security office.

Deferred Compensation

In addition to the City's retirement plans, regular employees may elect to participate in the deferred compensation program to save for retirement. The deferred compensation program is a tax-qualified Section 457 government-defined contribution retirement program (similar to a 401(k) in the private sector). Deferred compensation allows employees to deduct pre-tax income from their paychecks and direct the money for investment in various investment funds.

Representatives from the Plan Administrators visit the City on a quarterly basis to meet individually with employees to answer their retirement investment questions. A schedule is available on the Benefits Office SharePoint site.

Former hourly employees who have become regular employees may be able to transfer funds from the Part-time, Seasonal and Hourly Retirement Plan to the deferred compensation plans, providing greater flexibility in the investment of these funds.

City Holidays

Most City offices are closed to the public on the following holidays:

January 1 - New Year's Day
Third Monday in January - Martin Luther King Jr.'s Birthday,
Third Monday in February - President's Day
March 31 – Cesar Chavez Day
Last Monday in May - Memorial Day,
July 4 - Independence Day,
First Monday in September – Labor Day,
Fourth Thursday in November - Thanksgiving Day
Fourth Friday in November - Day after Thanksgiving, and
December 25 - Christmas Day

When a holiday occurs on a Saturday, it is observed on the preceding Friday, and when it occurs on a Sunday, it is observed on the following Monday.

Paid Time-Off Benefits

Paid time-off benefits are set by the applicable MOUs and the Management Performance and Compensation plan. Paid time-off benefits may include pay for:

- Sick Leave
- Vacation
- Personal Leave
- Holidays
- Compensatory Time Off, or
- PTO (paid time off for hourly employees)

Most MOUs allow for some cash-out or conversion of unused vacation and/or other paid leave benefits, within specified guidelines. Special provisions apply to paid time off for employees on a 9/80 schedule, as outlined in the 9/80 Work Schedule Policy.

Sick Leave- Use of Paid Leave

Employees accrue sick leave as provided under the applicable MOU or City policy. Sick leave must never be used in lieu of, in addition to, or as vacation. The City's Municipal Code provides that improper use of sick leave benefits shall be cause for employee dismissal from the City.

Sick leave is generally provided only for the diagnosis, care or treatment of an existing health condition of the employee, or for preventive care (e.g. medical appointments) of the employee.

However, a full-time employee may use up to a maximum of 48 hours of available accrued sick leave (the equivalent of 6 months of accrual) per calendar year for the diagnosis, care, or treatment of an existing health condition of, or preventive care for, a family member of the employee, and/or for specified purposes when an employee is the victim of domestic violence, sexual assault or stalking. "Family member" means any of the following: a spouse or registered domestic partner; a child (biological, adopted, or foster child, stepchild, legal ward, or a child to whom the employee stands in loco parentis, regardless of age or dependency status); a parent (biological, adoptive, or foster parent, stepparent, or legal guardian) of an employee or the employee's spouse or registered domestic partner; a person who stood in loco parentis when the employee was a minor child; a grandparent; a grandchild; or a sibling. Part-time employees may use the equivalent of six (6) months of sick leave accrual at their prorated accrual rate for such purposes.

An employee's use of the first 48 hours of accrued paid sick leave in a calendar year for any qualifying reason mentioned in this section, is considered "Protected Sick Leave." As such, no physician's statement is required for sick leave utilized during this period. However a physician's statement is required after 3 days of absence when an employee has either exhausted their "Protected Sick Leave" period or their sick leave accruals. A Medical Certification form, available on the Benefits Office SharePoint site, may be used for this purpose.

Excessive use of sick leave may lead to discipline for poor attendance, unless protected via State "Protected Sick Leave", CFRA, FMLA or Pregnancy Disability Leave law.

Medical, Family Medical, and Pregnancy Leaves of Absence

Eligibility: Under the California Family Rights Act (CFRA) and the federal Family Medical Leave Act (FMLA), if you have at least 12 months of service with the City and have worked at least 1,250 hours in the 12-month period before the date you want to begin your leave, you may have a right to a family care or medical leave ("FMLA/CFRA leave"). FMLA/CFRA leave may be taken for maternity or parental bonding leave related to the birth, adoption, or foster care placement of your child, or for your own serious health condition, or for the serious health condition of your child, parent, spouse, or domestic partner.

Protection: Both the FMLA and CFRA contain a guarantee of reinstatement to the same or to a comparable position at the end of the leave, subject to some exceptions. They also protect you from discrimination against you for exercising your right to such leave. To secure protection for this leave, you must comply with the notice, certification, and other requirements of the City's "*FMLA/CFRA Family and Medical Leave Policy*". Forms for this purpose are available from your supervisor or the Benefits Office and can also be found on the Benefits Office SharePoint site.

Duration: FMLA/CFRA leave may be up to 12 workweeks in a 12-month period.

Even if you are not eligible for FMLA/CFRA leave, if disabled by pregnancy, childbirth, or related medical conditions, you are entitled to take a Pregnancy Disability Leave of up to four months, depending on your period(s) of actual disability. Pregnant women who are CFRA-eligible have certain rights to take up to 4 months of Pregnancy Disability Leave PLUS up to 12 additional weeks of CFRA leave for parental bonding.

Intermittent Leave: When medically necessary, leave may be taken on an intermittent or a reduced work schedule. If you are taking a parental bonding leave for the birth, adoption or foster care placement of a child, you may request for leave of less than two weeks' duration on any two occasions for purposes of parental bonding and you must conclude the leave within one year of the birth or placement for adoption or foster care.

Notice: If possible, you must provide at least 30 days advance notice for foreseeable events (such as the expected birth of a child or a planned medical treatment for yourself or of a family member). Failure to comply with these notice rules is grounds for, and may result in, deferral of the requested leave until you comply with this notice policy. For events which are unforeseeable, you must notify the City, at least verbally, as soon as practicable.

Certification: The City requires certification from your health care provider before authorizing a protected leave for pregnancy or your own serious health condition. The City requires certification from the health care provider of your child, parent, spouse, or domestic partner who has a serious health condition before allowing you a leave to take care of that family member. Medical certification forms are available from your supervisor, the Benefits Office, or the Benefits Office SharePoint site.

Pay and Benefits: The City may require you to use sick, vacation or other accrued time, consistent with policies for use of such time, before taking the remainder of your FMLA/CFRA leave as an unpaid leave. Members of some bargaining units may also be eligible to supplement their leave with short-term disability insurance or state disability insurance and paid family leave (SDI/PFL) payments. Employees on a CFRA qualifying leave and receiving either disability or paid family leave benefits, are not required to use any of their paid time off, sick leave or accrued vacation, but may elect to do so.

The City will continue to pay the employer contribution to your health benefits while you are on FMLA/CFRA/PDL leave, or for any greater period of time required under the applicable MOU.

Extended Family and Medical Leave: Following any FMLA/CFRA or pregnancy disability leave, an employee may request extended leave, up to a total of one year, under the Maternity Leave Policy, Parental Leave Policy, or Leave of Absence (Medical Reasons) Policy.

Military Family Leave

Qualifying Exigency Leave

Eligible employees are entitled to up to 12 weeks of leave under the federal Family Medical Leave Act (FMLA) because of any qualifying exigency arising out of the fact that the spouse, son, daughter, or parent of the employee is on active duty, or has been notified of an impending call to active duty status, in support of a contingency operation.

Military Caregiver 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 is entitled to up to 26 weeks of leave in a single 12-month period to care for the service member.

Military Spouse Leave

An employee is eligible for a Military Spouse Leave if he or she works at least an average of 20 hours per week, and has a spouse who is a member of the U.S. Armed Forces, National Guard, or Army Reserve on active duty in an area of military conflict. Eligible employees are allowed to take up to 10 days off from work, on an unpaid basis, during a period when his or her spouse is on leave from deployment during a period of military conflict. Any military spouse leave, if eligible, will run concurrently with FMLA exigency leave.

Other Leaves of Absence

Special notification periods or other requirements may apply in order to be eligible to take a non-medical leave of absence under one of the policies listed below.

Non-Medical Leave of Absence: Regular employees may request up to one year of unpaid* leave of absence for personal reasons under the Leave of Absence (Non-Medical Reasons) Policy. The City's ability to grant a non-medical leave of absence is evaluated on a case-by-case basis by the City Administrator based on the needs of the City.

Jury Duty Leave: For regular (non-hourly) employees, jury duty that keeps you from your regularly assigned work schedule will be considered leave with pay. Some shift workers may be temporarily reassigned to day shift for the duration of jury duty to avoid having to both work and complete jury duty. You must remit any compensation you receive for the jury duty to the Payroll Office. If you do not serve a full work shift of jury duty, you are expected to report back to work.

Hourly workers who are eligible for paid time off may use their accrued paid time off for jury duty absences, and the City will attempt to reschedule them to avoid a loss of pay, as detailed in the MOU.

Bereavement Leave: Regular (non-hourly) employees are eligible for paid leave to cope with the death of an immediate family member. Specific bereavement leave guidelines may be found in the applicable MOU. Limited bereavement leave may be used, with the specific prior approval of the Department Head, to attend the funeral of a coworker.

School Participation Leave: An employee who has custody of a child (parent, guardian, stepparent, foster parent, grandparent or stand in loco parentis) may take up to forty (40) hours of unpaid* leave to participate in an activity at a child's school or licensed child day care facility; find, enroll or reenroll a child in a school/licensed child care provider; or address a child care provider or school emergency. Such leave may be limited to 8 hours per month.

Domestic Violence Leave: An employee who is a victim of domestic violence work may take unpaid* leave to obtain relief or attempt to obtain relief to help ensure his or her health, safety, or welfare, or that of his or her children.

Military Leave: A regular City employee with at least one year of City or military service may receive a military leave of absence of up to 180 calendar days when called to active military duty. Military leave of up to 90 calendar days will not be considered a break in continuous service. The first 30 calendar days of any such absence, not to exceed thirty 30 calendar days in any July-June fiscal year, will be paid leave*. The City Council may approve special rules during times of active conflict.

Other: Leaves of absence may be available for emergency duty or training as a volunteer firefighter, reserve police officer, or emergency rescue personnel, or for literacy training.

** Where a leave is unpaid, in most cases, employees may use their available paid leave balances (vacation, personal leave, compensatory time) for salary replacement.*

Catastrophic Leave Donations

Under the catastrophic leave donation policies, regular employees may donate vacation and compensatory time to the sick leave banks of regular City employees who are incapacitated due to a catastrophic off-duty illness or injury. There are slight differences between the catastrophic leave policies for different bargaining units, so consult the applicable MOU for more information.

Housing Assistance

The City is a member employer of **The Coastal Housing Partnership (CHP),** which assists regular employees in becoming homeowners in the local community by providing financial assistance and educational services. The package provides financial-assistance programs addressing common obstacles to purchasing a home, such as the down payment and closing costs. Refinancing for homeowners and other housing programs are also available.

Credit Union

A Credit Union is owned and run by its member-elected board as a nonprofit, cooperative financial institution. The Santa Barbara County Federal Credit Union Credit Union offers financial services (checking, savings, credit, loans, etc.) to City employees. City employees may sign up for automatic payroll deductions to go directly to a Santa Barbara County Federal Credit Union Credit Union account, even if they already have signed up for direct deposit of their paycheck to another bank account. Contact the credit union directly for more information.

Parking

Parking in employee parking lots is limited. Each building has its own system for assigning employee parking spaces, but regular carpools of 2+ employees are generally guaranteed a spot.

Alternative Transportation

The City encourages employees to use alternative transportation whenever they can in order to preserve air quality, decrease traffic congestion, conserve fuel, and promote better health. The City has created an innovative Work Trip Reduction Program ("Work TRiP") to support employees who do use alternative transportation. The growing list of benefits for registered alternative transportation users includes:

- Free "My Ride" MTD bus passes for all City employees for local bus travel.
- A 75% subsidy on commuter bus passes from North Santa Barbara County and Ventura County, and subsidized vanpool fees.
- Use of a fleet of bicycles at downtown locations that employees may use to travel between facilities and for personal errands.
- Use of a City car to do personal errands during lunches and breaks, or to commute home if the employee must work overtime, misses his/her carpool ride or bus, or has a family emergency
- A "guaranteed ride home" program, via taxi, so that people using alternative transportation won't get stranded without a ride.
- Carpooling and vanpooling match programs, including a program that allows City employees to carpool together in City vehicles at great rates.
- Priority parking for carpools in downtown commuter lots, City employee lots, and in downtown on-street parking
- Work schedule adjustments to accommodate alternative commute options, including flexible scheduling and telecommuting arrangements.
- Free bicycle parking locker or other secured bicycle parking spot.
- Prize drawings for employees who use alternative transportation through the weekly Citywide Commute Contest.

To learn more and to register for the City's various programs, visit the website at "http://moss/City_Programs/Work_TRIP/Pages/About.aspx", or contact the City's Transportation Planning Division at (805) 564-5385.

RULES YOU NEED TO KNOW

Accommodation of Disabilities

Consistent with the City's core value of providing equal opportunities for all, the City will make reasonable efforts to accommodate qualifying disabilities in employment, in participation in City government, and in the provision of City services in the manner required by the Americans with Disabilities Act (ADA) and other state and federal laws.

Employment:

A qualified applicant or employee with a disability has the right to request that the City make reasonable accommodations to allow the person to apply for a position, to effectively perform the essential functions of a position, or to enjoy equal benefits and privileges of employment with the City. You may request a reasonable accommodation at any time, and may request additional reasonable accommodations if your needs change. Human Resources Staff are trained to assist you and your supervisors to evaluate the effectiveness of various types of accommodations.

City Programs:

The City of Santa Barbara is committed to ensuring that people with disabilities are able to take part in, and benefit from, the whole range of public programs, services, and activities offered by the City. If you find that a member of the public requires an auxiliary aid or service for effective communication (e.g. sign language interpretation, etc.), or a modification of policies or procedures in order to participate in a City program, service, or activity, notify your supervisor or your Department's ADA Liaison immediately.

Accommodation for Lactation

Upon advanced request, the City will provide a reasonable amount of break time to accommodate an employee desiring to express breast milk for the employee's infant child. The employee may use her regular paid break periods for this purpose, or may use her paid leave banks (vacation, personal leave, or compensatory time) or unpaid leave. The City will make reasonable efforts to provide the employee with the use of a room or other location (other than a toilet stall), in close proximity to the employee's work area, for privacy.

Computer Use

All computer users must become familiar with the Email and Computer Use policies in order to understand allowable and inappropriate uses of the computer network, email, SharePoint system, Internet, and computer software and equipment. The City may monitor employees' computer use (see Handbook section entitled "Privacy and Use of City Resources"). With management approval, employees can also access City email or computer systems from home. Misuse of City computer systems at any time is strictly prohibited.

The Information Systems Office has programs that provide discounts on home computer purchase, and offer employees ways to access the latest versions of various software applications for home use at a discount. Contact Information Systems for more information.

Conflicts of Interest

A public employee may not use public assets or public office for personal gain. All City employees are covered by certain City conflict of interest policies, and also by state statutes and common law rules. The consequences of actions prohibited under conflict of interest prohibitions

can range from invalidation of important City contracts to monetary fines or criminal penalties against the person with the conflict.

It is your responsibility to recognize conflicts of interest you might have. No one can anticipate every situation that might constitute a conflict of interest, and there are a number of special exceptions that may apply, but some of the key ethical points are:

- Do not participate in making, or use your official position to influence, any contract, decision, application, or proceeding when it is reasonably foreseeable that the decision could have a material effect on your financial interests (or other strong personal interest). Your "financial interests" are broadly defined, and include those of your spouse and dependent children.
- Aside from your City wages and benefits, do not accept any compensation, reward, or gift (or the promise of future compensation, reward, or gift) from any source where it appears to be in exchange for your service, advice, assistance or other influence over the City's governmental processes.
- Do not disclose privileged or confidential information, particularly to enhance your financial interests or the financial interests of others.

The City Clerk's Office has information about conflicts of interest to help you understand your responsibilities. The State Attorney General's Office offers public employees an online ethics tutorial covering conflicts of interest. In addition, the State of California's Fair Political Practices Commission has a website and hotline. Relevant telephone numbers are listed in the back of this booklet.

Depending on your level of decision-making authority, you may also be required to file a statement listing your economic interests upon hire, and annually thereafter, with the City Clerk's Office for public review. A list of employees who are required to file these statements, and instructions on how to do so, can be found on the City Clerk's Office SharePoint site.

Managers, supervisors, and employees who are required to file a statement of economic interests are required to attend ethics training every two years.

Disaster Services Assignments

As public employees, we play an enhanced role in the event of a disaster or other emergency in our community. You will be registered as a disaster services worker, and you will be issued a disaster services identification card. You should check with your supervisor or manager to determine where you need to report in the event of a disaster.

In the event of a disaster or other emergency, first make sure that your family is safe and secure, then report to your assigned emergency location. If you are unable to get to your assigned location or to call, volunteer your services to the nearest government agency until you are able to contact or report to work with the City of Santa Barbara.

Hourly employees generally do not receive disaster services assignments.

Drugs & Alcohol

The presence of drugs and alcohol on the job, and the influence of these substances on employees during working hours, jeopardizes the safety of employees and the public, and the efficiency of City operations. The City of Santa Barbara has adopted a Drug and Alcohol Free

Workplace Policy to eliminate alcohol and drug abuse by City employees and the effects in the workplace. This policy applies to all full-time, part-time and hourly employees, and to all applicants for positions with the City.

The use, possession, manufacture, dispensation or distribution of drugs and/or alcohol is prohibited:

- Whenever you are in the workplace;
- Whenever you are on City time;
- Whenever you are in City vehicles or facilities (except as defined in the City's facilities use policies); and
- Prior to coming to work, to the extent that your work performance is impaired.

This policy applies to alcohol and all substances, drugs, or medications, whether legal or illegal, which impair an employee's ability to effectively and safely perform his/her job duties. If you are taking a legal substance for medical reasons, it is your responsibility to ask your physician whether the medication could impair your ability to effectively and safely perform your job duties, and to ask your physician to certify you to be absent from the workplace if it could. If use of the substance is for a disability, you may request reasonable accommodation of the disability in advance through Human Resources.

The City has established a confidential Employee Assistance Program (EAP) to assist those employees who voluntarily seek help for alcohol or drug problems (as well as for a variety of other personal problems). Employees may seek confidential assistance from the EAP counselor. The City is also committed to providing reasonable accommodation to those employees whose past drug or alcohol problems classify them as disabled under the law.

Drivers and other employees in certain positions or bargaining units may be subject to pre-employment drug testing and/or to drug and alcohol testing (random, post-accident, or “reasonable suspicion”) during employment.

Equal Opportunity, Non-discrimination and Harassment Policies

The City of Santa Barbara is committed to equal employment opportunity, and prohibits discrimination or harassment on the basis of:

- Age (40 and over)
- Ancestry
- Color
- Disability (mental and physical, including HIV and AIDS)
- Sex (male or female; includes pregnancy/childbirth)
- Gender identity and expression
- Marital status
- Medical condition (such as cancer and genetic characteristics)
- National origin
- Race
- Religious beliefs
- Sexual orientation

The City Council has applied the principles of non-discrimination to its own members, members of its advisory Boards, Commissions and Committees, citizen volunteers, City employees, and to those who do business with or who seek to do business with the City of Santa Barbara. All employees are protected by this policy, and all are required to fully support and adhere to the provisions of this policy. Regular employees attend mandatory non-discrimination and harassment training every four years, and managers and supervisors receive training every two years.

Employee Theft

Theft from the public violates an important trust. It is the City policy that employees will be dismissed for theft from the City, or for theft from others involving the abuse of the employee's status as a City employee. Theft includes any willful appropriation of resources to which the employee in not entitled, including unearned salary or benefits. This is a zero-tolerance policy, and employees are informed that dismissal will be the discipline for any instance of theft.

Gifts & Tickets

Under the City's Gift Policy, City employees may not accept personal or family gifts from anyone with whom the City does business. The receipt of such gifts tends to undermine the objectivity that needs to be maintained in the relationships with our various constituents. This does not preclude the acceptance of a non-personal gift of nominal value (e.g., under $50) that is offered to a work unit when the gift can be shared by all employees in that unit (i.e., a box of candy or a fruit basket).

Tickets or passes received by the City or any City employee, whether complimentary or paid for by the City, that provide admission to a facility or event for an entertainment, amusement, recreational or similar purpose are governed by the City's Ticket Policy and may not be accepted or used by an employee except as approved by the designated Ticket Administrator in the City Administrator's Office.

Privacy & Use of City Resources

In the course of your employment, you may have access to different City resources, such as a locker, desk, file cabinet, computer, City car, Internet access, an email account, telephone and/or voicemail. City Management has a right and a responsibility to monitor the use of City resources whenever it deems advisable. The public also has certain rights to City records (see Handbook Section "Public Records and Information Security"). Consequently, it is important that you understand that you can have no expectation of privacy in your use of City resources, even if they are locked or password-protected.

For example, management may search your file cabinet, computer, desk or City car. Management can also monitor your use of your computer, email account, telephone, and other City resources. To ensure your privacy, don't use City resources to create, access, or store anything that you wouldn't want others to know about.

In certain, limited situations, you may be permitted by your manager to use City resources for non-commercial personal use (e.g., using your computer for school work). Even then, don't expect that use to be private. It is also your own responsibility to ensure that:

(1) You have clear and unequivocal (preferably written) approval from your manager for any such personal use;

(2) The personal use occurs outside of your paid work hours;

(3) The personal use is non-commercial;

(3) The personal use in no way interferes with service to the public;

(4) The City does not incur any additional expense related to the personal use; and

(5) The personal use complies with the City's computer access, Non-Discrimination, and other City policies.

Open Meeting Issues

City Council Members, Board Members and Commissioners are covered by a law called the Brown Act ("Sunshine" law), which guarantees the public's right to attend and participate in the meetings of local legislative bodies. Local government decision-making must be conducted, with a few exceptions, in an open and public manner and not through behind-the-scenes meetings. It would not be possible to give comprehensive advice about compliance with this law in this document. However, if you work directly with the City Council or its Boards and Commissions you should become familiar with the public meeting rules. The City Clerk's Office can help you with this.

Outside Employment ("Moonlighting")

No City employee may accept or hold another job, including self-employment, without the prior approval of the employee's Department Head. This applies whether the employee is actively working or on a leave of absence. Consistent with California Government Code Section 1126, in determining whether to approve outside employment the Department Head will consider, among other things, whether the nature of the outside employment could adversely affect or interfere with the performance of the employee's City position; whether the outside employment is with a business or enterprise that performs or provides services to the City over which the Department has authority or influence, or would create another clear conflict of interest; and whether the outside employment would create the appearance of a conflict of interest or would be generally incompatible with the duties of the employee's City position. If outside employment is approved, the employee will have an ongoing responsibility for preventing the existence and appearance of prohibited conflicts of interest.

Personal Property

Bring your personal property to the City at your own risk and guard it carefully. Except as specifically outlined in an applicable MOU, the City is not responsible for personal items that are lost, stolen or damaged.

Political Activity

General restrictions: Use of the public's money, the public's time (your paid work hours), or other public resources (facilities, computers and equipment, materials) to support or oppose a political campaign or ballot measure is prohibited.

Specifically prohibited activities include:

1. Political campaign activities during working hours.
2. Political campaign activities on City premises.

3. Solicitation of campaign contributions from other employees, unless part of a general public fund-raising campaign, and even then not on City time or premises or using City resources.
4. Wearing a City employee identification, uniform, or other badge of office while campaigning, even outside of working hours.
5. Using City equipment or supplies to produce political promotional materials.

Generally permissible activities: During non-working hours, each employee and officer of the City has the unfettered right to engage in political expression and activity on behalf of a political candidate or ballot measure, so long as public funds are not used. However, City badges of office should not be displayed.

Public Records and Information Security

The right to inspect public records is generally regulated by the California Public Records Act (CPRA). The Legislature declared that access to information concerning the conduct of the people's business is a fundamental and necessary right of every person in the state. On the other hand, some information regarding citizens, City employees, or City business is sensitive and confidential in nature, and not subject to public disclosure. The general policy of the CPRA favors disclosure, and a refusal to disclose records must be justified by the specific exceptions enumerated in the CPRA.

Needless to say, since documents, files and emails you create could be subject to disclosure to the public, you should always be responsible and professional in creating these records. A document does not have to be in written form to be a “public record.” A public record may consist of any medium that contains information, such as a computer tape, disc, or video or cassette recording, or computer files and email stored on City computers or in the network.

When there is a request for a public record, the City is required to provide those documents covered under the CPRA within 10 days, unless the record meets a specified exemption. Any and all requests for City records that are not routinely provided as part of the department’s usual course of business should be referred to management immediately. Employees are not authorized to communicate, disclose, divulge, or otherwise use, directly or indirectly, confidential and/or sensitive information they may have access to at work including, but not limited to, personal information about a citizen or coworker, without authorization from their manager.

The City is also required to keep certain records for fixed periods of time, and the City Council must approve the destruction of certain types of records in advance. You should work with your supervisor to learn what types of records you may or may not discard.

Safety and Risk Management

Employee and citizen health and safety are top City concerns. We all share responsibility for safety. Managers and the Risk Management Division are responsible for maintaining the City’s health and safety programs, supervisors are expected to apply these programs to ensure safe working and operating conditions, and employees are responsible for supporting and participating in health and safety programs. You should receive all the training that you need in order to be able to do your job safely and respond in the event of an emergency. Most departments hold monthly safety meetings to discuss safety issues.

The City has a zero-tolerance policy for acts of violence or threatened acts of violence in the workplace. Acts of violence include grabbing, pushing, striking, pinching, groping or fondling another person; fighting or challenging another person to a fight; engaging in horseplay, “skylarking” (frolicking, carousing), or any behavior which needlessly risks the safety of one's self or another person; stalking or following another person; accosting or harassing another person in an intimidating way whether face-to-face, by telephone, fax, mail, computer or other form of communication; illegally possessing, displaying, threatening to use, or using a firearm, knife or other weapon. A weapon is any item used to threaten or enact damage or injury.

The City’s Illness and Injury Prevention Program, available in all City departments and on the Risk Management SharePoint site, details these policies and procedures. If you have a situation that you believe poses a safety threat to you or someone else, or if you experience or witness an accident, injury, act of violence, or threatened act of violence, contact your supervisor immediately. If you are not successful in having the issue addressed, contact Risk Management and Human Resources.

Social Media

There are two social media policies, one governing official use and another governing employees’ personal use.

The first provides guidelines for establishing and using social media sites within an employee’s official capacity to communicate with the public about City issues, programs, and activities, while protecting the integrity of the content that is attributed to the City organization.

The second provides guidelines for employees for using social media sites for their personal business. The policy restricts personal use of social media on City-paid time, instructs employees to disclose that they do not represent the City when stating a personal opinion about City activities, restricts the use of City email accounts and the City seal for personal social media activity, and provides advice on protecting employee privacy and preventing unwelcome contact through social media.

Whistleblower Policy

A “whistleblower” is a City employee who discloses information to the City (e.g. a person with authority over the employee, or to another employee who has authority to investigate, discover, or correct the violation or noncompliance), another government or law enforcement agency, or to a public body conducting an investigation, hearing, or inquiry, where the employee has reasonable cause to believe that the information discloses a violation of a local, state, or federal statute, a violation of or noncompliance with a local, state, or federal rule or regulation, or unsafe working conditions or work practices in City employment.

It is against City policy to:

- Make, adopt, or enforce any rule, regulation, or policy preventing an employee from being a whistleblower;
- Retaliate against an employee for disclosing information, or because there is a belief that the employee disclosed or may disclose information;

- Retaliate against an employee for refusing to participate in an activity that would result in a violation of a state or federal statute, or a violation or noncompliance with a state or federal rule or regulation;
- Retaliate against an employee for having exercised his or her rights as a whistleblower in any former employment.
- Retaliate against an employee because the employee is a family member of a person who has, or is perceived to have engaged in their rights protected by this section.

CITYWIDE COMMUNICATION PROCEDURES

Appealing Employment Examinations

The results of civil service examinations given by Human Resources may not be challenged under grievance procedures, only under the Exam Appeal Process. Most employees who take a written and/or practical test (other than a standardized test) have 10 working days following notification of their results to spend time (no more than one-half the time allowed for the test) reviewing a standardized test or discussing scores with a member of the Human Resources Staff.

Appeals of examinations are limited to charges of bias, fraud, or discrimination in the examination process. The first step is to discuss the exam with the Human Resources staff person who gave the test. If that meeting is unsuccessful, the next step is to appeal to the Human Resources Manager within 10 days of that meeting, and the Human Resources Manager will render a written decision within 10 days of receipt of the appeal. The Human Resources Manager's decision is final.

Fire and Police bargaining unit employees have special procedures for examination appeals, outlined in the applicable MOU.

Communication in General

The City recognizes the importance that good communication plays in the functioning of our workplace and in the quality of services we can provide to citizens. You are expected to promote open communication with your co-workers, supervisor and others by:

- Listening carefully to what others are saying to you;
- Discussing job concerns in a respectful manner with your coworkers, supervisor or HR staff in an effort to resolve issues before they become serious problems;
- Avoiding the use of discourteous, insulting, threatening, or offensive behavior or language at work; and,
- Contributing your comments and ideas on work issues.

City News in Brief

As a City employee, you are part of an exciting and dynamic organization. Every week, you will receive an email copy of the *City News In Brief*, which provides information and updates about some of the City's major projects and initiatives. It also contains a list of open recruitments and upcoming events. This is a great way to keep on top of what is going on in the rest of the City. The *City News In Brief* is a public newsletter that you can share with interested friends and family members.

Reporting Discrimination and Harassment

Discrimination and harassment based on an employee's age, ancestry, color, disability, gender, marital status, medical condition, national origin, race, religious belief, or sexual orientation are strictly prohibited.

Definitions of prohibited discrimination and harassment, and guidelines for reporting and responding to such allegations are contained in the City's Non-discrimination and Harassment Policy and Employee Complaint Procedure. Because this is such an important issue, the guidelines allow you to report such conduct to any manager or supervisor, even outside of the chain of command in your department.

It is City policy to promptly investigate and address concerns about discrimination and harassment, including taking corrective action, where warranted. If you have expressed a concern about prohibited discrimination or harassment to someone and you feel that it is not being adequately addressed, please contact Human Resources and/or the City Administrator's Office directly.

Reporting Safety Concerns (Including Violence)

If you are ever in a situation where you feel there is an immediate threat to your personal safety or the personal safety of others, call 9-1-1.

As a City employee, your safety is our highest priority. Please let a supervisor know if you feel that you are being asked to conduct work that cannot be done safely because you lack adequate training, personal protection, access to drinking water, etc., or if you have been physically threatened by another employee or a member of the public.

If you see a condition on or around City-owned buildings, property or equipment that could pose a threat to the safety of employees or other citizens, please notify a supervisor immediately. This will help reduce the risk of loss to the City.

The Risk Management Division oversees the City's safety programs. If you are not able to resolve a safety issue by notifying your Supervisor, you should call the Risk Management Division (in the Finance Department) directly.

Settling Grievances

If you have a grievance related to the terms and conditions of your City employment, first try to get it settled through discussion with your immediate supervisor or Human Resources. If this is unsuccessful, a representative from your employee association or union may be able to help.

Frequently, informal contact between the union/association representative and Human Resources or Employee Relations staff will resolve the issue without the need to resort to a

formal grievance. However, a formal negotiated grievance resolution procedure is outlined in each MOU for use where such informal resolution is not possible. If you are not a member of a recognized bargaining unit, there is a grievance resolution procedure outlined in Title 3 of the Municipal Code on the City's SharePoint system that you may use. Not all issues are grievable, so check City policy, which guarantees freedom from reprisal for good-faith use of the City's formal grievance procedures.

Certain types of concerns either must or may be reported using different, specialized reporting procedures (examination appeals, discrimination and harassment concerns, and safety concerns, including concerns about violence). These procedures are explained below.

CAREER DEVELOPMENT

City LEAP Training Programs

The City understands that your career development is good for both you and the City. The City's Leadership Excellence Education Program (LEAP) offers in-house learning, designed to help employees both become more effective and efficient in their current jobs, and prepare for career advancement.

Through the LEAP program, employees are invited to explore regular opportunities for training in areas such as City Services (Core series), Communications and Ethics (Success series), Computers (Computer Resource series), Risk Awareness (Risk Management series), and Wellness and Benefits (Wellness series). Drivers also receive training required under the Drug and Alcohol Testing Regulations. Supervisory and management training also occurs throughout the year in nuts-and-bolts supervisory skills (Super Series), leadership issues (Leadership Series), and employment law issues (Legal Awareness Series).

You are encouraged to try to attend as much additional training as you and your supervisor think you need.

Educational Reimbursement Program

The Educational Reimbursement Program provides funding of up to $1,000 per fiscal year to assist employees who voluntarily choose to complete work-related courses, degrees, or certificates outside of their work time. Regular (non-hourly) employees who have successfully completed the one-year probationary period following their original City appointment are eligible to participate. The program is designed to assist in paying for courses, degrees, or certificates that are related to the individual's employment with the City. The courses should improve the capacity of the employee to perform current job duties or to prepare for promotional advancement within the City. General education courses for a work-related degree (e.g., a degree in public administration) are eligible.

A separate Managers Masters' Degree Program, open to current managers and supervisors, is currently suspended.

Outside Work Training

The Department may require or approve outside training for a City employee on work time. Such training must be paid from the Department's budget, and is not eligible for reimbursement through the Educational Reimbursement Program. See the applicable MOU for rules about compensation for such training and travel time. Your manager must approve your attendance in an outside training program.

Leadership Academy

The Leadership Academy is part of the City's success planning efforts. Succession planning is the process of identifying and preparing employees to be ready to replace key players in an organization as they retire, or otherwise leave the organization. Every two years, the City selects a new Leadership Academy cohort who will complete an 18-month leadership development program. Acceptance into the 25 person cohort is competitive and open to employees who have been employed for at least one year are eligible to apply.

ORGANIZATIONAL ENVIRONMENT

Break/Lunch Rooms

Break and lunch rooms are for City employees only, unless specifically authorized in advance by management. Please notify management if unauthorized persons are in these areas.

"P3" Paradise Performance Program

The City's P3 Program is a long-term tool to plan and prioritize workload. The system consists of developing performance objectives each fiscal year for incorporation in the annual budget, monitoring progress with quarterly status reports, and recognizing the completion of objectives.

One of the goals of the P3 Program is to encourage all employees to understand their role in contributing to program and department objectives, identify opportunities for improvement, and recognize their significant accomplishments. Do you know what your department's P3 Goals are for this year? P3 Goals for each department and program are included in the City annual budget documents. Annual P3 results reports are posted for employee viewing on the City's SharePoint site.

Smoking

Smoking is permitted on authorized breaks and lunch periods. However, smoking is prohibited by state law in all City-operated buildings (whether owned or leased by the City), and outdoors within 20 feet of any main exit, main entrance or operable window. Smoking is also prohibited in all City vehicles.

Sustainable City- Think Green!

Our “Sustainable Santa Barbara Program” is a City-wide effort to practice and promote the protection and enhancement of our environment, personally and as an organization, in all City services and operations.

Our goal is to be a community leader in conserving natural resources and reducing pollution and waste generation. Each employee is responsible for making “green” choices for purchases, transportation, energy use, water use, and waste prevention.

Water & Bottled Water

Many City employees work in the field. It is extremely important that you ensure that you have access to plenty of fresh water at any worksite to avoid the health consequences of dehydration and overheating. Please discuss access to water with your supervisor.

The City works hard to provide clean, healthy drinking water to all its citizens. It is City policy that City funds should not be used to purchase pre-bottled water for everyday consumption. Water from taps and drinking fountains can be served at meetings or lunches in place of soda. You may pay for your own pre-bottled water, if you choose; however, you are encouraged to consider drinking tap water in order to assist the City in reducing the amount of fossil fuel energy expended in the production, bottling, packaging, storing, and shipment of bottled water.

Telephone Numbers

All numbers are area code 805, unless otherwise noted

Human Resources Office	564-5316
Care Counsel (Healthcare Assistance)	888-227-3334
Benefits Office (Other benefits questions)	564-5400
Employee Training	564-5316
Labor Relations	564-5305
Payroll Office	564-5357
Risk Management Office (Safety & Workers Compensation)	564-5347
Employee Assistance Program (EAP)- Confidential Line	866-248-4094
California Public Employees Retirement System	(888) 225-7377 (888-CalPERS)
SB County Federal Credit Union	682-3357; 687-0792
Fair Political Practices Commission (Toll-Free)	866-ASK-FPPC
State Attorney General (Ethics)	(800) 952-5225
Santa Barbara MTD (SB Buses /Santa Ynez Valley Express)	683-3702
Clean Air Express (Santa Maria, Lompoc, Buellton)	961-8920
Coastal Express (Ventura, Carpinteria)	(800) 438-1112
Downtown Parking (Bus Passes, Carpool Parking, etc.)	966-9368
City Administrator's Office	564-5305
City Attorney's Office	564-5326
Administrative Services Department	564-5305
Airport Department	967-7111
Community Development Department	564-5503
Finance Department	564-5334
Fire Department	564-5707
Library Department	564-5609
Parks and Recreation Department	564-5431
Police Department	897-2396
Public Works Department	564-5378
Waterfront Department	564-5519

Last updated: 12/14/2016

Handbook Suggestions

This Employee Handbook is designed for you. If you have suggestions about how we can improve the Handbook, please detach this page and send it via inter-office mail to Susie Gonzalez, Human Resources Manager, in the Human Resources Office.

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