

A large white sign with the words 'CORAL SPRINGS' in blue cursive font. The sign is set against a background of green trees and a blue sky. In the foreground, there is a lush green lawn and a row of colorful flowers in shades of red, pink, and white.

# *CORAL SPRINGS*

Employee Guide  
to Working for the  
City of Coral Springs

Community of Excellence  
*CORAL SPRINGS*

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# Employee Guide to Working for the City of Coral Springs



## Introduction

Congratulations! As an employee of the City of Coral Springs, you are on a team that received the Malcolm Baldrige Award. The Baldrige Award honors organizations that meet extensive and intensive national quality standards. In fact, Coral Springs is the first city in the nation to be recognized for meeting these quality standards. If the people you work with seem special, you're right. **THEY ARE.**

This *Employee Guidebook to the Basics* is designed to provide new employees with an overview of information they need for a smooth transition into the city workforce. Veteran employees can use the Guide as one source of quick information on key facts and policies. On some subjects, the Guide provides the City intranet you can refer to for further information. Of course, you can always call the Human Resources Department with questions.

Whenever appropriate, the Guide includes a reference to the pertinent policy in the *Administrative Policy Manual*. It is important to note, that **not all the official policies are addressed in this Guide.** The *Administrative Policy Manual* includes all the official policies of the City. If there are any inconsistencies between the content of this Guide and the Administrative Policy, the Administrative Policy is the position of the City.

Several copies of the manual are available at every work site. However, Administrative Policies are revised periodically. To make sure you have the most recent copy of a policy, check the intranet on the City's computer network. The texts of all current policies are on the network under:

<http://inside.coral Springs.org>

Remember, the information in the *Employee Guide to Benefit Basics* is not a contract. The City's policies and procedures are "continuously improved." The official position of the City is in the *Administrative Policy Manual*. Further, where the content of the Guide differs from contracts with collective bargaining units, the contract language prevails for the unit's members.

# Employee Guide to Working for the City

## About City of Coral Springs

### Profile

Coral Springs is a “highly performing municipal corporation” with a budget of approximately \$134 million and about 800 employees. The current population of the City is estimated to be 132,000 residents. The land area of Coral Springs is 23.4 square miles. The City is proud of its 49 parks and comprehensive recreation program.

Coral Springs began as a master planned community and was little more than open land and bean fields when it was incorporated with five residents in 1963. Today it is the third largest city in Broward County and about the 12<sup>th</sup> largest in the state. The median age in Coral Springs is 36.2 years and the median income is \$74,232.

### Organization Structure

City priorities and policies are established by four city commissioners and a mayor who are elected by residents of Coral Springs. The commissioners serve four-year terms; the mayor serves a two-year term. The City Commission meets the first and third Tuesday of each month.

The commission is the City’s “board of directors”; the city manager is its “chief executive officer.” The city manager directs staff in the implementation of Commission policies and manages City operations. The City’s organization structure is diagrammed below.





## Strategy And Philosophy

The City is a **Total Quality Management (TQM) organization**. This means that customer service is the organization's top priority. Programs and procedures are designed and redesigned based on customers' (residents') needs and priorities. The City uses citizen surveys and focus groups to identify community needs and priorities. Volunteer boards and committees of residents play a key role in City operations. Currently the City has seven strategic priorities:

- Customer Involved Government
- Excellence in Education
- Neighborhood and Environmental Vitality
- Youth Development and Family Values
- Financial Health and Economic Development
- Strengthen Diversity
- Traffic, Mobility, and Connectivity

These priorities are established by the Commission in a two-year Strategic Plan that also sets forth City-wide objectives; these measurable objectives are called "key intended outcomes." An annual Business Plan is the action plan for implementing the Strategic Plan.

The Business Plan is the framework for the budget and lists the initiatives that will be implemented to reach the key intended outcomes. All departments have performance measures and individual employee work plans are the means of achieving planned performance levels. All objectives are "linked" from the City mission to employee assignments.

## Values

The following four core values guide City operations:

**Customer Focus**— People, processes and products perform to standards set by the customer.

**Leadership**—Vision, mission and objectives must be clear to everyone at all levels.

**Empowerment**—Smart, well-trained employees have the power to make decisions.

**Continuous Quality Improvement**— Processes are constantly improved to better customer requirements.

## City's Mission Statement

*"We want to be the nation's premier community in which to live, work and raise a family."*



# Employee Guide to Working for the City

## Employee Compensation

### The Pay Plan

Coral Springs uses a “broad-band” system to determine compensation for each City job. Periodically, employees revise questionnaires about their positions. Each questionnaire is reviewed and approved by the employee’s supervisor. After a review of the questionnaire, Human Resources staff assign points to the position, using specific criteria. The criteria relate to factors such as the complexity of the work and the education, aptitude and experience needed to do the work. The number of points assigned to a job first places the position in one of eight levels/bands and then within a pay zone (A through E) in that band. The compensation level assigned to pay zones is based on the need for “equity” among positions with similar point values and on surveys of what other employers in the area pay for comparable jobs.

### Salary Surveys

Surveys of local employers are conducted periodically to determine if the City’s salaries and wages are competitive. Based on the results of the surveys, pay zones are increased if appropriate. The Pay Plan is updated through an annual salary survey.

### Incentive Pay System And Performance Reviews

Employees are not eligible for pay increases until they have passed an initial probation which is a minimum of one year from the date of regular employment. At the end of a successful probation period, an employee may receive a reward of 2% to 6% of his/her pay, depending on their performance rating. Only 4.25% can be added to base pay. The rest of the reward may be taken in cash, vacation time or deferred compensation. Other employees are evaluated in August/September for rewards that are effective in the new fiscal year (begins October 1). In the first year following probation, rewards are prorated to fall within the August/September evaluation cycle.

### Other Performance Reviews

Employees covered by collective bargaining agreements should refer to their contract for information on performance reviews.

*(Administrative Policy 06.06.02)*

### Job Announcements/ Promotions/Demotions

When job vacancies occur, they are posted on bulletin boards at City facilities. They are also listed in the employee newsletter, on e-mail, on the City’s website at <http://www.coral springs.org/employment/csjobs/index.cfm> (two computers are available in the HR Department for filling out job applications on-line), and on the 24-hour job-line (954-344-5971).



When an employee successfully competes for a position in a higher pay zone, he/she may be eligible to receive a pay increase due to the promotion. On the other hand, if an employee wishes to change job duties and successfully competes for a position in a lower pay zone, his/her pay may be decreased.

*(Administrative Policy 06.07.03)*

## Overtime

A federal law, the “Fair Labor Standards Act” (FLSA), sets forth some rules for compensating employees that are covered by the Act (non-exempt employees). There are specific criteria that govern whether a position is covered by the Act, but in general, non-exempt employees are line employees who are not supervisors or professionals who do staff work for management. Non-exempt employees earn overtime or “comp time” when they are in pay status over 40 hours a week. Authorization must be obtained prior to working any hours in excess of the regular schedule, and employees may be requested to “flex” their work schedule to avoid working more than 40 hours a week. FLSA rules for certified fire and law enforcement employees are different. Refer to the *Administrative Policy Manual* for the details.

Employees are permitted to accrue up to but no more than 120 hours of comp time. The rules are different for some law enforcement, fire and emergency medical staff. Refer to the *Administrative Policy Manual* or ask Human Resources staff for assistance in these cases.

Employees who are in positions that are exempt from FLSA are not paid overtime. They may be awarded up to 40 hours of comp time annually during the annual performance review process. These hours must be used prior to the next performance review.

*(Administrative Policy 06.03.04)*

*(Administrative Policy 06.03.06)*

## Withholdings

The amount deducted from a paycheck for federal income tax depends on the information provided on an employee’s W-4 form. The form is filled out on his/her first day of work. As required by federal law, federal income tax, Social Security and Medicare deductions are made. Depending on the employee’s benefits choices, deductions may also be made for a Money Purchase Fund (a retirement fund), health insurance, and additional life insurance. Income tax, Social Security and Medicare deductions are made on any reward/award checks the employee may receive.

## Payroll

Employees are paid every two weeks on a Friday for the pay period ending the previous Friday at midnight.



# Employee Guide to Working for the City

## Direct Deposit

All employees are required to have their paychecks deposited directly into their checking or savings account. Many local banks offer free checking (no minimum balance required) for employees enrolled in the direct deposit program.

The direct deposit authorization form can be found in the Human Resources Forms and Documents section of the Knowledge Network.

## Jury Duty

*(Administrative Policy 06.11.02)*

Employees who are called to jury duty are eligible to receive regular pay and may retain jury pay. If an employee is notified of required jury duty, they should submit the jury summons to their supervisor and obtain approval for jury duty leave.

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## Leave and Holidays

### Annual Leave

*(Administrative Policy 06.04.02)*

Employees in regular full-time positions earn one day of annual leave per month (12 days in a year) starting from their first day of work. After five years of service, employees earn additional hours per year based on a schedule in the *Administrative Policy Manual*.

Supervisors must approve the use of annual leave. After their first full calendar year of employment, employees are required to use a minimum of 40 hours of accrued annual leave prior to the end of the payroll year. If not used, the employee forfeits any hours, up to 40 hours, not taken during that payroll year.

The maximum accrual of annual leave is 240 hours. Shift firefighters may have a higher amount. However, employees are eligible to receive between 8 and 40 hours in payment for accrued annual leave each payroll year, provided they took 40 hours of annual leave in the same payroll year.

### Holidays

*(Administrative Policy 06.04.06)*

City government is closed on the following holidays: New Year's Day, Martin Luther King, Jr. Day, President's Day, Memorial Day, Fourth of July, Labor Day, Veteran's Day, Thanksgiving Day, day after Thanksgiving, and Christmas Day. These are days off for most employees. Non-exempt employees who are required to work these days receive premium pay for a holiday. Employees covered by a collective bargaining agreement should refer to their contract for holiday pay information.



## Personal Days

*(Administrative Policy 06.04.06)*

Regular full-time employees receive two personal days, or 16 hours, per calendar year. Employees are eligible for personal days six months from their date of employment, and must use their personal days, subject to department director approval, prior to the end of each calendar year.

## Sick Leave

*(Administrative Policy 06.04.03)*

Employees in regular full-time positions can accrue up to 96 hours of sick leave per year. Unused sick leave hours may be carried over annually up to the maximum accrual of 480 hours. Employees covered by a collective bargaining agreement should refer to their contract regarding sick leave benefits.

## Sick Leave, Attendance, Incentive Option and Payout At Separation

*(Administrative Policy 06.04.03)*

The Attendance Incentive Option is intended to reward regular full-time employees with exemplary attendance. Employees who have unused sick leave hours accumulated (in the current fiscal year) beyond a base of 64 hours may elect one of the following: receive payment up to a maximum of 32 hours; convert to annual leave up to a maximum of 32 hours, subject to a 240-hour cap on annual leave; keep the hours as sick leave accrual, subject to a 480-hour cap. When employees reach

the 480-hour cap on sick leave, up to 48 hours may be paid out or converted to annual leave. Employees may donate up to 16 hours of sick time without jeopardizing their Attendance Incentive Option. Employees covered by a collective bargaining agreement should refer to their contract regarding attendance incentives.

## Family Medical Leave (FMLA)

*(Administrative Policy 06.11.03)*

The Family Medical Leave Act (FMLA) is a federal law that entitles eligible employees to take up to 12 weeks of unpaid leave during a 12-month period as a result of the birth of a child, the adoption of a child, to care for a spouse or immediate family member with a serious health condition or when the employee is unable to work due to their own serious health condition. The City Leave of Absence policy requires that, during an approved FMLA leave, an employee exhaust any eligible leave accruals before going on leave without pay. The rules for eligibility and use of FMLA leave are complex. Employees who need to be out of work for two weeks or more because of a new member of their family, a family member's illness or their own illness should contact the Human Resources Department to determine if they qualify for FMLA leave.

## Military Leave

Eligible employees with a spouse, son, daughter, or parent on active duty or call to active duty or call to active duty status in support of a contingency operation may use their leave entitlement to address

*continues on next page*



# Employee Guide to Working for the City

## **Military Leave — *continued***

certain qualifying exigencies. Additionally, eligible employees can take leave to care for a covered servicemember who has a serious injury or illness incurred in the line of duty on active duty that may render the servicemember medically unfit.

## **Funeral Leave**

*(Administrative Policy 06.04.04)*

Employees occupying a regular full-time position are eligible for up to 40 hours

of funeral leave for the death of an immediate family member and up to 24 hours of funeral leave for the death of a relative other than immediate family. Immediate family, as defined in the funeral leave policy, are spouse, son, daughter, stepchild, father, mother, brother or sister. EMS personnel will be eligible for up to 48 hours of funeral leave for the death of an immediate family member.

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## *Training*

The City places emphasis on employee development and encourages our employees to participate in a variety of training programs. Training is provided in several ways: “in-house” workshops led by City trainers or consultants; workshops and seminars offered by training companies; courses offered in the community by colleges and universities; on-the-job training in work units and teams, as well as e-learning (online). The Human Resources Department holds periodic workshops on subjects such as customer service, empowerment, process management, written and verbal communication, valuing diversity and safety.

New employees are required to attend both phases of New Employee Orientation. Phase I of the orientation provides information on employee benefits and City policies. Phase II is basic training on customer service and

quality management. All supervisors are required to attend “Supervisors Forums” to reinforce formal supervisory training and review City policies.

## **Tuition Reimbursement**

*(Administrative Policy 06.04.09)*

Financial assistance is available to employees to encourage professional/vocational development through education related to the City’s overall operations, activities and objectives. Upon satisfactory completion of an eligible course(s), employees will be reimbursed 100% of tuition and books up to a preset maximum per-credit hour. Employees are eligible for this benefit after 12 consecutive months of employment and must receive written approval for the course prior to the first day of class. Additional requirements are detailed in the tuition reimbursement policy.



## Employee Safety and Awareness

### Safety Policy

*(Administrative Policy 06.05.01)*

The City of Coral Springs is committed to providing a safe and healthy work environment. Employees are expected to immediately inform their supervisors of unsafe work conditions and on-the-job accidents and injuries. All work is to be performed in a safe and practical manner using all required safety equipment. Violations of the safety policy could result in reduction of Workers' Compensation benefits.

### Safety Committee

Employee representatives from each department plus the members of a Steering Committee comprise the Safety Committee. The Safety Committee meets monthly to foster and promote safety in the workplace, to discuss safety issues and concerns, and to identify courses of action for reducing or eliminating hazards. They also work on safety process improvements and review accident incidents to develop prevention measures. Safety concerns should be brought to an employee's safety representative. The names of the representatives are posted on bulletin boards at City facilities and on the City's intranet site.

### Safety Rewards Program

The Safety Rewards Program promotes safety in the workplace through positive reinforcement of safe work habits.

There are three (3) ways for employees to win:

**Safety Drawing** — Remain accident/injury free and an employee may be entered into a quarterly drawing for a \$50 gift certificate.

**Catch It Card** — Catch a safety hazard and tell us how you corrected the hazard and you will be entered into a quarterly drawing.

**Stupid Human Driving Tricks** — Tell us about a stupid human driving trick you observed and be entered into a quarterly drawing.

Contact your Safety Representative for details.

### Workers' Compensation On-the-Job Injury Procedures

If an employee is injured on the job, the injured employee must immediately notify his/her supervisor of the injury, whether or not medical attention is necessary. It is the supervisor's responsibility to immediately notify OPTACOMP at 800-757-6113 of any injury, accident or incident requiring medical attention. When an injury occurs that is deemed an emergency, 911 must be called for assistance.

Complete procedures for dealing with on-the-job injuries are posted at all work sites. Information on Workers' Compensation procedures are available under Forms and Documents, Risk Management on the Knowledge Network.



# Employee Guide to Working for the City

## Emergency Preparedness

Many City employees have roles in carrying out the Emergency Disaster Plan that goes into effect when a hurricane or other emergency threatens to endanger the City. There will be a designated shelter for employees' families during hurricane alerts. All employees are required to know their responsibilities in emergency preparedness. Employees should check with their supervisor to learn what, if any, responsibilities they may have during emergencies.

## Wellness Program/Health Risk Assessment

Employees' health and wellness are primary concerns of the City and healthy lifestyles and routine medical care are encouraged. During the year the City offers various "wellness activities" such as Employee Fun and Fitness Day, yoga and aerobics classes, CPR classes, and lectures on subjects such as nutrition.

Employees also have available to them a confidential Employee Assistance Program (EAP) that offers a variety of services for employees and their dependents through an independent, private agency. Services include support for Emotional Well-Being and Life Events, access to Family and Caregiver Resources and use of online Health and Wellness Resources as well as Daily Living Resources.

More information on EAP is available through the employee's manager or by contacting the Human Resources Department. Employees may obtain information on their own by contacting CIGNA Behavioral Health at 1-800-554-6931 or via their website ([www.cignabehavioral.com](http://www.cignabehavioral.com)).

Refer to the City's Knowledge Network for additional wellness information, order forms and exercise logs.



# Employee Relations

## Employee Relations Committee

The Employee Relations Committee (ERC) is made up of employee volunteers who represent their coworkers on the committee. ERC serves as a forum for exchanging information, ideas and concerns about work life in the City. The committee also plans social events for City employees and raises funds for charities.

## Human Resources Liaisons

Each City department has a Human Resources staff member assigned to assist that department in using H.R. programs and understanding H.R. policies. These "Human Resources Liaisons" also are available to meet with employees to discuss any concerns about their work environment.

## Surveys And Focus Groups

Employees are often asked to complete surveys and serve on focus groups regarding Human Resources policies and programs. This approach is used to ensure that employees have a voice in decisions that affect them. For example, decisions on health benefit providers and offerings are made by a Benefits Committee that works within budget guidelines established by the executive team.

## Family Hours Work Schedule

*(Administrative Policy 06.11.09)*

The City of Coral Springs has established a family hours work schedule as part of its efforts to help support family life and the community. The schedule provides for reduced work hours while retaining employee benefits; however, some benefits have an increased cost. All regular full-time employees of the City may request the family hours work schedule after their first six months of employment in regular full-time status. The schedule may be approved if there is no adverse affect on the quality of City service or the workload of coworkers. The Human Resources Department should be contacted for more information on family hours.

## "Now Hear This" - Human Resources Newsletter

A Human Resources newsletter is enclosed with pay statements provided to employees at the end of each pay period. This newsletter, "Now Hear This," contains very important information about employee benefits, events and recruitment. For example, the newsletter announces the dates and deadlines for "open enrollment," the period when employees can change benefit choices. *It is critical that all employees read the newsletter.*



# Employee Guide to Working for the City

## Everyone Bulletin - Citywide Announcements via Email

The Everyone Bulletin is an email communication to employees to announce Citywide events, employee news, discount offers and general updates from departments regarding City business. If you have news items to include in this weekly bulletin, please submit them to Sally Garcia, Human Resources Technician, via email. The Everyone Bulletin is issued each Wednesday afternoon, as needed, so be sure to submit your requests timely.

## Grievances

*(Administrative Policy 06.10.02)*

Supervisors are encouraged to deal with employee concerns informally and quickly; therefore, most problems can be solved without formal grievances. When formal grievances are filed, they are reviewed by management to determine **what** is right, not **who** is right. The steps in the grievance procedure are in the *Administrative Policy* noted above.

## Employee Personnel Files

The Human Resources Department maintains an electronic file on the employment history of each full-time employee. Documents are scanned and indexed to an imaged file profile. The file contains an image of the original job application and all paperwork that affects compensation. Copies of performance evaluations are also in the file as well as commendations and records of disciplinary actions. Employees may make an appointment to review their file, but must do so in the company of a Human Resources employee.



## Employee Recognition

### Gainsharing

*(Administrative Policy 06.11.08)*

At the end of the fiscal year, if City revenues exceed expenditures by a greater amount than anticipated in the budget, 10% of this “Net Favorable Variance” is put in a special fund. The fund is used to buy equipment that helps employees be more productive or enables them to start a new program. Another 10% of the Net Favorable Variance is set aside for the Employee Award Program. As a reward for contributing to savings, each eligible employee receives a pro rata share of these funds.

### Applause Cards

All employees should have a supply of Applause Cards. Applause Cards can be obtained from the Human Resources Department. When they receive great service from a coworker or witness any City employee giving exceptional customer service, they may give the employee an Applause Card. A duplicate is sent to Human Resources. Each quarter, the cards are entered into a drawing and 10 names are drawn. A cash reward is included in each winner’s paycheck and they are recognized by the City Commission.

### Instant Employee Recognition

Instant recognition awards are given to employees demonstrating excellent customer service, initiative and creativity. Employees are eligible to

receive gift certificates valued from \$5-\$25. These awards are available for supervisors and directors to award at their discretion. The value of the gift certificate is considered income and therefore is taxable to the employee.

### Quality Festival and Employee Excellence Awards

Every year a Chili Cook Off is held for City employees to celebrate employee accomplishments of the past year. Employees enter a contest to determine who has the best tasting Chili recipe.

At the conclusion of the Chili Cook Off contest, Quality “Excellence Awards” are given to employees or teams who have exceptionally demonstrated one of the City’s core values: continuous quality improvement, empowerment, customer focus, and leadership. The winners each receive a cash award (up to \$200) in their paycheck and are recognized by the City Manager with a recognition certificate.

### Longevity Benefits

Beginning with five years of continuous service, the City recognizes employees for their commitment and loyalty by providing a longevity benefit.

Eligible employees shall receive a one-time payment each year at 1% of their December 1<sup>st</sup> annual salary for full-time employees, and at the rate of 1% of their preceding 12-month earnings for part-time employees.



# Employee Guide to Working for the City

## Retirement Recognition

The City honors employees who retire from the City with 15 years of service by awarding them with a retirement gift (examples include: crystal clock, watch or other equivalent keepsake).

This recognition is a symbol of the City's appreciation for the retiring employees' timeless contributions, dedication and loyalty to our organization.

For more information contact Rosalie Sherman at 954-344-1145.

## Special Recognition – Service Milestones

The City provides special recognition for employees who attain significant service milestones at 25 (or 30) years of service.

The employee is invited to attend a special lunch hosted by our City Manager where they receive a personalized (engraved) silver platter. The employee's manager is also invited to accompany them to the luncheon in honor of their service achievement.

The luncheon and silver tray are symbols of the City's appreciation for the employees' tenure, dedication and loyalty to our organization.

For more information contact Rosalie Sherman at 954-244-1145.

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## Savings & Financial Services

### Retirement Savings - 401(a) Money Purchase Plan

This is a program through which a full-time regular employee can save money for retirement (6% or 8% of his/her base salary) and receive a contribution from the City. It is called a "401(a)" defined contribution plan. Vesting in the City's contribution increases by 20% with each year of service, with 100% vesting after five years. This plan is administered through the International City Management Association Retirement Corporation (ICMA-RC). Enrollment in

the plan offers the benefit of tax deferral, the City's contribution, and a choice of investments within the plan.

The City's contribution increases after an employee in the plan has seven consecutive years of City service. Withdrawals are allowed only at retirement or when a person terminates his/her employment with the City. Withdrawals prior to retirement that are not reinvested in another retirement plan are subject to penalties in accordance with plan provisions and the IRS.



Enrollment is optional. Employees have up to 30 days from date of employment to enroll in the 401(a). Once enrolled, an employee may not withdraw from the plan. Open enrollment may be offered on an annual basis.

Loans of up to 50% against the vested balance, not to exceed \$50,000, are available with repayment arranged through payroll deduction.

You can find additional information on the Web site ([www.icmarc.org](http://www.icmarc.org)).

## Police and Fire Pension Plans

Upon hire, all sworn police officers and certified fire/EMS personnel must enroll in mandatory plans. The current contribution is 9.875% for the Police Plan and 8.5% for the Fire/EMS Plan. Terms and conditions on vesting and retirement provisions are outlined in the Police and Fire Pension Plan documents.

## ICMA Deferred Compensation Plan - 457 Plan

This plan is another means of investing for retirement and deferring taxes on the investment and earnings. There are many investment choices for these funds. The plan is also administered through ICMA-RC, but the City does not contribute on behalf of the employee. The plan has more flexibility in that enrollment is available year-round and the amount of contribution can vary, up to a maximum of IRS-authorized amounts that may change year to year.

## Prepaid College Program

Employees can take advantage of the Florida Prepaid College Program for their children through payroll deduction. Open enrollment is offered October through January.

## Savings Bonds

U.S. Savings Bonds can be purchased in a number of denominations with six payroll deduction options.

## City/County Credit Union

The City/County Credit Union is available to all City employees. Details on the various types of banking services they offer are available at 954-522-2705.

## Discount Cards for Florida Attractions

Employee discounts for Florida attractions are available through the TICKETS-AT-WORK program. Employees can access more information about current discounts through the Benefits Page of the Knowledge Network or directly at <http://www.ticketsatwork.com/tickets/?company=SPRINGS>.

Other types of seasonal employee discounts (when applicable) will be communicated through an Everyone Bulletin email message.



# Employee Guide to Working for the City

## Most Asked-About Policies

### Administrative Policy Manual

Copies of the *Administrative Policy Manual* are available at all job sites and also online through the City's website. Supervisors receive electronic copies of any modified or new policies via email and employees are notified of policy changes through an Everyone Bulletin notice. The most up-to-date policy information is available through the online Administrative Policy Manual which can be found on the City's website at <http://www.coral Springs.org/Policies/index.cfm>.

### Probationary Periods

*(Administrative Policy 06.06.02)*

An employee's initial probation period is a minimum of one year from his/her date of hire in a regular budgeted position. A position probation begins with the effective date of a promotion or demotion and ends one year from that date. Initial or position probation may be extended beyond a year, at the supervisor's discretion. Employees must pass a probationary period before becoming eligible for performance awards. Performance reviews are the most common method of determining whether an employee has successfully passed a probationary period.

### Discipline

*(Administrative Policy 06.09.01)*

When an employee's conduct or performance is inconsistent with the policies of the City, disciplinary actions—up to and including dismissal—can occur. Progressive discipline (a more significant penalty for each successive offense) is used when circumstances support its use. In extreme cases, dismissal may occur immediately.



## Ethical Compliance System

### Drug Free Workplace

*(Administrative Policy 06.01.01)*

The City of Coral Springs is a drug-free workplace and, as such, prohibits possession, consumption, use or being under the influence of alcohol or drugs during working hours or when performing City duties. Participating in illegal drug activities while off duty will result in disciplinary action. Employees covered by Federal Department of Transportation Standards and police officers covered by a collective bargaining agreement are subject to random drug testing. All employees are subject to “reasonable suspicion” testing, testing immediately after an on-the-job accident resulting in the need for medical attention or equipment/property damage of \$300 or greater, and follow-up testing. Violations of the City’s drug free policy may result in termination.

### Equal Employment Opportunity

*(Administrative Policy 06.02.01)*

The City of Coral Springs is an Equal Opportunity Employer and prohibits discrimination because of race, color, creed, religion, national origin, sex, age, political affiliation, disability or marital status in all aspects of its operations. Further, the City has a strategic priority of fostering “Unity in the Community.”

### Sexual Harassment

*(Administrative Policy 06.01.02)*

The City of Coral Springs is committed to providing a work environment that is free of sexual harassment. Sexual harassment is unwelcome sexual advances, verbal or physical conduct of a sexual nature which creates a hostile or intimidating environment. Employees are responsible for maintaining harassment-free work environments. Violations may result in termination. Harassment incidents should be reported to an employee’s supervisor or the Human Resources Department. See the Administrative Policy for more specific information.

### Outside Employment

*(Administrative Policy 06.01.06)*

Employees may be permitted outside employment or contractual work, if there are no conflicts of interest or interference with the employee’s City work schedule or job performance. Employees engaged in outside employment must obtain prior written approval from the Director of Human Resources. A form for declaring outside employment is available from the Human Resources Department.

No City employee is permitted to use City facilities or resources of any kind for outside employment or business activities.



# Employee Guide to Working for the City

## Gifts

*(Administrative Policy 06.01.04)*

It is the policy of the City of Coral Springs to prohibit employees from accepting gifts from private citizens or

business firms. Any city-wide benefit will be allowed, but any benefit which accrues to an individual or a particular department will not be allowed.

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## Information Services

### Acquiring Hardware and Software

*(Administrative Policy 13.01.01)*

Computers are a basic tool of many occupations in the City and the application of this technology continues to grow rapidly. The City, therefore, has policies and procedures to guide the acquisition, use and support of computer systems. Three principles guide the acquisition of software and equipment: departments have decision-making authority for applications that are unique to the department; about a two year 'pay-back' is expected on a system; and new applications must complement and integrate but never duplicate existing systems and technology. The Information Services Department should be consulted on all system decisions.

### Use of Hardware and Software

*(Administrative Policy 13.01.03)*

City hardware and software may be used only for City business. Most departments have portable computers available for work during trips.

Employees covered by the Fair Labor Standards Act must be compensated for all hours worked, therefore, employees may not use the portable equipment at home without prior approval.

## Email

*(Administrative Policy 13.01.03)*

Many employees have access to email. Because email is so widely used and its content is subject to Florida's Public Records laws, employees should not expect privacy in its use. It is mandatory that employees know and follow Administrative Policy 13.01.03. This policy provides guidelines to determine the proper retention period for email, with 30 days being the default retention. Email privileges include the ability to send and receive mail via the Internet. Unless an exception is made, your Internet email address is "first initial then last name @coralsprings.org."



## Internet Access

*(Administrative Policy 13.01.03)*

Internet access is provided for business purposes and employees should not expect privacy in its use. Personal use is permissible as long as it:

- does not interfere with business;
- does not cost the City additional monies;
- and is reasonable and in good taste.

Ultimately, employees are responsible and accountable for personal internet use, but do not have sole discretion in defining what is reasonable and in good taste.

## Computer Viruses

*(Administrative Policy 13.01.04)*

When employees use computers that are directly attached to the City's private network they are protected with anti-virus software. Also, all file servers and all incoming email from the Internet utilize anti-virus software to reduce the possibility of infection. However, when employees use computers that are not directly attached to the private network or use local floppy/CD drive, the possibility of infection increases significantly. Employees should contact Information Services if they are (or think they are) infected.

## Information Services Help

*(Administrative Policy 13.01.04)*

There are different ways to get Information Services assistance. Questions about how to use the suite of applications on all network computers (word processing, spreadsheets, etc.) should be brought to the department information services liaison first. Every City department has a liaison who received additional training in these applications. If the department liaison cannot solve a problem, a request for Information Services assistance can be made by calling the Information Services Help Desk at 954-344-1081. Other alternatives are an email to "Fixit" or a work order when the problem is not time critical. Voicemail should not be used to alert Information Services to a priority, time-critical problem. The speed with which help is deployed depends on the nature of the problem. The availability of after-hours support is detailed in the Appendix F of the Administrative Policy referenced above.

This *Employee Guide to Benefit Basics* mentions only some of the Administrative Policies. All employees should review the Policy Manual so they are aware of the full range of subjects covered and the particular policies that pertain to their work situation. If there are any inconsistencies between the content of this Guide and an administrative policy, the administrative policy is the official position of the City.





## *Mission Statement*

*"We want to be the nation's premier  
community in which to live,  
work and raise a family."*





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