



CITY OF  
**RIVERSIDE**

**HUMAN RESOURCES  
DEPARTMENT**

***Employee Handbook***

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## **WELCOME**

Welcome to the City of Riverside! You are now an important part of a dynamic organization, where over 2,800 employees know the meaning of service and dedication. We have a long history of providing a wide range of vital services efficiently and courteously to our citizens.

Riverside is the heart of the Inland Empire with a proven history of caring. Its citizens are actively involved in the operations of the City and its government. We are proud of our employees and their continuous sense of dedication and commitment. Thank you for your service; we're glad you are part of our team.



## **INTRODUCTION**

This Employee Handbook is designed for quick reference and general information. It is not intended to provide in detail or be all inclusive of Administrative Policies and Procedures or Human Resources/Personnel Policies and Procedures, nor does it supersede or alter in any way the City Charter, the Municipal Code, the Employee/Employer Relations Resolution, the Memoranda of Understanding between the City and its various employee bargaining units, State, or Federal laws.

The provisions stated herein are taken from current policies and procedures. The provisions of this handbook do not constitute a contract, express or implied. The City reserves the right to delete, amend, or, add handbook provisions at any time, without notice.

If you need further information on any of the items discussed herein, refer to the appropriate Personnel Policies & Procedures Manual policy, ask your Supervisor, or contact the Human Resources Department.

## **CITY HISTORY – The Beginnings**

The City of Riverside's rich heritage begins with the original residents of the area, the Cahuilla and Serrano Indian tribes, and continues with a Spanish expedition in 1774 led by Captain Juan Bautista de Anza, who sought to chart a colonization route. Mexican and Spanish settlers poured into the area to establish ranchos, presidios, and missions.

In 1844, Juan Bandini sold 6,700 acres, a considerable portion of what is today downtown Riverside, to Louis Rubidoux, a former fur trapper, who then started a cattle and grain ranch. In 1870, John W. North solicited investors to found the Southern California Colony Association and laid out a mile-square town site, originally called Jurupa. In 1871, the name was changed to Riverside.

Riverside's climate and landscape were found to be perfect for citrus crops. The success of these crops prompted a steady flow of agriculturalists and investors into the area who hoped to profit from the new citrus industry. The citrus industry also attracted numerous communities of immigrants; Chinese, Japanese, and Mexican workers flooded into the area hoping to acquire their own fortunes. At the turn of the century, Riverside contained the most successful agricultural cooperative in the world, the California Fruit Growers Exchange (Sunkist), which was the home of a superior research institution, the Citrus Experimentation Station, positioning Riverside to become the world's center for citrus machinery production.

## **CITY HISTORY - A Charter City**

By the turn of the century, Riverside had become an incorporated city of 8,000. In 1907, by a vote of the people, it became a charter city instituting a Mayor-Council form of government. This charter was modified in 1929 and further amended in 1934 and 1949.

In 1950, prompted by growth in population and operating problems, a community-wide effort developed to establish a new City Charter. A City Board of Freeholders was elected in August 1951 to address the problems. A new Charter implementing the Council-Manager form of government was adopted in 1952 and ratified by the State Legislature in 1953.

In 1981, 1986, 1996 and 2007, the Charter was clarified and updated, but still maintains the 1952 governmental framework. The Mayor and 7-member elected City Council formulate City policy and the City Manager executes the policy.

## **THE CITY GOVERNMENT**

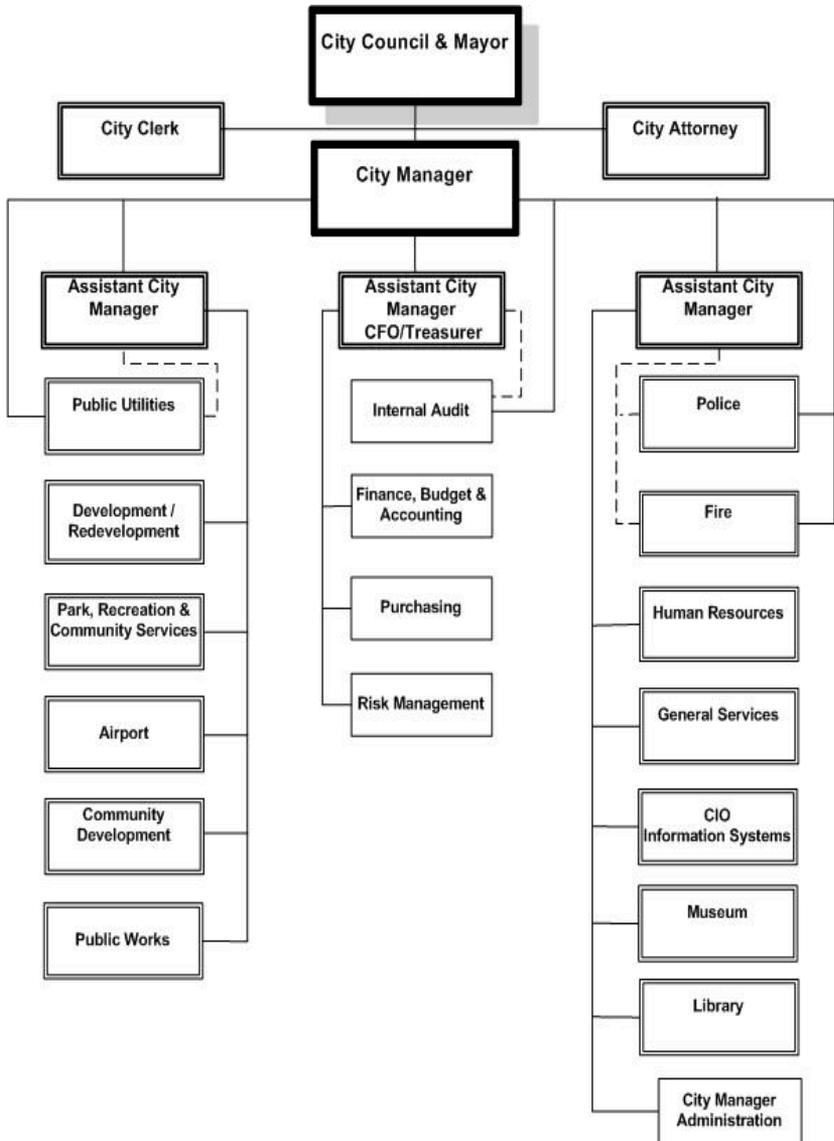
Under Riverside's form of government, the Mayor is elected for a four (4) year term from the City at large. The City Council, made up of seven members, is elected by wards for overlapping four (4) year terms. The Mayor is the presiding officer at City Council meetings with a voice in all proceedings but without a vote, except to break a tie vote. The Mayor may veto acts of the City Council and five Council votes are required to overturn a veto.

The Mayor's basic responsibilities are to interpret the policies, programs and needs of the City Government for the people, to inform the people of any major change in policy or program, and to advise the City Council on all matters of policy and public relations.

The City Council, as the legislative body, has the authority to adopt City ordinances, change them as necessary, and determine how much will be spent by City government and for what purpose. The City Council determines what City taxes and fees shall be levied, approves contracts and agreements, and appoints citizen boards and commissions, as well as the City Manager, City Attorney, and City Clerk.

The City Manager is responsible for the general conduct and administration of all City business. The chart on the following page outlines the City's organizational structure.

# ORGANIZATIONAL CHART FOR THE CITY OF RIVERSIDE



## **EMPLOYEE ORIENTATION**

Employee Orientation is held monthly. Orientation covers City-wide policies, various City programs, and information relative to employment and benefits. City departments also provide specific orientation within their departments and divisions.



## **JOB SPECIFICS**

### **Equal Employment Opportunity**

The City of Riverside is dedicated to equality of opportunity within its community and supports the protection available to employees under federal law. The City does not practice or condone discrimination in any form, and is committed to positive action to secure equal employment opportunity.

### **Americans with Disabilities Act (ADA)/ Reasonable Accommodation**

It is the policy of the City of Riverside that its facilities, programs, and activities be readily accessible and usable by individuals with disabilities. This policy also extends to any organization receiving financial assistance from the City or any service provider under contract with the City of Riverside. Every reasonable attempt will be made to enable disabled persons, access to facilities and events, including training and public meetings, and to receive the same benefits, services, and information as is provided to other employees, visitors, and meeting participants.

## **Merit System**

The City follows merit system principles which ensure equal opportunity for qualified persons who are appointed and promoted on the basis of open competition. Competition may take the form of application appraisal, written examinations, oral interviews, assessment centers, performance tests, and is not limited to any combination of these. Positions are filled by those most qualified, based on factors which relate only to skill, knowledge, and fitness for employment and in accordance with Equal Employment Opportunity and ADA guidelines.

## **Nepotism (Employment of Relatives)**

To maintain morale and professional working relationships among employees, the City has established guidelines for employment of relatives. No employee will have direct supervision of or, control over, initiate, or participate in any personnel action that may affect another City employee who is a relative. Relative is defined as any person within third degree by blood or marriage or registered domestic partnership.

## **Employment Complaint and Appeal Procedure**

The Employment Complaint and Appeal Procedure provides applicants and City employees with a timely process to consider their complaints regarding allegations of discrimination in employment.

Brochures and forms are available in the Human Resources Department at 3780 Market Street.

## **Employee Selection**

The Human Resources Department is responsible for the impartial administration of appropriate selection techniques such as written tests, oral interviews, and performance tests consistent with State and Federal guidelines for employee selection and merit principles.

Competitive examinations are used to establish eligibility lists, from which appointments are made by the departmental hiring authority.

## **Employment Status**

There are three primary types of employment status in the City; Regular full-time, Regular part-time, and Temporary.

Regular full-time (with benefits) - An employee appointed to a forty (40) hour per week or greater position established to provide service on a full-time, ongoing basis. Employees in this category occupy positions authorized by City Council and allocated in the budget.

Regular part-time (with benefits) - An employee appointed to a twenty (20) to thirty-nine (39) hour position established to provide service on a part-time or

less than full time basis per week. Such work may be scheduled on an irregular basis. Part-time employees are paid on an hourly basis for actual hours worked.

Temporary (without benefits) - An employee appointed to a position established to provide service not exceeding 1,000 hours in any fiscal year. Such positions may be filled on a full-time or part-time basis. Appointment to a position in this category will be for a definite length of time, for a special project, for a regularly recurring need, or to reduce seasonal or peak work loads.

**Probation**

Every person appointed to a regular position must serve a probationary period. Probationary periods shall be from six to eighteen months (13 to 39 pay periods) of continuous service depending on classification and/or employee bargaining unit as follows:

<u>Bargaining Unit/Classification</u>	<u>Months</u>	<u>Pay Periods</u>
Fire (Firefighter)	18	39
Fire (Management)	12	26
Fire (Other Ranks)	6	13
General/Confidential	12	26
Management	12	26
Police Management	12	26
Police (Other Ranks)	6	13
Police (Police Officer)	18	39
Police (Police Sergeant)	12	26
Police (Public Safety Dispatcher)	18	39
Public Utility Field	6	13
Refuse	12	26

The probationary period is the final part of the examination process. The process involves your supervisor’s evaluation of your performance and your adjustment to your new position. During the probationary period, you may be terminated without right of appeal if your job performance is less than satisfactory. Under some circumstances, your initial probation period may be extended.

**Performance Evaluation**

Your supervisor is continually evaluating your performance on the job. A Probationary Performance Review may or may not be given during the probationary period. After the initial probationary period is successfully completed, you will receive an evaluation of your performance once each year for the remainder of your employment. Evaluations are officially recorded on a City performance evaluation form. Evaluations are maintained

in your personnel folder, which is maintained by the Human Resources Department.

Your and your supervisor will discuss the contents of each evaluation report; what you do well, what areas you can strengthen, and what steps can be taken to remedy any unsatisfactory performance. You may respond to their performance evaluation in writing for inclusion in your personnel folder.

### **Classification and Pay Plan**

The City's pay plan consists of a series of pay ranges. Each job classification within the City is assigned to one of these ranges based on job duties and responsibilities. Each position in City government is assigned to a salary range in accordance with the class specification for the position, which describes the typical and significant duties of a class as well as the minimum qualifications. The class specification for each position is available on the City of Riverside's website ([www.riversideca.gov](http://www.riversideca.gov)).

### **Merit Increases**

Employees who start at Step 1 are eligible for a merit increase following six months or 1,040 hours of continuous employment and satisfactory work performance. If an employee is hired or promoted above the 1st step, eligibility for salary advancement comes after one year of service or 2,080 hours and satisfactory work performance has been met. Further merit increases may be granted annually upon demonstration of a satisfactory performance until the top of the range has been reached.

### **Promotion**

Promotion will be of interest to you if you are planning a career with the City. Promotions are based on the merit principle that requires you to meet the experience and education requirements for the position, and successfully pass a competitive examination or other selection process. City tests and interviews may take place during work hours.

### **Transfer**

A transfer is a move from one department or division to another within the same classification and salary range. Employees will receive the same salary step in the new position as held in the former position. Approval of a transfer is subject to availability of an opening, agreement of Department Heads involved and, if it is between departments, approval of the Human Resources Director. Should you desire a transfer, contact the Human Resources Department.

## **Resignation/Termination**

Should you decide to resign from City employment, you should give your supervisor at least two (2) weeks notice in writing on a City Resignation Form. You may obtain the form from your supervisor, the Human Resources Department, or the City Intranet. All terminating employees must complete the separation process with the Human Resources Department. City identification cards and garage access cards must be returned to the Human Resources Department. Uniforms, keys, fuel card, manuals, equipment, and any other City materials must be returned to your supervisor.

## **Personnel Records**

Information about you as an employee, such as salary changes promotions and transfers, are part of your personnel file.

You have the right to review your personnel file during regular working hours. If you wish to do so, secure permission from your supervisor and contact the Human Resources Department for an appointment.

## **Change of Name, Address, or Status**

Your personnel file and payroll records must be kept current and correct. In the event you change your address, telephone number, or name you must notify your supervisor in order for the appropriate form to be completed and to update department and official City records. All changes of address, telephone numbers, emergency contacts, or family status (births, adoptions, marriage, death, divorce, etc.) must be reported to the Human Resources Department immediately in order to maintain accurate records. This information is kept confidential.

The Human Resources Department has forms available for you to maintain correct information on your health, dental, and deferred compensation plans. The forms as well as other informational materials are available online at [www.riversideca.gov/human/benefits/](http://www.riversideca.gov/human/benefits/).

## **Medical Records**

Your medical records are confidential and are kept in separate files apart from your personnel records.

## **Layoff/Recall**

In the event of a reduction in force (layoff), the City will give at least thirty (30) calendar days' notice to affected employees of an impending layoff. The City may substitute pay in lieu of notice for all or a portion of the thirty (30) days.

The City will make every attempt to transfer employees to other departments if comparable vacancies exist and contact other employers in order to help employees find other jobs.

Laid off employees will have reinstatement and seniority rights as outlined in the City Reinstatement Policy in the Personnel Policies & Procedures Manual, which shall include the right to consideration for reinstatement for a period of twenty-four (24) months from date of layoff.

## **CITY SERVICE**



### **Harassment/Hostile Work Environment**

All City employees are to be treated with dignity and respect. Harassment for any reason, based on race, color, ancestry, age, sex, national origin, sexual orientation, religion, veteran's status, marital status, political belief, disability, medical condition, pregnancy, socioeconomic, or cultural background by an employee or supervisor, will not be tolerated under any circumstances, and can subject any employee to disciplinary action up to and including termination.

Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature which may be considered a condition of employment constitutes sexual harassment and will not be allowed. Any form of verbal, physical, or visual harassment will be considered inappropriate behavior and may lead to disciplinary action up to and including termination of employment. Any incident of harassment should be reported immediately to your supervisor and/or the Human Resources Department.

**Workplace Violence**

We all deserve to work in an environment that is free from violence or hostility. The City will not tolerate any threatening, hostile or abusive behavior by employees or by any persons on City property or while conducting City business, and will take immediate and appropriate action when this occurs. Damage to City property is also prohibited.

**Smoking Policy Statement**

Smoking is not allowed in City buildings or within 20 feet of the front entrance of a City building. Smoking is also prohibited in City vehicles and violators are subject to discipline for non compliance. You are encouraged not to smoke as it is a proven detriment to health, safety, and productivity. Consult your health care provider regarding smoking cessation programs.

**Drug-Free Workplace**

The City and the public share an interest in a safe, healthy, and productive workforce. Many employees are responsible for the operation of expensive, heavy, and/or high-speed equipment or vehicles. Other employees are responsible for public safety and security. Abuse of alcohol, drugs, and use of illegal narcotics undermines that interest.

The unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance in the workplace is prohibited. Counseling, rehabilitation, and employee assistance for employees who have personal problems regarding the abuse of drugs or alcohol is available through the Employee Assistance Program (EAP) at 1-800-777-9376.

**Reasonable Suspicion Post-Accident Drug & Alcohol Testing**

The City of Riverside recognizes that employees are its most important resource. The City has a “zero tolerance” approach to employee use and misuse of drugs and/or alcohol related to the performance of required duties. A policy for reasonable suspicion and post-accident drug and alcohol testing for all affected City employees is intended to accomplish the following objectives:

1. To provide a safe working environment for City employees;
2. To protect the safety of persons and property;
3. To provide the highest quality of public service;
4. To promote efficiency and productivity;
5. To avoid adverse effects on employee health and well-being, as well as to minimize the City's related health costs;
6. To prevent loss of public confidence in City employees and damage to the City's reputation;
7. To prevent drug-related theft and other employee misconduct;
8. To encourage employees to seek voluntary assistance to deal with alcohol and/or drug use; and
9. To comply with the Drug Free Workplace Act of 1988 (41 U.S.C. 702-706) and the City's Drug-Free Workplace Policy (Personnel Policy and Procedure Manual, III-5).

### **Department of Transportation Regulations**

The City, pursuant to Federal Highway Administration regulations, requires all individuals possessing and using commercial drivers' licenses to be randomly tested for drugs and/or alcohol. For more information, see the appropriate section of the Human Resources Policies & Procedures Manual.

### **Discipline**

All organizations have rules in order to operate effectively. To ensure these rules are followed, penalties for not adhering to them are established. These penalties, called disciplinary actions, may take the form of a reprimand, suspension, demotion, reduction of pay, or termination.

An employee who is performing poorly or behaving improperly is usually counseled by the supervisor to correct performance or behavior deficiencies. If the employee fails to take the proper steps to correct the behavior, further disciplinary action can be taken, up to and including termination. All employees are entitled to representation in disciplinary meetings.

The type and severity of the discipline depends on the circumstances/behavior leading to the discipline and past instances of similar conduct. An employee has the right to know the cause for any disciplinary action prior to it being taken and may appeal a suspension, demotion, or dismissal through the grievance procedure. Employees who are within their probationary period are not eligible for the grievance procedure.

## **Grievance Procedure**

Ideally, most problems can be resolved between you and your supervisor; however, the City does have a formal procedure for handling grievances. If you have a grievance, first go to your immediate supervisor and make every effort to resolve it. If you believe higher-level review is required, use the formal grievance procedure.

The Human Resources Department or your bargaining unit representative can provide details regarding the procedure.

## **Financial Obligation**

You are expected to pay your personal bills promptly so creditors are not forced to contact the City in an effort to collect delinquent bills. Wage garnishments as a result of non-payment of just debts are an expense to the City. If you have any financial difficulties, the Credit Union, Community Action Employee Assistance Program, or Consumer Credit may be able to help you.

## **Conflict of Interest**

You may not engage in any business transaction or have a financial or personal interest which is not compatible with the performance of your official duties or would tend to impair independence, judgment, or action necessary to pursue the City's best interests. Certain employees may be required to file financial statements with the Fair Political Practices Commission (FPPC) annually.

## **Political Activity**

Participation in political activity is a sign of good citizenship, but certain guidelines should be observed. You should not make statements or publish materials which imply City endorsement of a political candidate. You may not engage in political activity during working hours, on City premises, or while wearing a City uniform. You may not use City funds, supplies, or vehicles for political activity.

## **Business Conduct**

You shall conduct City business in compliance with the law, City policies and procedures, and good judgment. Avoid speech or behavior that is likely to create an appearance of impropriety.

## **Business-Related Gifts**

It is the policy of the City of Riverside that employees will not accept gifts, rewards, services, or gratuities of any kind by reason of their employment. If you encounter a situation which would tend to compromise this policy, courteously decline such an offer.

## **Professionalism**

You are expected to maintain a professional, safe, and productive work environment. Treat your fellow employees professionally and with courtesy at all times. Differences of opinion should be expressed in a constructive manner that promotes sharing of ideas and effective teamwork to resolve problems to meet the challenges of the City.

## **Personal Appearance**

The following guidelines are offered to provide clarity as to appropriate attire and appearance in the workplace. Customer service perceptions of us are influenced in part by our attire. You are expected to use good judgment and common sense when selecting attire for the workplace.

Acceptable personal appearance, like proper maintenance of work areas, is an ongoing requirement of employment with the City of Riverside. As departments are familiar with their customers' expectations as well as the business climate, attire matters will be managed at the department level.

The City's overall approach will ensure maximum flexibility to maintain good morale, respect individual style, and give due consideration to sound business practice. The following guidelines serve as a tool to help you gauge what may or may not be considered appropriate.

### **Guidelines for:**

<b>Office Attire</b>	<b>Everyday Attire</b>	
	<b>Appropriate</b>	<b>Inappropriate</b>
Suits	X	
Dresses (with or without nylons)	X	
Pantsuits	X	
Shirts (with or without ties)	X	
Sport coats	X	
Dress slacks	X	
Other coordinated outfits	X	
T-shirts		X
Sweat shirts or jogging outfits		X

Office Attire	Everyday Attire	
	Appropriate	Inappropriate
Jeans (denim or colored)*		X
Capri Style Suits	X	
Shorts		X
Halter tops or tank tops		X
Sheer, see-through or revealing clothing		X
Polo-type shirts	X	
Collared shirts open at the collar	X	
Short-sleeved or sleeveless dresses, shirts or tops	X	
Dresses/tops with spaghetti straps		X
Low back dresses, blouses or shirts		X
Khaki or Dockers type-pants	X	
Casual skirts		X
“Skorts” or culottes		X
Gym or sweatpants or workout wear		X
Leggings		X
Clothing with sports logos/messages/celebrity logos, etc.		X
<b>Footwear</b>		
Dress Loafers	X	
Dress Sandals	X	
Athletic shoes/Sneakers/tennis shoes		X
Casual Sandals (thongs or flip-flops)		X
Dress Shoes	X	

**Jeans:** Jeans (blue or colored) are not considered appropriate in any business setting; however, it is acknowledged that some field employees (by the nature of their assignments) may wear jeans along with a shirt that identifies them as an employee of a particular City Department or Division.

**Shorts:** Shorts are not considered appropriate in any business setting; however, it is acknowledged that some field employees (by the nature of their assignments) may wear shorts along with a shirt that identifies them as an employee of a particular City Department or Division.

**Athletic Shoes:** Athletic shoes (sneakers/tennis shoes) are not considered appropriate in any business setting; however, it is acknowledged that some field employees (by the nature of their assignments) may wear athletic shoes.

**Fridays:** Friday business casual days have become very popular and seem to positively impact morale and spirit among employees. Casual Fridays will be allowed to continue (on a provisional basis) and acceptable attire for these days will be deemed business casual. As jeans are not considered business casual, wearing of either blue or colored jeans will not be considered as appropriate on Fridays. Employees should plan to wear standard business attire even on Fridays for any scheduled meetings with the general public, representatives from external agencies, Board/Commission members, Mayor/City Council members or other such activities where business casual wear would not appropriately reflect the proper professional image. Mature judgment in choice of attire is expected.

**Special Occasions:** Periodically, the City may designate special casual days, other than casual Fridays, when the dress code may be relaxed for a specific reason. These special days will be announced in advance. Special projects/assignments may also, at the discretion of the Department Head, require more flexibility in dress requirements.

**Summer Wear:** During the summer period, June 1 through September 30, dress guidelines may be relaxed given weather conditions. Should this occur, business casual guidelines would apply.

**Responsibility:** It is expected that managers and supervisors will ensure the workforce is in proper business attire. In situations where a person's attire does not reflect the spirit of these guidelines, the supervisor is expected to discuss these guidelines with the employee to ensure a consistent understanding of the importance of conveying an appropriate professional image.

### **City Uniforms**

The City provides work uniforms for field crews and Fire and Police employees. Field crews and Fire Safety employees have their work uniforms laundered by the City. In addition, specialized personal clothing and equipment provided includes: shoes for designated employees, leather goods, firearms, and related equipment for Police Safety employees.

### **City Owned Vehicles**

You are expected to observe State motor vehicle laws. This includes observing the speed limit and wearing seat belts. Negligent use of a City vehicle may result in disciplinary action up to and including termination.

## **Identification Cards**

You will receive an identification card to wear during the workday. Identification cards are issued by the Human Resources Department. Employees with City Hall parking structure access will have their identification card programmed to allow such access. A new card must be issued when there is a name change or department/division change. Lost or stolen cards must be reported immediately to the Human Resources Department and a replacement card will be issued. There is a charge for replacement cards. Cards must be returned to Human Resources at time of separation.

## **Attendance**

Regular attendance and punctuality are necessary for the efficient operation of the City and is reflected in your performance record. Promptness in reporting to work is expected; however, if it is necessary for you to be late or absent from work, you must receive permission ahead of time from your supervisor. In case of an emergency, when prior approval cannot be obtained, you are required to notify your supervisor before the start of work.

## **Hours of Work**

Working hours vary according to the staffing requirements necessary to service the citizens each department serves. Departments which provide service twenty-four (24) hours a day and/or weekends have special schedules. Your supervisor will advise you of your specific work schedule.

## **Meal Periods and Breaks**

Most employees receive a 30 or 60 minute meal period depending on the assignment. The meal period includes travel to and from the eating site. Each employee is also allowed a 15 minute break near the middle of every 4 hour work period. These breaks are not cumulative and cannot be added to meal periods, used to shorten the work day, or taken in conjunction with any type of leave. Breaks are to be taken at times prescribed by your supervisor. Field employees are required to take breaks at the job site or, if in transit, at a nearby park.

## **Use of City Vehicles for Breaks**

City vehicles shall not be used to travel to business establishments or to a private residence for rest or meal breaks, or to pick up food or beverages except under emergency or pre-approved conditions. The only exceptions are for:

- a. Public Safety personnel in the Police and Fire Departments who are

required to respond to emergency situations and where the public presence of these personnel is desirable as a deterrent; and

- b. Employees on official City business with the department heads approval;
- c. Use of restroom facilities when a park facility is not accessible

### **Personal Mail, Visitors, Telephone Calls, and Fax Machines**

Personal mail should not be addressed to you in care of the City, but should be sent to your home address.

Personal visits by friends, relatives, or others during work hours are discouraged. If such a visit is necessary and cannot be done on non-work time, you are to obtain the approval of your supervisor.

City telephones, cellular phones, e-mail, Internet, and fax machines are for official City business. Use of City equipment for personal use is prohibited. If a personal call is necessary and cannot be made on non-work time, City telephones may be used with your supervisor's approval. In any case, personal long distance calls are prohibited.

### **Technical Resources Use and Monitoring Policy**

Electronic systems, hardware, software, tools, and information are provided for the purpose of conducting business for the City of Riverside. All electronic systems or devices are the property of the City of Riverside. You will be given a copy of the Technical Resources Use and Monitoring Policy and must sign an acknowledgment of receipt stating that you have read and understood the policy. The acknowledgment form will be filed in your personnel file in the Human Resources Department.

### **Safety**

Safety is a responsibility shared by both the City and the employee. The City's responsibility is to provide a safety program aimed at accident prevention, instruction in safe job performance, the proper care of tools, equipment, and safety gear required for the job.

It is your responsibility to participate in the City Injury and Illness Prevention Program (IIPP) by:

- Working safely;
- Following safe work procedures;
- Using personal safety equipment provided, including seat belts;
- Reporting all dangerous conditions to a supervisor;
- Suggesting ways to prevent accidents; and
- Attending safety meetings

## **Outside Employment**

The City requires prior approval by your Department Head, the Human Resources Director, and the City Manager before you accept outside employment. If approved, such employment must not interfere with the satisfactory performance of your duties with the City, or be a conflict of interest.

Before accepting outside employment, you should discuss the matter with your supervisor. The required form to request approval is available in your department or through the Human Resources Department. Requests must be resubmitted for approval each year (12 consecutive months) if such employment is continued.

## **MONEY MATTERS**

### **Salary Plan**

One of the principles of public employment is that similar jobs with similar duties and responsibilities are grouped together in what is called a class, and each of these classes has a salary range from 1 to 11 steps. Classes generally have 5-7 step salary ranges including a minimum or entry, intermediate, and a maximum rate of pay.

Most full-time employees start at the first step, minimum or entry rate of pay, receive the second step after 6 months (13 pay periods) of employment, and the remaining steps at yearly (26 pay periods) intervals until the maximum salary rate is reached. Salary increases for part-time employees are based on the number of hours worked at each step (1,040 hours for second step and 2,080 hours for remaining steps). All of these salary increases are based on merit and a satisfactory performance rating by the employee's supervisor. They are not automatic.

All salary ranges are approved by City Council and are based on negotiations with bargaining units representing City employees, salary surveys, and recommendation by the Human Resources Director in conjunction with the City Manager.

### **Pay Periods/Paydays**

You are paid every two weeks, or 26 times a year, on Friday. If a payday falls on a holiday, you will be paid on the preceding work day. The pay you receive will be for a two week period ending on the Thursday a week before you are paid.

Direct Deposit is required for all new employees. For information, contact the Finance Division (Payroll).

**Payroll Deductions**

There are two kinds of salary deductions: mandatory (those required by law) and voluntary (those authorized by you). Following are items which may appear on your paycheck as deductions:

<b>DEDUCTION</b>	<b>MANDATORY</b>	<b>VOLUNTARY</b>
Retirement	X	
Federal Withholding	X	
State Withholding	X	
Medicare	X	
United Way/Other Charitable Organizations		X
Computer Purchase		X
Court Orders	X	
Dental Insurance		X
Health Insurance		X
125 Plan		X
Credit Union		X
Deferred Compensation		X

Federal and State Tax Withholding will vary according to your earnings and the number of exemptions claimed on your W-4 Form. During January of each year, you will receive a W-2 Form indicating total pay during the previous year and the taxes withheld. This form is to be used when you file Federal and State income tax returns and must be received by all employees on or before January 31.

Optional deductions such as deferred compensation, employee association dues, United Way, Credit Union savings and loan accounts, or optional insurances may be deducted at a full-time benefited, 3/4 benefited, and 1/2 benefited employee's discretion. Non-benefited employees may voluntarily have deductions made to Credit Union savings and loan accounts, or United Way.

## **Overtime**

Occasionally, you may be asked to work overtime when the public interest requires it or because of an emergency. Generally, employees receive one and one-half (1-1/2) times their normal hourly rate or, in some cases, compensatory time instead of payment for hours worked beyond their regular working hours. Temporary and part-time employees are paid at their normal hourly rate, and overtime is received only after 40 hours worked in a work week.

Management Level II employees are exempt from the Fair Labor Standards Act (FLSA) and do not receive overtime compensation and are eligible to receive administrative leave. Other overtime provisions, by bargaining unit, are addressed in your Memorandum of Understanding (MOU). You can receive further information on these from your bargaining unit representative or the Human Resources Department.

## **Call Time**

In some departments, employees may be required to be on standby duty which requires them to be available to receive and respond to calls for emergency service. Any time an employee on standby responds to a call for emergency service, overtime is paid for time worked. The specifics of this policy vary by bargaining unit and are addressed in your MOU.

## **Minimum Call Back**

Employees on standby who are called back to respond for an emergency service, shall receive a defined, minimum number of hours compensation. The specifics of this policy vary by bargaining unit and are addressed in the Memorandum of Understanding for each bargaining unit.

## **Court Time (Public Safety Employees)**

Police and Fire Unit safety members, when required to be in a court of law outside their normal working hours, receive court pay in accordance with their MOU.

## **Special Pay**

Individual employees may, when assigned to certain designated positions, receive additional pay (either a dollar amount or percentage) above their base salaries because of special abilities, training and/or work assignments having added responsibility or hazards. Examples of these are: bilingual ability (includes sign language), Police Unit member assigned to motorcycle duty, or possession of POST Intermediate or Advance Certificates. Your supervisor will provide information (including the specific pay involved) on such special pay assignments that may affect you. The specific pay provisions vary by bargaining unit, and are outlined in the Memorandum of Understanding for each bargaining unit.

### **Bilingual Designation**

Subject to approval by the City Manager, a department head may designate certain positions as requiring the regular use of a second language, including sign language, in contacts with the public.

Certification as to proficiency in a second language shall be required of all employees assigned to a position requiring these skills as so designated by the City Manager.

A special salary premium, identified in the Salary Resolution, shall be provided a certified employee occupying a position approved by the City Manager as requiring the regular use of second language skills for public contact.

In situations where positions have been designated as requiring a second language, and are either filled by employees without these skills or vacant, another employee, certified as proficient, may temporarily serve as an interpreter and be eligible to receive the salary premium.

### **Shift Differential**

In those departments with either 2 or 3 shift (16 or 24 hour) operations, employees working regularly scheduled swing or graveyard shifts will receive additional pay for working these shifts. If you are in a class assigned to shift work, your supervisor will inform you of the shift differential you are to receive, which varies according to your bargaining unit.

### **Auto Mileage**

If required to use your personal automobile in the course of your employment with the City, you will be reimbursed in accordance with the rate established by City Policy.

### **Direct Deposit**

You may authorize the transfer of funds to your personal account. Every pay period the appropriate wages are automatically deposited into your individual checking or savings account. Direct deposit forms are available from the Human Resources Department and the Finance Division (Payroll). If you do not have a personal account, your check will be mailed to you.

## **BENEFITS INFORMATION**

As a benefited City employee, you are entitled to a wide range of benefits. Benefit options and cost are associated with your bargaining unit and benefit status (i.e. Full time, 3/4Time, or 1/2 Time). The Human Resources Department can assist you in interpreting benefit options and cost. For detailed information on benefit options and costs, please visit the Benefits page on the City's website.

### **Group Health Insurance**

You have the option of enrolling in various group health insurance plans. If you wish to participate, you and your eligible dependents must enroll within the first 30 days of benefited employment with the City. If your hire date is the 1st, 2nd or 3rd of the month, then benefits become effective the 1st of the following month; if your hire date is the 4th through the end of the month, then benefits are effective the first of the month following 30 days of employment.

If you are adding a dependent (i.e. spouse, registered domestic partner, newborn or adopted child) the addition must be made within 30 days of the qualifying event. If the deadline is missed, you must wait until open enrollment to add dependent(s). You may delete a dependent at anytime throughout the year.

Your biweekly benefit premiums will depend on the coverage type (Single, 2-Party or Family), plan selection and benefit status (i.e. Full time, 3/4 Time, or 1/2 Time). The City pays a major portion of the premium. Each plan also provides an open enrollment period once a year, usually in the month of November, at which time you may change plan selection if you so desire. For detailed information on benefit options and costs, please visit the Benefits page on the City's website.

### **Group Dental Insurance**

There are several dental insurance plans available for you and your eligible dependents. As with health insurance, if you wish to participate, you and your eligible dependents must enroll within the first 30 days of benefited employment with the City. If your hire date is the 1st, 2nd or 3rd of a month, then benefits become effective the 1st of the following month; if your hire date is the 4th through the end of the month, then benefits are effective the first of the month following 30 days of employment.

If you are adding a dependent (spouse, registered domestic partner, newborn or adopted child) the addition must be made within 30 days of the qualifying event. If the deadline is missed, you must wait until open enrollment to add dependent(s). You may delete a dependent at anytime throughout the year.

Your biweekly benefit premiums will depend on the coverage type (Single, 2-Party or Family), plan selection and benefit status (i.e. Full time, 3/4 Time, or 1/2 Time). The City pays a major portion of the premium. Each plan also provides an open enrollment period once a year, usually in the month of November, at which time you may change plan selection if you so desire. For detailed information on benefit options and costs, please visit the Benefits page on the City's website.

### **Life Insurance**

The City provides and pays the full cost of providing for term life insurance for all benefited employees. The life insurance benefit provides a lump sum benefit to your beneficiaries in the event of your death. The amount provided varies according to your bargaining unit. For detailed information on benefit options and costs, please visit the Benefits page on the City's website.

### **State Disability Insurance**

All benefited City employees in the General, Confidential, and Refuse bargaining units are covered by State Disability Insurance (SDI) for illness or injuries that are not job related. SDI and sick leave are to be used in combination until sick leave is exhausted so that an employee does not receive more than 100% of salary. The City currently pays a major portion of the premium associated with this program. After the seventh day of injury or illness, the employee is eligible to receive SDI benefits. To file a claim, an SDI form may be obtained from the State Employment Development Department (EDD).

A physician must complete the doctor's certification portion and the claim must be filed with the State within 49 days of the illness or injury. SDI benefit checks must be endorsed by you and submitted to the Finance Division, Payroll Section in order to comply with the legal requirements of the program and the SDI Buy Back Program. For detailed information, please visit the Benefits page on the City's website.

### **Long Term Disability Insurance (LTD)**

Management and IBEW Supervisory employees can elect to enroll in the City's LTD program. All IBEW members are automatically enrolled in the City's LTD program. For questions regarding the LTD program, please visit the Benefits page on the City's website. For all Police and Fire bargaining units, please contact your bargaining unit representative for more details on long-term disability plan options.

## **Beneficiaries**

If you are a benefited City employee, the City will pay out financial compensation to your designated beneficiaries in the event of your death. Some of the benefits that your beneficiaries may be entitled to include the following:

- Life Insurance: Value varies by bargaining unit
- Retirement: California Public Employees' Retirement System (CalPERS)
- Deferred Compensation: Value is based on account balance
- Final Compensation: Hours worked in pay period and applicable accrual payoffs

The Human Resources Department, Benefits Division recommends updating your beneficiary records when a family status change occurs (i.e., birth, divorce, marriage). Forms to update beneficiaries are available on the web or by contacting the Human Resources Department, Benefits Division. After completing the appropriate forms, return them to the Human Resources Department, Benefits Division for processing.

As a reminder, please ensure your employee association and credit union beneficiary records are kept up-to-date.

## **Workers' Compensation**

California law requires that employers provide certain benefits to those who suffer a work related injury. The City is self-insured and self-administered for Workers' Compensation Benefits. All claims are handled through the Workers Compensation office which is part of the Finance Division of the City Manager's Office. The telephone number is (951) 826-5559.

Any on-the-job injury, no matter how minor, is to be reported to the supervisor immediately after the injury occurs. Failure to do so may result in loss of benefits. The Supervisor will provide the injured employee with the Employee's Claim form for Workers' Compensation Benefits (DWC-1) within 24 hours of notice of injury.

For those injuries requiring medical attention during regular office hours, contact the Workers' Compensation Office between the hours of 7:30 a.m. - 5:30 p.m., Monday through Friday. During weekends, or outside regular office hours, seek treatment at the nearest hospital Emergency Room. In the event of a critical injury, call 911 (or 9911 within the City phone system) for emergency treatment.

## **Deferred Compensation**

As a benefited City employee, you are eligible to participate in the Deferred Compensation Program. If you participate, you choose the amount you wish to invest in the plan of your choice and your contributions are deferred on a pre-tax basis. You can stop, start, increase or decrease contribution amounts anytime throughout the year. The minimum amount that may be deferred each pay period is \$10.00. The annual maximum is subject to change, please contact the Human Resources Department for details. Depending upon the bargaining unit, a City contribution may be received by those deferring income. Executives have the additional option of deferring income under a 401(a) Plan. Some restrictions apply. You pay no federal or state taxes on these deferred salary dollars and they accumulate in the plan tax-free. You only pay taxes when you retire and/or start to withdraw your funds. These unique features are the reason this plan is called a "Deferred Compensation Plan." As a participant, you will enjoy these benefits:

- By lowering taxes, you will have more net spendable income
- Your funds will accumulate faster without the tax liability

Plan withdrawals or retirement income may be taken at retirement, disability, death or at termination of employment. Need to borrow money from your deferred compensation account? Contact the Human Resources Department, Benefits Division or your deferred compensation representative for more details.

## **125 Flexible Spending Plan**

The City offers a Flexible Spending Plan with two options to choose from: 1) Dependent Care Account and/or 2) Health Care Expense Account. With the Dependent Care Option eligible dependent care expenses are those that enable you and your spouse, if you are married, to work or attend school full-time. Services must be for children under age 13 or for dependents of any age who are physically or mentally incapable of caring for themselves. As for the Health Care Expenses Option, you can use it to pay for eligible expenses for yourself and your dependents.

Eligible expenses include medical, dental, and vision expenses not covered by other insurance plans, such as deductibles, co-pays, chiropractic, acupuncture, contact lenses, prescribed medical supplies, and some over-the-counter medications. Estimate with care because the IRS has a strict "Use It or Lose It" rule that applies to the Flexible Spending Account. You should not contribute more than you expect to use for eligible expenses during the calendar year. Any money remaining in your accounts at the end of the calendar year after all claims have been filed must be forfeited.

You can enroll in the plan when you are initially hired as a benefited employee or during Open Enrollment (November). You decide how much you want to contribute to either or both accounts. You cannot change your contribution amounts during the plan year unless you have a qualifying status change (i.e. marriage, child's birth or an adoption of a new dependent). The City helps you stretch the value of your health care dollars by deducting your premiums for Medical/Dental on a pre-tax basis automatically at no cost. For detailed information on benefit options and costs, please visit the Benefits page on the City's website.

### **California Public Employees Retirement System (CalPERS)**

As a benefited City employee, you are automatically covered under a City-sponsored Retirement Plan offered and arranged through one of the largest Retirement Systems in the world, the California Public Employees' Retirement System (CalPERS). The City pays the full cost of this important benefit. The Plan provides a defined and guaranteed monthly retirement benefit based on your highest 12 months salary and number of years of Plan participation. Benefits are payable when you reach certain life events such as retirement or disability.

You may start to receive your monthly retirement benefits at your normal retirement age, upon becoming disabled, etc., provided you have met the minimum requirements, such as five years of service and age 50. In addition to normal retirement benefits, the plan also provides death benefits, survivor benefits, disability retirement, early retirement and deferred retirement.

Benefits and retirement formulas vary among City employee groups, so be sure to check your benefit insert or your CalPERS benefit booklet for specific retirement plan details. The City does not participate in the Social Security System but does participate in Medicare.

The City pays both the "Employee Share" and "Employer Share" of the CalPERS retirement contribution on your behalf. Should you separate from City employment prior to completing 5 years of service vested in CalPERS, the amount contributed on your behalf (employee's share) will be returned to you by CalPERS. Other options will be discussed during your separation processing with the Human Resources Department. As you begin thinking about starting your retirement processing, we encourage you to contact the Human Resources Department, Benefits Division, or the local CalPERS office in San Bernardino at (888) 225-7377 for further information.

## LEAVE TIME

### Holidays

The City of Riverside observes the following holidays:

- New Year's Day January 1
- Martin Luther King Day 3rd Monday in January
- President's Day 3rd Monday in February
- Memorial Day Last Monday in May
- Independence Day July 4
- Labor Day 1st Monday in September
- Columbus Day 2nd Monday in October
- Veteran's Day November 11
- Thanksgiving Day 4<sup>th</sup> Thursday in November
- Day After Thanksgiving 4<sup>th</sup> Friday in November
- Christmas Day December 25

Additionally, some units receive Lincoln's Birthday, February 12. The Refuse Unit receives Cesar Chavez Day, which is the last Monday in March.

Whenever a holiday falls on Saturday, the preceding Friday will be the holiday. If a holiday falls on Sunday, the following Monday will be the holiday unless specifically described differently in the MOU.

Departments/divisions which require 24-hour operations or special hours of operation may have special holiday arrangements. Check with your supervisor to find out your actual holiday schedule.



## **Vacation**

As a regular City employee, you earn vacation time for each month of service. The amount earned varies by bargaining unit and employee work schedule. Earned vacation for full time employees varies from 80 hours to a maximum of 306 hours annually, depending upon years of service, class of work, and bargaining unit. Regular part-time employees accrue vacation on a prorated basis.

Vacation leave shall be scheduled and approved by the Department Head or designee, with consideration of the employees' desires and needs of the department. Vacation credit may be accumulated, but may not exceed that which is allowed for two (2) years accrual as of January 1st.

## **Sick Leave/Family Sick Leave**

Regular full-time employees earn paid sick leave credit at the rate of eight (8) hours for each calendar month of paid employment, or 96 hours per year. General Unit employees accrue sick leave at the rate of four (4) hours for each calendar month of employment, or 48 hours per year for the first two (2) years of employment. Regular part-time employees working 20-29 hours per week earn paid sick leave credit at one-half the regular rate. Employees working 30-39 hours per week earn at three-fourths the regular rate

Regular part-time employees working 20-29 hours per week earn paid sick leave credit at one-half the regular rate. Employees working 30-39 hours per week earn at three-fourths the regular rate. You are able to use sick leave upon accrual.

Sick leave is available for use in case of illness or injury off the job and for medical and dental appointments. Employees may also use sick leave to care for a spouse, child, or parent. If unable to report to work due to illness, employees must notify their supervisors before the normal starting time, or use the procedure specified by their supervisors.

## **Leave Donation Plan**

This plan allows you as a City employee to donate your accrued vacation leave to another employee who has exhausted all of their paid leave as a result of a catastrophic illness or injury to themselves or a member of their immediate family. Sick leave, compensatory time, holiday accruals, or any other form of compensation cannot be donated through this plan.

## **Family, Medical, and Pregnancy Disability Leave**

Under the City's Family, Medical, and Pregnancy Disability Leave policy, if you have more than one year of service with the City and have worked at least 1,250 hours during the preceding 12-month period, you may request up to 12 weeks of job-protected leave for certain family and medical reasons.

Reasons for a leave may include a) the birth of the employee's child and in order to care for the child, b) the placement of a child with the employee for adoption or foster care, c) to care for a spouse, child, or parent who has a serious health condition, or d) a serious health condition that renders the employee incapable of performing the functions of his or her job. Medical certification from the health care provider shall be submitted by the employee in conjunction with the leave request.

All female employees, regardless of service time, are eligible to take an unpaid leave on account of a disability caused or contributed to by pregnancy, childbirth, or recovery therefrom, for a reasonable period of time not to exceed four (4) months. Pregnancy Disability Leave is separate from family and medical leave. For example, a female employee may qualify for up to four months of pregnancy disability leave and still be eligible for up to 12 week of family and medical leave to care for the newborn child or for any other valid use of family and medical leave.

Employees shall draw upon any accrued sick leave or vacation, for which they are eligible to use, prior to beginning unpaid leave of absence status. Employees will continue to be eligible for health benefits during the period of the leave under the same conditions that applied before leave commenced for a maximum of twelve weeks.

If you normally pay a portion of the premiums for your health and dental insurance, these payments will continue during the period of Family, Medical, and/or Pregnancy Disability Leave. After exhausting available paid leave, you will be required to make arrangements with the Human Resources Department for payment of your share of health and dental premiums.

If you qualify for Pregnancy Disability Leave only, you will be responsible for the entire premium of both your health and dental premiums during any unpaid leave time. You have a 30-day grace period in which to make payment. If payment is made beyond that, your group health and dental insurance will be canceled. You are responsible for maintaining dues with your employee association if required.

Employees returning from leave shall submit a return to work statement from their health care provider, and will be reinstated to the same or an equivalent position. Employees who require leave beyond family, medical, and pregnancy disability leave may request leave without pay in accordance with the City's "Leave of Absence with Pay (General)" Policy. If you do not return to work following leave for a reason other than 1) the continuation, recurrence, or onset of a serious health condition which would entitle you to Family, Medical, and/or Pregnancy Disability Leave; or 2) other circumstances beyond your control, you may be required to reimburse the City's share of health and dental insurance paid on your behalf during your leave.

## **Bereavement Leave**

Up to one work week (40 hours) may be granted to a full-time regular employee who experiences a death of any relative of the first degree by blood or marriage or any relative with whom they reside within the same household. Up to one work day of family bereavement leave may be granted to a full-time employee who experiences a death of a family member of the second degree not living under the same roof.

Employees employed between 20 to 29 hours per week may be granted one-half of the applicable leave and employees employed between 30 to 39 hours per week may be granted three-fourths of the applicable leave. Based on the provisions above, bereavement leave may be granted as follows:

<b>RELATIVE</b>	<b>ALL REGULAR EMPLOYEES (UNLESS EXCEPTED IN ANOTHER COLUMN)</b>	<b>REFUSE UNIT</b>	<b>FIRE UNIT</b>	<b>IBEW</b>
Spouse	1 week	4 days	1 week	40 Hours
Child	1 week	4 days	1 week	40 Hours
Step-Child	1 week	4 days	1 week	40 Hours
Parent	1 week	4 days	1 week	40 Hours
Step-Parent	1 week	4 days	1 week	40 Hours
Mother-In-Law	1 week	4 days	1 week	40 Hours
Father-In-Law	1 week	4 days	1 week	40 Hours
Grandchild	1 Day	4 Days	1 Day	40 Hours
Step-Grandchild	1 Day	4 Days	1 Day	8 Hours
Grandparent	1 Day	4 Days	1 Day	8 Hours
Grandparent In Law	1 Day	1 Day	1 Day	8 Hours
Aunt	Not Covered	Not Covered	1 Day	Not Covered
Uncle	Not Covered	Not Covered	1 Day	Not Covered
Brother	1 Week	4 Days	1 Week	40 Hours
Sister	1 Week	4 Days	1 Week	40 Hours
Step-Sister	1 Week	4 Days	1 Week	40 Hours
Step-Brother	1 Week	4 Days	1 Week	40 Hours
Brother-In-Law	*See Below	1 Day	*See Below	*See Below
Sister-In-Law	*See Below	1 Day	*See Below	*See Below

\*One week (40 hours for IBEW) is provided for the death of an employee's brother-in-law or sister-in-law of the first degree which refers to the employee's spouse's sibling.

\*One day (8 hours for IBEW) is provided for the death of an employee's brother-in-law or sister-in-law of the second degree which refers to the employee's sibling's spouse, or the employee's spouse's sibling's spouse.

## **Military Leave**

Regular employees with at least one year of City service and/or military service are entitled to receive their regular salary and compensation as City employees for the first thirty (30) calendar days of such leave in any fiscal year (this time limit shall include any time under temporary leave in that same fiscal year) if, as members of a National Guard or Reserve Unit, they are called to active duty or for regular training. Employees presenting orders cut to exclude weekends or regular days off from a period of temporary military duty may, at the discretion of the department head, be given the option of either being scheduled for work on those regularly scheduled days off or, if they are not available to report for work, of having those days credited as military leave.

## **Leave Without Pay**

You may, depending on the reasons, be granted a leave of absence without pay for up to 30 days with Department Head approval, and up to 90 days with the Department Head and Human Resources Director's approval. Any leave longer than 90 days up to a maximum of one (1) year must have approval of the City Manager. Leave of absence beyond a one (1) year period must be approved by the City Council.

No benefits accrue during the unpaid leave. Consideration of future merit increases is extended by the length of leave and the employee has to assume payment of all normally City paid benefits.

## **Jury Duty**

Regular employees summoned to serve on jury duty will receive their regular salary, but must relinquish the daily fee received as a juror to the Payroll Division. Mileage will be refunded to the employee.

When serving on jury duty, you shall be required to report for work if starting time is more than one hour before jury duty, and must return to work at any time released from jury duty, unless you would arrive at the work site with less than one hour remaining on your regular shift or adjusted work schedule.

## **Witness Leave**

If you are subpoenaed to appear in a court of law as a witness, you will receive your regular pay for any regularly scheduled work time spent answering the subpoena. This rule does not apply if you are a party in a civil action, a defendant in a criminal matter, or in any action brought about as a result of your own misconduct. To receive your regular pay while on Witness Leave, give your supervisor a copy of the subpoena and proof of the time spent as a witness. You must also deposit all fees received for such service, exclusive of mileage, with the Finance Division.

## **RESOURCES AVAILABLE TO YOU**

### **Employee Development/Training**

The City offers a variety of City-wide training programs. Departments may also have department/job specific programs set up for their needs. These programs will change as the needs of the workforce develop.

### **M3P High Performance Learning Center**

The M3P High Performance Learning Center is a fresh and exciting new learning initiative developed by the Human Resources Department. The M3P High Performance Learning Center offers seven certificate programs within four learning streams.

These programs are founded on best practice models and reflect many of the results of recent training needs analyses. They provide a progressive pathway for building core competencies that have been identified as appropriate and necessary for City employees within different ranges of classifications or at varying stages of their careers.

City employees are strongly encouraged to participate in entire certificate programs; however, many certificate core courses are available as “independent” modules to non-certificate participants as well. A number of “stand alone” courses not within any certificate programs will also be offered. Interested parties should visit [www.riversideca.gov/human/m3p](http://www.riversideca.gov/human/m3p) for more information, or contact the Human Resources Department, Training Division.

### **Educational Reimbursement Program**

The City of Riverside encourages employees to take education and training courses to enhance their skills. All regular full-time employees who have completed one year of employment and at least one probationary period are eligible to apply for educational reimbursement.

Reimbursement is for courses which are job related and/or lead toward possible advancement in the City. Approval is limited to courses offered by accredited colleges, universities, community colleges, adult education, or vocational programs. Accredited courses offered on-line through distance learning are included. Normally, correspondence courses shall not be approved for reimbursement.

Requests for education reimbursement will be reviewed and approved on an ongoing basis. Employees interested in applying for education reimbursement should contact the Human Resources Department, Training Division.

### **Employee Assistance Program**

The Employee Assistance Program provides confidential, professional consultation and referral services to employees and their immediate families. It is available to assist in coping with life problems, such as alcohol or drug abuse, financial difficulties, legal, family or marital discord, or other issues which adversely affect one's life and job performance.

The program is contracted with a private local firm. Information discussed with the EAP is held in strictest confidence. For information, refer to your new employee packet, or call Community Action (EAP) at 1-800-777-9376.

### **Wellness**

The goal of the City-wide program is to encourage people to live healthier lives. The City of Riverside sponsors its annual Health and Wellness and Benefits Fair for employees and their families in the fall at various sites during open enrollment. City employees and their families may have the opportunity to receive various health-related screenings.

### **United Way**

The City participates in an annual, voluntary pledge drive for the United Way each year. Departmental representatives are chosen and awards are given to departments that pledge the most each year. Participants may choose to use the payroll deduction for their United Way contributions.

### **Emergency Services**

The Emergency Services Program for the City of Riverside is coordinated by the Police Department. The Emergency Services Coordinator is located in the Emergency Operations Center located at the Downtown Police Station, 4102 Orange Avenue. During an emergency, all operations will be coordinated from this location.

The City Manager, designated Department Heads, and pre-selected employees will be responsible for conducting City-wide operations. City

employees are designated as civil defense workers by law to assist as required.

### **City Vehicles**

Employees requiring transportation for their assigned duties will be provided a City car as required by the nature of their work or will receive mileage reimbursement for the use of their own private vehicles. City vehicles are to be used only for authorized City business. All accidents in City vehicles must be reported to the police and require the completion of a City accident report.

### **The Clean Commute Rideshare Program**

The Clean Commute Rideshare Program offers employees excellent commuter incentives that contribute to a cleaner, cost effective commute. All full-time and part-time employees are eligible to participate.

The Clean Commute Rideshare Program includes:

- Preferred Parking at selected sites
- Employees ride free on any RTA fixed route bus by showing their photo ID badge.
- Incentives such as quarterly drawings for participating commuters, clean car rebate opportunities, and regional discounts
- Matchlist Registration in a regional database

A Clean Commute and Rideshare Program Coordinator is available in the Administration Division of the Public Works Department to assist employees with information on alternative modes of transportation and incentive programs. For information, contact Commute and Rideshare Program Coordinator Chris Durham at (951) 826-5283, or via e-mail to [cdurham@riversideca.gov](mailto:cdurham@riversideca.gov).

### **Parking**

The City has limited parking facilities in downtown Riverside. Parking assignments in our City Hall structure and other facilities are available to employees based on seniority and are also available for carpoolers for a specific period of time and for a particular parking structure. For information, contact the Human Resources Department at 826-5808.

Parking citations received in municipal downtown visitor zones or illegal parking on the streets or areas other than where assigned will be the responsibility of the employee. Employees shall not park in visitor spaces or timed zones on the street. Failure to comply may subject an employee to disciplinary action.

## **RECOGNIZED EMPLOYEE ORGANIZATIONS**

### **Bargaining Units**

The following organizations have been recognized by the City as exclusive agents of their respective bargaining units:

#### **Employee Organizations**

#### **Bargaining Unit**

Service Employee International Union (SEIU)  
4336 Market Street  
Riverside, CA 92502  
(951) 686-7372

General & Refuse  
Employees

Riverside Police Administrator's Association (RPAA)

Police Administrators

Riverside Police Officers' Association (RPOA)  
(Supervisory Unit)  
8543 Indiana Avenue  
Riverside, CA 92054

Police Supervisory  
Sergeants

Riverside Police Officers' Association (RPOA)  
8543 Indiana Avenue  
Riverside, CA 92504

Police Unit

Riverside City Firefighters' Association (RCFA)  
5833 Fremont Street  
Riverside, CA 92501

Fire Unit

International Brotherhood of Electrical Workers (IBEW)  
IBEW Local 47  
600 N. Diamond Bar,  
Diamond Bar, CA 91765  
(909) 860-2136

Utilities Field Unit/  
Supervisory Unit

## **EMPLOYEE RECOGNITION PROGRAMS**

### **Annual Achievement and Service Awards Program**

The Employee Achievement as Service Awards Program is held each year in order to recognize employees who have excelled in their service to the City and career employees reaching milestones in their service. Service awards are presented to employees after the fifth year of cumulative service and every fifth year thereafter. Once an employee reaches their 15-year milestone, the employee and a guest are invited to the annual awards ceremony.

### **Employee of the Year**

This award is presented to an employee in each department who has made a significant contribution to the work environment. The employee has performed in an exemplary manner and has demonstrated outstanding overall job performance. It is an award of distinction and honor.

## **Quick Reference Telephone Numbers**

City Hall Information Desk	826-5312
Community Action Employee Assistance Program (EAP)	(800) 777-9376
Deferred Compensation – Great West	(800) 933-9808
Deferred Compensation – ICMA	(800) 735-7202 ext. 5907
Employee Benefits	826-5639
Employment Development Department (EDD)	(800) 300-5616
Hazardous Materials (Fire Department)	826-5737
Highway Condition Information	(800) 427-7623
Human Resources Department	826-5808
Library Administration	826-5213
Mission Inn	784-0300
Payroll Division	826-5838
Police Department (Business & Information)	826-5700
Public Utilities Customer Services (Electric & Water)	782-0330
Rideshare Program	(800) 286-RIDE
Riverside Metropolitan Museum	826-5273
Riverside Transit Agency	682-1234
Sheriff's Department (Business & Information)	955-2444
Workers' Compensation	826-5559

## CONCLUSION

The purpose of this Handbook is to provide you with an overview of employment with the City of Riverside. Obviously, it can provide only a summary of each topic. If you desire additional information, the Human Resources Department, your supervisor, or your employee association representative can assist you. More detail can be found in City ordinances, resolutions, and administrative memoranda, which are available on the City's website — [www.riversideca.gov](http://www.riversideca.gov).

