INTRODUCTION

Welcome to the City of Saco!

The City of Saco Government is committed to providing and promoting a high quality of life, safety, and business success to residents, visitors, and future generations, and thus making Saco an excellent place to work, play, and raise a family. City Departments and employees are vital to the City’s ability to carry out these goals.

Being an employee of the City of Saco puts you in a unique position of trust. It is important that you fully understand the emphasis the City places on maintaining the public’s trust in the City and its employees. The City of Saco expects that you will conduct yourself, personally and professionally, in a manner that will maintain that trust.

Last revised: 11-25-2019
PURPOSE

This Handbook provides guidelines to aid all employees of the City of Saco in understanding working conditions, policies, benefits, and procedures that relate to their employment with the City. The information contained in this handbook applies to all employees of the City of Saco. In addition, there are two additional sets of documents that you’ll be presented with depending on whether or not your position is under union representation (department specific union contract or non-union personnel policy) and specifically which department you’ll be working for (Standard Operating Procedures).

The Handbook is a summary of our policies, which are presented here only as a matter of information. The policies within this handbook do not apply to School Department Employees, Elected City officials, or appointed members of City boards.

As an employee of the City, you are responsible for reading, understanding, and complying with the provisions of this Handbook. Each employee will be provided an electronic copy of the Handbook and will be required to acknowledge their agreement to comply with the policies within the Handbook. A copy of the Handbook will be available online on the Human Resources page of the City’s website at www.sacomaine.org, as well as accessible on the City’s internal SharePoint site which will be the most current version and reflect any changes that are made, as the City deems appropriate and necessary and approved by Council.

In addition, conflicts or changes in local, state, or federal laws take precedence over the contents of personnel policies, whether or not those changes have or have yet to be incorporated into the Handbook.

This Handbook supersedes all previous employee handbooks, memos, and individual policies that have been issued on subjects covered in this handbook. No individual supervisor or department head has the authority to change the policies of this Handbook at any time. If there are any inconsistencies between this Handbook and any City Ordinance, the City Ordinance will take precedence.
BACKGROUND AND VISION

The City of Saco, Maine, with a population of over 19,000, is the eighth largest city in the State of Maine. Saco is home to a growing population of residents, a revitalized and repurposed mill district, a world-class education system, a picturesque downtown, a thriving economy, and many recreational opportunities. Saco is located in coastal southern Maine, a relatively prosperous area of an otherwise less prosperous northern New England state.

City’s Vision Statement . . . Our vision is a high quality of life for Saco citizens and central to this vision is a sustainable economy that offers an opportunity for everyone to have rewarding employment and for business to prosper, now and in the future. The people of Saco bring this vision into reality by working together and building on our tradition of hard work, dedication, and ingenuity.

The City Council’s Vision Statement for the city from the Strategic Plan appears highlighted above; both the staff and council visions, and the resulting Strategic Plan, drive the broader goals for the organization. As noted in the Strategic Plan, “the intent of this plan is to provide strategic direction for the management of the city and to align department objectives with this direction.”
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Chapter 1
GENERAL POLICIES

1.1 Equal Opportunity Employment
As an Equal Opportunity Employer, the City of Saco is committed to providing an environment of mutual respect where equal employment opportunities are available to all and where employees are able work in an environment free of discrimination and harassment.

The policy of the City is to provide equal opportunity to all employees, applicants, and those seeking promotions without regard to race, religion or belief, national, social or ethnic origin, sex (including pregnancy), age, physical, mental or sensory disability, past or present military service, sexual orientation, gender identity and/or expression, marital, civil union or domestic partnership status, family medical history or genetic information, family or parental status, or any other status protected by the laws or regulations in the locations where we operate. The City will endeavor to select the best-qualified persons who are available at the salary level established for the position. It shall be the duty of the City Administrator or their designee to seek out the most desirable employees for the City, and they shall determine the means of recruitment. All employment opportunities with the City of Saco shall be based on merit and upon a person’s ability to perform the job duties and responsibilities of the particular position.

Employees with questions or concerns about discrimination in the workplace are encouraged to bring these issues to the attention of the Human Resources Director or the City Administrator. Employees can raise concerns and make reports without fear of reprisal or retaliation. Anyone found to be engaging in unlawful discrimination may be subject to disciplinary action, including termination of employment.

1.2 Harassment Policy
It is the policy of the City of Saco to maintain a work environment free from all forms of harassment, intimidation, and discrimination. Harassment is prohibited in connection with any employee activity including, but not limited to, relations with other employees, supervisors, prospective employees, clients, vendors, City officials, or members of the public. Any allegation of harassment will be promptly investigated.

Therefore, the City of Saco strictly prohibits and does not tolerate any type of harassment, sexual or otherwise, in the form of unwelcome or unwanted verbal, physical, or visual conduct of its employees based on the protected characteristics of race, gender, marital status, pregnancy, national origin, age, religion, sexual orientation, disability, citizenship, veterans’ status, or any other characteristic protected by law. Sexual Harassment is a form of employment discrimination and is illegal under both federal
and state law. The City of Saco will not tolerate retaliation or discipline against any employee who files a complaint of harassment or who cooperates in any investigation of a complaint of harassment.

**Sexual and other types of harassment may take many forms. These forms include, but are not limited to:**

A. Offensive verbal conduct such as remarks, comments, jokes, slurs, lyrics, or sexually explicit conversation;
B. Offensive material, including sexually explicit pictures or objects, cartoon drawings, photographs or other communications, including videotape, e-mail, internet programs, blogs, or websites;
C. Offensive physical conduct, or sexual advances, including touching; and
D. Sexually degrading words used to describe an individual.

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

A. Submission to such conduct is made, either explicitly or implicitly, a term or condition of an individual’s employment; (quid pro quo)
B. Submission to or rejection of such conduct by an individual is used as the basis for employment decisions which affect that individual; or
C. Such conduct substantially interferes with an individual’s work performance or creates an intimidating, hostile, or offensive working environment. (hostile work environment)

Verbal conduct alone may constitute unlawful harassment. The effect of the harassing activity, not the harasser’s intent, may make the conduct unlawful. Unwelcome sexual advances need not occur at work in order to be unlawful: if the harassing activity creates a hostile or offensive work environment, the activity is unlawful regardless of where it occurs.

**Unlawful Discrimination**

The Civil Rights Act of 1964 prevents discrimination in educational and public workplaces. Any discrimination based on a protected class status is illegal with regard to race, religion or belief, national origin, social origin, or ethnic origin, sex (including pregnancy), age (over 40) physical, mental or sensory disability, sexual orientation, gender identity and/or expression, marital, civil union or domestic partnership status, past or present military service, family medical history or genetic information, family or parental status, whistleblower status as well as arrest and court record and any other status protected by state and federal law.

All such complaints will be addressed and, if necessary, appropriate action will be taken.
Employees should report any discrimination immediately to any department director, Human Resources, the City Administrator or the Mayor and are protected from retaliation in any form. All complaints of retaliation will be investigated, and prompt remedial action will be taken. Any report of alleged harassment or discrimination that is made in a knowingly false or clearly frivolous manner is prohibited, will not be tolerated, and will be appropriately addressed should it occur, including possible disciplinary action.

**Complaint Procedure**

If you believe that you are being subjected to any type of harassment or if you have any concerns about harassment, the process is noted below:

A. Document
   If possible, document or otherwise record any incident of alleged harassment, including the date, time, place, details of what has been said or done, who was present, and the surrounding circumstances.

B. Communicate
   If you are comfortable doing so, clearly and directly communicate to the offending individual that their conduct is offensive and unwelcome, and request that the behavior stop. However, this step is not required.

C. Report
   You should immediately bring the matter to the attention of your supervisor. However, if your supervisor is somehow involved in the harassment, unavailable, or if you are uncomfortable talking to that person; you should report this matter to the Human Resources Director at (207) 710-5037; the City Administrator at (207) 282-4191, or to another Supervisor with whom you feel comfortable.

D. Investigation and Resolution
   The person receiving the complaint will promptly start a confidential preliminary investigation into the matter. After the completion of the preliminary investigation, if it is determined that there is reasonable cause for a violation of the policy; the city will verbally notify the complainant and the charged employee of the finding. The charged employee will be asked to respond to the complaint and additional investigation will be made to the extent appropriate in each case. After the investigation is completed, any employee who is determined to have engaged in unlawful discrimination or harassment will be subject to appropriate corrective disciplinary action to stop the inappropriate conduct, up to and including termination.

We take allegations of sexual and other harassment and retaliation very seriously. We will work with you to resolve your complaint promptly and fairly. Managers and supervisors are responsible for monitoring conduct, which can be construed to be harassment and for initiating necessary action to eliminate such behavior. All information will be held in confidence and will be discussed only with
those who have a need to know in order to either investigate or resolve the complaint. We will seek to keep any information obtained as confidential as possible, although confidentiality cannot be assured.

If you believe that you are being harassed, you also have the right to file a complaint with the Human Rights Commission (MHRC) within six months of the unlawful act or unlawful discrimination. To file a charge or obtain more information on the procedure, you may contact the Commission at (207)624-6050 or by mail at:

Human Right Commission
51 State House Station
Augusta, ME 04333-0051

1.3 Whistleblower Policy
The City of Saco encourages its employees to report improper governmental action taken by City officers, or employees and protects City employees who report improper government actions. Any employee who is aware of a violation of the law; or a condition or practice that risks any person’s health and/or safety; is required to immediately report the circumstances to the Human Resources Director or to the City Administrator. Employees must provide information about the issue and allow a reasonable time for it to be corrected. The employee will be requested to provide a detailed report in writing. The City will investigate the report promptly and act promptly to take any necessary remedial action. Employees who report any violations are protected from retaliation from all other employees and supervisors. Violations of this policy may result in appropriate disciplinary action, up to and including discharge.

1.4 Religious Accommodation Policy
The City of Saco respects the religious beliefs and practices of all employees and will make, on request, an accommodation for such observances when a reasonable accommodation is available that does not create an undue hardship for the City.

An employee whose religious beliefs or practices conflict with his or her job, work schedule, or with the City of Saco’s policy or practice on dress and appearance, or with other aspects of employment, and who seeks a religious accommodation must submit a written request for the accommodation to his or her immediate supervisor. The written request will include the type of religious conflict that exists and the employee’s suggested accommodation.

The immediate supervisor will evaluate the request considering whether a work conflict exists due to a sincerely held religious belief or practice and whether an accommodation is available that is reasonable and that would not create an undue hardship on the City. An accommodation may be a change in job,
using paid leave or leave without pay, allowing an exception to the dress and appearance code that does not affect safety or uniform requirements, or for other aspects of employment. Depending on the type of conflict and suggested accommodation, the supervisor may confer with his or her manager and with the human resource director.

The supervisor and employee will meet to discuss the request and decision on an accommodation. If the employee accepts the proposed religious accommodation, the immediate supervisor will implement the decision. If the employee rejects the proposed accommodation, he or she may appeal following the company’s general grievance policy and procedure.

1.5 Lactation Accommodation Policy
As part of our family-friendly policies and benefits, the City of Saco supports breastfeeding mothers by accommodating the mother who wishes to express breast milk during her workday when separated from her newborn child. Women who breastfeed and need to express milk during the working day, will work with their supervisor and the Human Resources department to determine how to best accommodate the needs of the mother while still maintaining job performance. For up to one year after the child's birth, any employee who is breastfeeding her child may use lunch and/or break times to express breast milk for her baby. If an employee needs to take more than two breaks during the day to express milk, the employee will need to use unpaid or personal time. Any breast milk stored in the City refrigerators must be labeled with the name of the employee. Employees storing milk in the refrigerator assume all responsibility for the safety of the milk and the risk of harm for any reason, including improper storage, refrigeration, and tampering.

1.6 Immigration Law Compliance
The City of Saco employs only United States citizens and non-United States citizens authorized to work in the United States in compliance with the Immigration Reform and Control Act of 1986. Each new employee, as a condition of employment, must complete the Employment Eligibility Verification Form I-9 and present documentation establishing identity and employment eligibility. Former employees who are rehired must also complete the form if their previous I-9 is no longer retained or valid. If the State of Maine or the federal government enacts any more stringent immigration requirements, the City will comply immediately, and without prior notice, with such standards.

1.7 Americans with Disabilities Act
In accordance with the Rehabilitation Act of 1973, the Americans with Disabilities Act of 1990, and the Maine Human Rights Act, Title 5 M.R.S.A. §4551, et seq., the City of Saco will not discriminate against qualified individuals with a disability, in relation to the disability, concerning job application procedures, hiring, advancement or discharge, compensation, job training and other terms, conditions, and privileges of employment.
It is the policy of the City of Saco to provide reasonable accommodations for qualified individuals with disabilities. Federal law (the Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990) and state law (the Maine Human Rights Act) establish the rights of individuals with disabilities. Reasonable accommodation shall be provided in a timely, cost-effective manner. The essential functions of a job need not be modified to accommodate an individual with a disability.

Any individual with a disability who believes they have been subjected to discrimination on the basis of a disability may discuss the complaint with a supervisor and/or may file a grievance with the Human Resources Department. It is unlawful for the City, its employees, contractors, or grantees to retaliate against anyone who files a grievance or cooperates in the investigation of a grievance. Questions, concerns, complaints, or requests for additional information regarding this notice may be forwarded to the Human Resources Director, the designated Americans with Disabilities Act Compliance Officer.

1.8 Workplace Safety
The City of Saco and its employees are committed to providing a safe working environment. The City’s goal is to minimize human injury or illness and property loss or business interruption caused by accidents, fire, or other hazards. All employees must adhere to all Occupational Safety and Health Administration (OSHA), federal, and state regulations and comply with the following general rules:

- A. All accidents or injuries must be reported to a supervisor immediately.
- B. Horseplay and practical jokes in work areas will not be tolerated.
- C. Employees are to be careful with their hands when operating any machinery and must see to it that others do not harm themselves on their machines.
- D. Shortcuts that jeopardize employee safety are not tolerated and will result in immediate discipline.

State and Federal regulations require that mandatory safety training are held annually. Employees are expected to attend these trainings. If training is scheduled during a time that is not convenient for the employee, the employee and/or Department Head must notify the Human Resources Department for an alternative training schedule.

Each employee is expected to obey safety rules and exercise caution and common sense in all work activities. Employees must immediately report any unsafe conditions to their supervisor. Employees who violate safety standards, cause hazardous or dangerous situations, or fail to report, or where appropriate, remedy such situations, may be subject to disciplinary action including termination of employment. Employees are protected from reprisal or retaliation for reporting any safety issue.

Employees are required to immediately report any work-related injury or accident they have sustained, informing their supervisor without delay (barring an emergency, in which case seek emergency care).
Appropriate care for the employee will be facilitated in accordance with the City’s expectations and requirements to provide timely reports of any workplace injuries that have been sustained. The employee may be directed by their supervisor or Human Resources to complete a timely incident report, as appropriate. Any questions regarding this policy should be directed to the Human Resources Department.

1.9 Workplace Threats and Violence
The safety and security of employees of the City of Saco, and the public who conduct business in municipal buildings, is of paramount importance to the City. Therefore, threats, threatening behavior, or acts of violence against or by employees, visitors, guests, or other individuals on City property will not be tolerated. Any person who acts in a violent or threatening manner, either verbal or physical in nature, will be removed from the premises as quickly as safety permits. At the City’s discretion, employees and/or members of the public may be barred from City premises pending the outcome of an investigation. Any employee who engages in such behavior may be suspended and/or terminated.

It is the goal of the City to have a workplace free from acts or threats of violence. All City personnel are responsible for notifying their supervisor and/or the Human Resources Department of any threats that they have witnessed, received, or have been told that another person has witnessed or received. The City of Saco recognizes the sensitivity of information regarding threats or threatening behavior and will recognize and respect the privacy of the reporting employee(s) or citizen(s) to the extent permitted by the law.

1.10 References
It is the City’s policy to provide only, date of hire, date of termination or resignation, title, and terms of employment to potential future employers. All requests for references about current, retired, or terminated employees must be referred to the Human Resources Director. No supervisor is authorized to give information about current or former employees without the prior approval of Human Resources.

1.11 Nepotism
Employees who are relatives may not occupy a position of influence over each other’s employment, promotion, transfer, or other related management decisions. The term “relative” includes an employee’s mother, father, sister, brother, child, stepmother, stepfather, stepsister, stepbrother, stepchild, niece, nephew, uncle, aunt, grandparent, grandchild, or in-laws within one of these categories. Spouses, domestic partners, or significant others may not be employed in the same department or under each other’s direct or indirect supervision. Employees must disclose to the Human Resources Director any employment relationship that may cause a potential conflict of interest. If this is not disclosed and is discovered during time of employment, the employee may be terminated.
Employees who marry, become related by marriage, or make a significant commitment to each other, may continue their employment if they do not work in a direct or indirect supervisory relationship of each other, work in the same department or otherwise present problems in supervision, safety, security, or morale. If a problem arises, the employees, supervisors, or co-workers may report the problem to the City Administrator. The City will investigate and, if necessary, to eliminate the problem, will attempt to reassign one or both of the employees to an available position for which the employee is qualified.

If, however, no such position is available, one of the employees will be asked to leave the City’s employ, based on the City’s best interests. If both employees are equally qualified, the two employees will have 30 days to reach a decision of which employee will leave the City. If two employees do not reach a decision, the City may terminate the employment of both.

1.12 Fragrance-Free Workplace
The City of Saco maintains a fragrance-free workplace to the greatest extent possible to contribute to a safe and healthy environment, especially for employees, citizens and visitors who may be sensitive or allergic to fragranced products. Employees should avoid coming to work wearing fragrances of any type or using scented personal products while at work. Such products include perfume, scented oils, cologne, scented shaving lotion or similar personal products. Employees may not use scented air fresheners, incense, potpourri or other fragrance-emitting devices in the workplace.

1.13 Pets in the Workplace
The City is responsible for assuring the health and safety of all employees. In keeping with this objective, the City does not permit employees to bring their household pets to work. Animals may pose a threat of infection and may cause allergic reactions in other employees. Some employees may feel threatened or be distracted by the presence of animals. The only exception would be Service Dogs (see 1.13 of the Employee Handbook).

1.14 Service Dogs
It is the policy of the City to provide equal access and reasonable accommodation for individuals with disabilities to participate in any program, service, or opportunity provided by the City to comply with applicable law related to service dogs for persons with disabilities. According to the Americans with Disabilities Act (ADA), a dog is considered a “service dog” if it has been “individually trained to do work or perform tasks for the benefit of a person with disability.”

A dog is recognized as a “service dog” under the ADA when the following conditions are met:

- The owner or handler has a documented disability as defined under the ADA.
• The dog must be trained to perform a task or tasks that alleviate that disability. According to the ADA, emotional support or therapeutic assistance dogs who do not perform a specific task, but rather provide comfort simply from their presence do not qualify as a service animal (e.g. a dog that helps someone feel less anxious or provides motivation would not meet this definition of a “service dog”).

• The dog must not alter the environment for others. This means that they must be kept on a leash and under the control of the handler at all times in public, must not show signs of aggression, and must be kept quiet and clean.

According to the ADA, a ‘disability’ is a “mental or physical condition which substantially limits a major life activity” such as:

- Caring for one’s self
- Seeing
- Breathing
- Performing manual tasks
- Hearing
- Walking
- Speaking

As well as some disabilities that may not be visible, such as hearing impairment, epilepsy, and some psychiatric conditions.

1.15 Personnel Files

The Human Resources Department is responsible for creating and maintaining centralized personnel files for all employees. Human Resources will also retain files concerning applicants for City positions and personnel files of terminated employees for a period of time as specified by federal and state laws. Personnel files should include such records and information to document the employee’s personnel actions during their employment with the City. Departments may create and maintain supplemental working personnel files for their convenience, but any records of a permanent nature should be included in the centralized Human Resources Office files. Personnel files and payroll records are retained in accordance with City policy as well as State and Federal laws and guidelines.

Personnel records are maintained for all employees of the City. Employee personnel files are considered confidential documents. Only those persons with the right to know or the need to know may have access to the personnel files.

Neither the Human Resources office nor any employee can release the address, telephone number, social security number, or date of birth of any employee, officer, or appointed official as shown in the personal records (except upon request from law enforcement agencies) without prior consent.

An employee may review their file, in the presence of a Human Resources staff member, during normal business hours, Monday through Friday, 8:30am to 4:00pm. Any employee requesting to view their
personnel records must submit a written request to review files and set up an appointment for such a review in advance.

The Health Insurance Portability and Accountability Act of 1996 (HIPAA) requires employers to protect employee medical records as confidential. These employee medical files are stored in Human Resources in a safe, locked, inaccessible location. No department is to retain any employee’s medical information.

It is the responsibility of employees to promptly notify their supervisor and the Human Resources Department of any changes in personal data such as:

- Name Change
- Telephone/Cell Number
- Physical Address/Mailing Address
- Dependent status change
- Emergency contacts

1.16 Leave for Military Reserve Training and Active Duty

In accordance with state and federal law, all employees who have completed probation will be granted service leave, in addition to vacation leave, of at most, two weeks in any calendar year. For any period of service leave, the City will pay the employee the balance between service pay and the employee's regular compensation. The total of both will equal the regular pay of the employee that is disbursed in service of the City during the period of leave; the employee on service leave must furnish their department director an official wage statement by military authorities giving their rank, pay and allowances. It is the responsibility of the department director to contact the payroll specialist to make appropriate wage adjustments.

A. Upon approval by the City Administrator, an employee may be granted time off, with pay, if required to appear before a draft board or at the direction of such board.

B. The City Administrator may grant a leave, without pay, to an employee called to military duty for purposes other than annual routine training.

C. As used in this section, "Military" means the United States Air Force, the United States Army, the United States Navy, the United States Marine Corps, the United States Coast Guard, the Maine National Guard, the Maine Air National Guard and any and all components.

1.17 Family Military Leave

In accordance with Maine Law Title 26, Chapter 7, Subchapter 5, §814, Family Military Leave is available to:

- City employees that have been employed for at least twelve (12) months, and
- have worked at least 1,250 hours during the prior twelve (12) months, and
- who have a spouse, domestic partner or child who is a resident of the State and is deployed for military service for a period lasting longer than 180 days, are entitled to up to fifteen (15) days of family military leave per deployment?
CHAPTER 2
STANDARDS OF CONDUCT

2.1 Employment Performance and Conduct
All City employees shall follow this general standard of conduct:

- Demonstrate the highest standard of personal integrity, honesty, and conduct in all activities to inspire public confidence and trust in City Employees.
- Give prompt, courteous attention to all citizens who call or appear personally with a question or complaint. Make every attempt to provide the citizen with accurate information, without asking the person to call another department.
- Communicate openly with supervisors, managers, and coworkers.
- Treat customers, clients, coworkers, and vendors with patience, respect, and consideration.
- Work together as professionals and recognize that all employees have an area of expertise.
- Be tolerant of fellow employees. Recognize that conflicts may exist among co-workers, but courtesy is expected. Address problems by going to the appropriate person.
- Anticipate and complete projects in a comprehensive manner to provide a high-quality service.
- Work as a team and demonstrate loyalty to your co-workers and the City of Saco. Respect your co-worker’s privacy and confidentiality.
- Aggressively promote and enhance the image of Saco.
- Understand that great ideas and contributions are produced from all levels of the organization.

Each employee is expected to support, obey, and defend the Constitution of the United States, the Constitution and laws of the State of Maine and the municipal laws and ordinances of the City of Saco. Employees have a responsibility, as public servants, to maintain and uphold the principles of responsive, open municipal government, both on and off duty. Employees are expected to maintain the highest standards in the performance of their jobs. They are prohibited from engaging in any conduct that would affect their ability to perform their job, reflect unfavorably upon the City, or limit the effectiveness of the municipality to deliver public services.

Employees of the City are expected to conduct themselves in a professional and courteous manner when dealing with the public or outside agencies. In addition, each employee shall strive to maintain courtesy, respect, and understanding for each other at all levels of the organization. Employment with the City is a privilege; acceptance of that privilege means that all employees become representatives of the City. City employees are in a position of trust that implies a duty to act in the best interest of the public; therefore, employees must conduct their duties with integrity. Expression of derogatory
statements regarding City officials and policies of the City is considered unbecoming conduct and is prohibited.

2.2 Attendance and Punctuality
The City of Saco expects that every employee will be regular and punctual in attendance. Employees are expected and required to report to their designated work location in accordance with the respective collective bargaining agreement or departmental regulations pertaining to the hours of work. In the event an employee cannot report to work as scheduled, the employee shall notify their immediate supervisor in accordance with the respective bargaining agreement or within one hour of the time that the employee was scheduled to work. In all cases of an employee’s absence or tardiness, the employee shall provide supervisory personnel with a legitimate reason for the absence and, if applicable, the probable duration of absence. In the case of a longer-term absence of indefinite duration, the absent employee will be required to call supervisory personnel weekly to report the status of absence.

Tardiness, unexcused absences, or failure to report as required may result in disciplinary action. If an employee is absent for more than three days, they are required to furnish a medical statement from their doctor indicating the reason for the absence. Employees may also be required to produce fitness for duty certificates to return from an absence. A physician’s statement or a fitness for duty certificate may be required where absence is continuous for a period of a number of working days and after surgery or accident, regardless of the length of absence. Failing to report an absence properly may be grounds for disciplinary action, including dismissal. Excessive absences or lateness, even when reported, may also be grounds for discipline or dismissal. Unsatisfactory attendance will have an adverse effect on any promotion considerations.

2.3 Personal Appearance Standards
The City of Saco strives to maintain a workplace environment that functions well and is free from unnecessary distractions and annoyances. As part of that effort, each employee is expected to dress appropriately and maintain personal grooming techniques required by the particular position (see also department Standard Operating Procedures (SOP) for further clarification if applicable). Emphasis must be placed on presenting a neat, clean appearance to the general public.

2.4 Confidentiality and Security
It is the City’s policy to maintain strict control over the unauthorized entrance or use of City property, cash, or other items of monetary value, personnel or general assistance records, certain computer information, or other records or information considered being confidential. Employees who are assigned keys, given special access or assigned job responsibilities in connection with safety, security, or confidentiality of such records, material, equipment or items of monetary value will be required to
use sound judgment and discretion in carrying out their duties and will be held accountable for any wrong doing or acts of indiscretion.

During the course of their duties, employees of the City are often privy to sensitive and confidential information. Examples of this include, but are not limited to, employee relations, medical records, general assistance requests, and personnel actions.

The City expects any employee with access to such information to respect the confidential nature of the matter, not to share or provide access to such information with members of the public, including family members, and to take all reasonable measures to maintain confidential documents in a secure manner. Confidential information obtained because of employment with the City is not to be used by an employee for furthering any private interest or a means of making personal gains.

The City is subject to the Maine “Right to Know” law, MRSA Title 1 sections 401-414. Any employee who receives any request for information under the “right to know” statute must direct the request to the designated Freedom of Access Act (FOAA) Officer (City Clerk) for the City’s official response. Employees and other City officials must coordinate with the City Clerk to determine the proper response and involve the City Administrator and the City Solicitor when necessary.

2.5 Outside Employment
All employees should consider their employment with the City as their primary employment. The City expects an employee’s work for the City to take precedence over any outside employment engaged in by an employee. Employees of the City may be self-employed or may take temporary part-time jobs if there is no conflict with the interests of the City. Part-time and all other employees may hold outside jobs in non-related businesses or professions as long as the employee notifies the City in advance of such employment and meets (and continues to meet) the performance standards and required hours of their job description with the City.

Employees may not engage in any private business or activity while on City work time or at City workplaces. City of Saco office space, equipment, time, and materials are not to be used for outside employment or non-City business purposes. Any violation of the provisions of the City Charter or municipal ordinances of the City shall be enforced through disciplinary procedures.

2.6 Conflict of Interest
Employees must act in the best interest of the City. Employees are prohibited from making governmental decisions on matters, which they, their family, or business associates have, an economic interest (30-A M.R.S.A 2605). Employees will notify their supervisor in writing of any matter in which they, their family, or business associates have an economic interest and in which they must act on behalf
of the City. The City Administrator will review the matter and determine if the matter will need to be reassigned to another employee.

2.7 Gifts and Gratuities
All City Employees are prohibited from soliciting or accepting any gift, gratuity, favor, entertainment, loans, or any other item of monetary value from any person, within or outside City employment, whose interests may be affected by the employee’s performance or non-performance of official duties. A gift is defined as any benefit, favor, service, privilege, or thing of value that could be interpreted as influencing an employee’s impartiality.

A gift includes, but is not limited to meals, trips, money, loans, rewards, merchandise, food, tickets to sporting or cultural events, entertainment, and personal services or work provided by City suppliers or contractors. This policy is not intended to prohibit the acceptance of items of nominal value that are distributed generally to all employees. A determination as to whether this policy has been violated is in the City’s sole discretion.

2.8 Political Activity
No employees shall participate in any political activity which would be in conflict with the performance of their functions and duties. Employees must not promise favors as a reward for the political activity of others. All City of Saco employees shall refrain from seeking or accepting nomination for election to any office in the City of Saco government. City employees shall not circulate petitions or campaign literature for elective City of Saco officials or in any way be concerned with soliciting or receiving subscriptions, contributions, or political service from any person or for any political purpose pertaining to the government of the City.

2.9 Solicitation
The City of Saco prohibits the solicitation, distribution and posting of materials on or at City property by any employee or non-employee, except as may be permitted by this policy. The sole exceptions to this policy are charitable and community activities supported by City and City-sponsored programs related to the City’s services.

Non-employees may not solicit employees or distribute literature of any kind on City of Saco premises at any time. Former employees are not permitted onto City property except for official City business. Employees may not solicit other employees during work times, except in connection with a City approved or sponsored event. Employees may not distribute literature of any kind during work times, or in any work area at any time, except in connection with a City-sponsored event. The posting of materials or electronic announcements are permitted with approval from Human Resources. Violation of this policy should be reported to Human Resources.
2.10 Drug and Alcohol Policy

Employees are not permitted to use, sell, transfer, possess, or be under the influence of alcohol or illegal drugs while anywhere on City premises, in or on City property, at any time on work duty or while doing City business, or on breaks.

The City recognizes that Maine law decriminalizes the use of certain amounts of marijuana for recreational and medical purposes. Marijuana is still an illegal substance under federal law. Employees are not permitted to use, sell, transfer, possess, or be under the influence of marijuana in any form, while anywhere on City premises, in or on City property, at any time on work duty or while doing City business, or on breaks. An employee may be presumed to be under the influence of marijuana if s/he has ingested marijuana in any form within two hours of starting work. Furthermore, employees must ensure that their persons and effects do not emit the odor of marijuana (or any other illegal drug or alcohol) in the workplace.

Any employee using a prescription or over-the-counter medication that could interfere with job safety or job performance must notify Human Resources.

Use of any prescription medication in a manner that presents a substantial risk to the safety of the employee or any other persons or renders an employee unable to perform the essential functions of his or her job (with or without reasonable accommodation) is not permitted.

Any employee suspected of violating this Policy will be promptly removed from his or her work area and work duties, and the matter will be investigated by or on behalf of the City. Any employee who suspects another employee of possessing, using, or being under the influence of alcohol or drugs in violation of this Policy must immediately report to their department director or to Human Resources and cooperate in any subsequent investigation. An employee who is determined to have violated the Drug and Alcohol Policy is subject to discipline, up to and including, termination. An employee who uses drugs or alcohol off-duty in a way that adversely affects his or her job performance, including in a way that negatively undermines or affects his or her ability to function effectively with citizens or the public when that is a requirement or expectation of the employee’s position, is subject to discipline up to and including termination.

2.11 Smoke-Free Environment

Smoking, vaping, and the use of any products (cigarettes, e-cigarettes, hookahs, pipes, cigars, water pipes, vape pens, personal vaporizers, electronic nicotine delivery systems, smokeless tobacco, etc.) are not permitted within City-owned or leased vehicles or buildings including; offices, hallways, restrooms, lunchrooms, elevators, meeting rooms, community areas, and garage facility per state and federal laws. For further information, see Chapter 199 of the Saco City Code.

2.12 City Equipment and Materials

The City reserves the right to monitor and/or review without prior notice all systems, including, but not limited to, the contents of employee’s voicemail, email communications, texts, instant messages,
viewed websites, computer files, and other electronic information generated or stored in the City’s electronic systems. **Employees therefore should not hold any reasonable expectation of privacy while using City information systems.** Even though an item has been deleted and the employee cannot retrieve it, it can be retrieved and reviewed at a later time.

Employees may not rent, copy, or lend the City’s software or its documentation. The City has invested significant time and money to secure its electronic systems from intrusion and harmful viruses. Therefore, employees may not download or install alternative or unapproved software on any City equipment or systems. Employees may be held responsible for any damage caused by using unauthorized software or introducing any viruses into the City system.

All City-owned equipment, vehicles, and materials are the property of the City of Saco. Employees are prohibited from using or allowing the use of any City property for private or personal use or gain unless authorized by the City Administrator or their designee.

**2.13 City Vehicles**

**A. Driver Guidelines and Reporting Requirements**

1. Company vehicles are to be driven by authorized employees only, except in case of repair testing by a mechanic. Employees must have a valid and current Driver’s license to operate a City vehicle, or a personal vehicle with current auto insurance while on City business.

2. Employees are expected to drive in a safe and responsible manner and to maintain a good driving record. The Safety Committee is responsible for reviewing records, including accidents, moving violations, etc., to determine if an employee’s driving record indicates a pattern of unsafe or irresponsible driving, and to make a recommendation to the City Administrator for suspension or revocation of driving privileges.

3. Any employee who has a driver’s license revoked or suspended shall immediately notify the City Administrator by 9 a.m. eastern time the next business day, and **immediately discontinue operation of the company vehicle.** Failure to do so may result in disciplinary action, including termination of employment.

4. All accidents in City vehicles, regardless of severity, must be reported to the police and to the City Administrator. Accidents are to be reported immediately (from the scene, during the same day, or as soon as practicable if immediate or same day reporting is not possible). Accidents in personal vehicles while on City business* **must** follow these same accident procedures. Accidents involving the employee’s personal injury must be reported to Human Resources for Worker’s Compensation purposes. Failing to stop after an accident and/or failure to report an accident may result in disciplinary action, up to and including termination of employment.
5. Drivers must report all ticket violations received during the operation of a company vehicle, or while driving a personal vehicle on company business*, within 72 hours to the City Administrator.

6. Motor Vehicle Records will be obtained on all drivers prior to employment and no less than every six months. A driving record that fails to meet the criteria stated in this policy, or is considered to be in violation of the intent of this policy by the Safety committee, will result in a loss of the privilege of driving a company vehicle.

7. Criteria that may indicate an unacceptable record includes but is not limited to: Three or more moving violations* in a year and/or three or more chargeable accidents within a year or any combination of accidents and moving violations. Chargeable means that the driver is determined to be the primary cause of the accident through speeding, inattention, etc. Contributing factors, such as weather or mechanical problems, will be taken into consideration.

* City business is defined as driving at the direction, or for the benefit, of employer. It does not include normal commuting to and from work. Violations include any ticket, charge, or other law enforcement proceeding relating to these, as well as independent evidence of violations deemed relevant by the Security department.

B. Driver Safety Rules

1. Driving on City business and/or driving a City vehicle while under the influence of intoxicants and other drugs (which could impair driving ability) is forbidden and is sufficient cause for discipline, up to and including termination of employment.

2. No driver shall operate a City vehicle when his/her ability to do so safely has been impaired by illness, fatigue, injury, or prescription medication.

3. State of Maine requires all drivers and passengers operating or riding in a city vehicle must wear seat belts. No unauthorized personnel are allowed to ride in City vehicles.

4. Drivers are responsible for the security of the vehicles assigned to them. The vehicle engine must be shut off, ignition keys removed, and vehicle doors locked whenever the vehicle is left unattended.

2.14 Electronic Communications Policy

A. Guidelines

Electronic communications are an important part of the City’s operations. It is essential that clear guidelines be established concerning everyone’s responsibility in participating in electronic communications either using City systems or dealing with City information.

B. City Property

Electronic communications systems and all communication and information transmitted by, from or stored in the City’s electronic communication and security systems, including without limitation telephones, computers, cameras, software, hardware, services, electronic mail, voice
mail, access systems, internet and intranet (collectively, “Electronic Systems”) are the property of the City. All Electronic Systems are intended for business purposes only, and any personal use (including non-City business) is subject to this Policy and should be incidental, occasional and kept to a minimum.

C. Prohibited Conduct

While this is not an exhaustive list, the following are examples of prohibited activities on City-owned equipment. Employees may be disciplined for other violations not specifically noted in this Policy:

1. Sending or posting illegal discriminatory, derogatory, harassing, or threatening messages or images.
2. Using the City’s time and resources for personal gain, unrelated to an employee’s employment.
3. Stealing, using or disclosing someone else's code or password without authorization.
4. Copying, pirating or downloading software and electronic files without permission.
5. Sending or posting confidential material outside of the City.
6. Violating copyright law.
7. Participating in the viewing or exchange of gaming sites.
8. Participating in the viewing or exchange of pornographic, sexually explicit, obscene or otherwise offensive sites or materials.
9. Using City email, text or other electronic systems to harass, bully, intimidate, demean or discriminate against a co-worker or any other individual.
10. Sending or posting messages connected with City employment that defame or slander a co-worker or any other individual.
11. Attempting to break into or conduct surveillance of the computer system of another organization or person.
12. Using computer viruses to disrupt/damage City electronic systems including but not limited to computer equipment and documents.
13. Refusing to cooperate with a security investigation.
14. Jeopardizing the security of the City’s electronic communications systems.
15. Representing or speaking on behalf of the City without proper authorization.
16. Sending anonymous e-mail or on-line communications on City equipment or systems.
17. Sending all-staff email messages that are unapproved by the appropriate administrator.
18. Engaging in any other prohibited/illegal activities.
2.15 Social Media Policy

A. Guidelines

Social media includes all means of communicating or posting information or content of any sort on the Internet, including to one’s own or someone else’s web log or blog, personal web site, social networking or affinity web site, web bulletin board or a chat room, whether or not employed or affiliated with the City, as well as any other form of electronic communication.

Social media has become a common way to share news, information and opinions with family, friends, and co-workers around the world. Use of social media also presents certain risks and carries certain responsibilities. To assist employees in making responsible decisions about their use of social media, the City has established these guidelines for appropriate use of social media.

B. Adverse Effect on Job Performance or City Services

Employees should keep in mind that any conduct involving social media that adversely affects their job performance, the performance of fellow employees or otherwise adversely affects the services provided by the City may result in disciplinary action up to and including termination. This policy does not prohibit employees from discussing terms and conditions of their employment with fellow employees on social media sites.

C. Using Social Media at Work

Employees may not use social media while on work time or on equipment or devices provided by the City, unless such use is work-related, authorized by a department director and consistent with the City’s policies on Electronic Communications and Social Media. Employees may not use City email addresses to register on social networks, blogs or other online tools utilized for personal use.

D. Media Contacts

Employees should not speak to the media on the City’s behalf without the prior approval of the City Administrator. All media inquiries should be directed immediately to the City Administrator.

E. Retaliation is Prohibited

The City prohibits taking negative action against any employee for reporting a possible deviation from this policy or for cooperating in an investigation. Any employee who retaliates against another employee for reporting a possible deviation from this policy, or for cooperating in an investigation, will be subject to disciplinary action, up to and including termination.
City of Saco
EMPLOYEE ACKNOWLEDGEMENT FORM
You must return this form within ten (10) days of receiving the Employee Handbook.

As an employee of the City of Saco, I understand and agree that:

• I have reviewed the full Employee Handbook. I have asked Human Resources any questions I have about the policies and procedures contained therein, and I will comply with its policies and procedures to the best of my ability.

• I understand that the statements contained in the Handbook are intended to serve as general information concerning my employment with the City and its existing policies, procedures, practices of employment and employee benefits.

• Nothing contained in this Handbook is intended to create (nor shall be construed as creating) a contract of employment (express or implied) or guarantee employment for a definite or indefinite term.

• From time to time, the City may interpret, change, suspend or cancel all or any part of the policies, procedures, and benefits described in this Handbook.

______________  ____________________
Date              Employee’s Name