

ADMINISTRATIVE POLICY
City of Independence, Missouri



Number AP-06-01
Effective Date 02/16/06

AUTOMATED EXTERNAL DEFIBRILLATOR PROTOCOL

I. Purpose

An Automated External Defibrillator (AED) is used to treat victims who experience sudden cardiac arrest (SCA). It is only to be applied to victims who are unconscious, not breathing normally, and showing no signs of circulation, such as normal breathing, coughing and movement. The AED will analyze the heart rhythm and advise the operator if a shockable rhythm is detected. The AED will only be used on a person who weighs over 55 pounds unless the unit is capable of providing pediatric defibrillation, and the AED operator is appropriately trained to use the AED on children. Use of the AED must be gratuitous and without objection of the victim. (See R.S.Mo. Section 190.092.3)

The purpose of the AED Program is to rapidly deliver a controlled electrical shock to cardiac arrest victims who have a shockable heart rhythm. The attached procedure (Session 3 of this protocol) shall be used.

II. Scope

These instructions are for City of Independence facilities utilizing an AED program with on site AED trained personnel. Training criteria, continuing education, roles and responsibilities, standing orders, documentation, and quality assurance have been approved by an appropriate Medical Director.

III. Training

The AED operator shall successfully complete an approved defibrillation course, which utilizes the American Heart Association (AHA) or American Red Cross curriculum as per the requirements of the Bureau of EMS, Missouri Department of Health. This includes, but is not limited to, the following:

1. Review of Basic Life Support, including CPR and basic airway skills.
2. The role and responsibility of the AED OPERATOR capable of using the Automatic External Defibrillator, and Automatic External Defibrillator operation and defibrillation.

3. The AED operator must satisfactorily complete a practical skills and written examination.
4. Refresher training shall be conducted annually for AED use.

IV. Medical Director

The Medical Director is responsible for:

1. Providing medical recommendations for AED protocols, training, and general program and maintenance
2. Reviewing and approving guidelines for emergency procedures related to the use of AEDs and CPR
3. Evaluation of post-event review forms and digital files downloaded from the AED, as appropriate.

V. Department Coordinator

The department AED program coordinator (department coordinator) will be responsible for:

1. Monitoring, scheduling, conducting and documenting all CPR/AED training and insure that it is conducted in accordance with American Heart Association or American Red Cross guidelines.
2. Establishing internal standard operating procedures for departmental use of AEDs in conjunction with the Resource Coordinator,
3. Oversee maintenance program and documentation of AEDs in respective department.

VI. Resource Coordinator

The City of Independence Fire Department Battalion Chief of EMS Safety and Wellness will serve as resource coordinator for the City of Independence AED Program. Each department will provide written information to this office including name of the department coordinator, number and location of AEDs in the department, sample defibrillation procedures for the department's AED units, and any additional standard operating procedures for that department. The Resource Coordinator will coordinate updates to this plan with department coordinators, and will be responsible for notifying EMS of the locations of the AEDS.

VII. Quality Assurance

The Medical Director and Resource Coordinator will review all uses of an AED on a case-by-case basis to determine if greater efficiency/effectiveness may be obtained and improvement made in the AED process.

VIII. Documentation

Emergency medical incidents requiring the use of the AED will be documented using the internal data recording capabilities of the AED unit, the completion of the attached AED Reporting Form and the written statements of the AED operator and any witnesses to the incident. All documentation will be forwarded to the Resource Coordinator for review with the Medical Director. Copies will be retained by the department coordinator. When an AED has been used, it will be removed from service until all post rescue operations have been performed.

IX. Maintenance and Inspections

A. Daily Inspection

Checks on each business day to insure the unit is ready to operate will be performed by an employee trained in these procedures and noted on an “AED User’s Checklist”. A copy of the checklist shall be sent to the department coordinator each month. Equipment needing attention shall be removed from service and reported to the department coordinator immediately.

B. Annual Inspection and Maintenance

Annual inspections and maintenance, including replacement of electrodes and batteries as indicated, shall be performed by the department coordinator in accordance with manufacturer recommendations.

C. Maintenance Documentation

A file shall be maintained for each AED for use by the department. Data required to be kept in the file will be as follows:

1. Specifications/Technical information sheet on the unit.
2. Any “Product Liability Certificate of Insurance” provided by manufacturer.
3. AED User’s Checklists for the unit for the past two years of inspections.
4. Any “Report of Use” form completed after the AED is used.
5. A record of any maintenance required on the AED unit.
6. Any documents regarding the downloading of information after each use of the AED.

X. Defibrillation Procedure

All AED units will be operated in accordance with recommended operating procedures from the manufacturer, and with approved training (see Training section above). Each department coordinator will provide a copy of the recommended operating procedures for their respective department’s AED units to the Resource Coordinator. Procedures will

also be available for all department personnel who have received appropriate training in AED operation.

NOTE: If AED is not immediately available, perform CPR until AED arrives on the scene. AED may only be used on persons weighing over 55 pounds unless AED unit is capable of delivering pediatric defibrillation, and the AED operator is trained to do so.

Use of the AED is authorized for persons trained in CPR and use of the AED.

Approved:

Robert E. Heacock
City Manager

AED Reporting Form

Date: _____ Time 911 called: _____

Patient Name: _____

Patient Address: _____

Age/DOB: _____ Gender: Male: _____ Female: _____

Location/Site of Incident: _____

Witnessed Arrest: Yes: _____ No: _____

Was the patient breathing when initially checked? Yes: _____ No: _____

Did the patient have a pulse when initially checked? Yes: _____ No: _____

Was CPR started? Yes: _____ No: _____

Number of defibrillations administered? _____

Patient response to intervention _____

Time patient was transferred to EMS _____

Any Complications? Yes: _____ No: _____ If yes, please explain: _____

Additional Comments: _____

Witnesses, including contact information: _____

User's Name: _____

User's Signature: _____

Reviewed:

Medical Director

Date

Forward completed form to Resource Coordinator immediately upon AED use. Copy to department AED files.

ADMINISTRATIVE POLICY
City of Independence, Missouri



Number	<u>AP-96-03</u>
Effective Date	<u>11/18/96</u>
Revised	<u>07/15/10</u>
Revised	<u>10/25/10</u>

CELLULAR TELEPHONE USAGE

I. Policy

It is the policy of the City of Independence to acquire and use cellular telephone technology where it will ensure and/or substantially enhance the ability of City employees to carry out their duties and responsibilities when other less expensive methods of communication may not be available or appropriate.

II. Purpose

To provide efficient and consistent policy, standards, and procedures for the acquisition and use of cellular telephone technology. To manage and control costs associated with the acquisition and operation of cellular telephones.

III. Procedure

Cellular telephone service shall be acquired in the same manner as any other product or service is obtained. The following general guidelines will apply to cellular telephone service.

A. Eligibility

1. Department Directors may request cellular telephones for City employees whose job duties require they maintain contact with citizens and/or other employees, and they spend a significant portion of their workday out of the office and not otherwise near conventional telephone communication service.
2. City employees and officials who serve in a public safety capacity, and who are subject to serve in a command or field coordination role.
3. City employees and officials with whom immediate and direct telephone communication is necessary in the performance of their job responsibilities and organizational duties.

4. City employees and officials whose assigned duties and responsibilities require mobile communication access, and a cellular telephone provides economic or functional benefits over and above other means of mobile communication.

B. Use of Cellular Telephones

1. Like other City assets and resources, cellular telephones are acquired with public funds and are to enable City employees and officials to transact the public's business in the most efficient method possible.
2. Employees who have city-owned or leased cellular phones shall use them in the same manner and with the same care as do employees who have conventional telephone equipment.
3. Employees shall limit, to a reasonable minimum, calls that do not involve City business. This rule is applicable to incoming and outgoing calls and to cellular and conventional phones.
4. Department Directors, who have employees that are required to have a cell phones may utilize one of the following two (2) options for providing cell phones to employees:
 - a. Provide the employee with a cell phone with service through an agreement the City has with a cellular phone service provider. Personal use of this phone will be limited in accordance with Section B.3 above; or;
 - b. Provide the employee with a monthly allowance for business use of a personal cell phone. The monthly allowance will be processed through the payroll system and will be considered taxable income for purposes of calculating withholding taxes. Depending on expected business use of the personal cell phone the employee can be offered one of the following three (3) usage plans:
 - i. Basic Usage Plan - \$35 monthly allowance (up to 100 business minutes per month). Employees on this plan are considered to require basic usage of a cell phone in that the cell phone is used primarily to contact the employee when out of the office, in an on-call situation, in an emergency, or attending to City business at locations other than their primary place of work;
 - ii. High Usage Plan - \$45 monthly allowance (up to 300 business minutes per month). Employees on this plan

generally would spend a great deal of work time out of the office and must remain in contact with their place of business or with the customers they serve: or,

- iii. Extensive Usage Plan - \$55 monthly allowance (over 300 business minutes per month). Employees on this plan, by the nature of their position, are required to extensively use cellular communications in the course of their duties.

APPROVED:



Robert E. Heacock
City Manager

**CITY OF INDEPENDENCE
CELLULAR TELEPHONE AUTHORIZATION**

Date of Request: _____

Name of Employee: _____

Department & Division: _____

Plan Options:

City owned cellular telephone assigned to the employee with **NO PERSONAL USE** allowed.

City owned cellular telephone assigned to the employee with **PERSONAL USE** allowed. It is understood that 25% of the cost of this phone will be a calculated income value for tax purposes and included on my payroll statement.

Monthly Allowance: Basic Plan (\$35/ mo.) High Plan (\$45/ mo.)
 Extensive Plan (\$55/ mo)

Employee Certification and Signature:

I certify that I have read, understood, and intend to comply with the City of Independence administrative policy for Cellular Telephone Usage, AP-96-03.

Employee Signature

Date

Department Director Certification and Signature:

I certify that the requested cellular telephone or allowance is needed for this employee for business purposes.

Department Director

Date

ADMINISTRATIVE POLICY

City of Independence, Missouri



Number	<u>AP-96-01</u>
Effective Date	<u>01/05/96</u>
Revised	<u>10/19/98</u>
Revised	<u>07/25/17</u>

CITY MEETINGS AND RECORDS

I. Policy

It is the policy of the City of Independence to comply with the Missouri State law governing public meetings and records.

II. Purpose

To provide a procedure for all City departments and agencies to follow in scheduling meetings of any City Board, Commission, or Committee.

III. Procedure

- A. Provide a copy of the meeting notice and tentative meeting agenda to the City Clerk's office prior to the scheduled start time of the meeting to allow posting of the notice more than 24 hours in advance. Weekends and holidays are not included in the 24 hours.
- B. The City Clerk's office staff shall time stamp and date stamp the meeting notice and meeting agenda as soon as it is received. The City Clerk's office will maintain a copy of all notices and agendas received as required by City ordinance or state law.
- C. The City Clerk's office staff shall post a copy of the meeting agenda on a bulletin board in City Hall which is accessible by the public. Meeting notices and agendas may also be added to electronic media controlled by the City and available to the public. The Council Office may also place notice of the meeting on the "Calendar of Events." Meeting notices and agendas posted on the designated bulletin board must be added at least 24 hours (one business day), in advance of the scheduled start of the meeting. Weekends and holidays are not included in the 24 hours.

Administrative Policy – City Meetings and Records

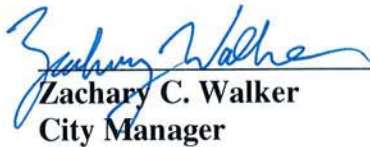
AP-96-01

07/25/2017

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- D. The bulletin board outside the Council Chambers in City Hall shall be the official bulletin board for meetings in City Hall. All City buildings where meetings are held must designate a bulletin board for the purpose of posting all meeting announcements.
- E. If said notice and agenda is not posted as stated above, no official business can be conducted except to set a new date for the meeting, and provide notice as detailed in this procedure.
- F. Questions about posting of meeting notices should be directed to the City Clerk.

APPROVED:



Zachary C. Walker
City Manager

ADMINISTRATIVE POLICY

City of Independence, Missouri



Number AP-20-01

Effective Date 9/30/2020

CONTROL OF INFECTIOUS DISEASE DURING A RECOGNIZED OUTBREAK

I. Purpose

The City of Independence will take proactive steps to protect the workplace in the event of an infectious disease outbreak that has resulted in the activation of our Emergency Operations Center (EOC). It is the goal of the City during any such time period to strive to operate effectively, ensure that all essential services are continuously provided, and that employees are safe within the workplace. The City is committed to providing authoritative information about the nature and spread of infectious diseases, including symptoms and signs to watch for, as well as required steps to be taken in the event of an outbreak.

II. Policy

The City will take measures to the extent possible to ensure a clean workplace, including the regular cleaning of objects and areas that are frequently used, such as bathrooms, breakrooms, conference rooms, door handles and railings. The EOC and the designated Incident Command Team will monitor and coordinate events around an infectious disease outbreak, as well as create work rules that could be implemented to promote safety through infection control.

We ask all employees to fully cooperate in taking steps to reduce the transmission of infectious disease in the workplace. The best strategy remains the most obvious—staying home when you feel ill; frequent hand washing with warm, soapy water; wearing face coverings; and discarding used tissues in wastebaskets.

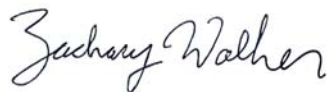
Many times, with the best of intentions, employees may report to work even though they feel ill. However, during an infectious disease outbreak that has resulted in the activation of our EOC, it is even more critical that employees do not report to work while they are ill or symptomatic. As outlined in the City's Personnel Policies and Procedures and on the State of Emergency intranet site, the City provides generous paid sick time and other benefits to compensate employees who are unable to work due to illness.

If an employee is experiencing symptoms, they should stay home, or, if they develop any symptoms while at work, they should immediately leave the workplace. Examples include fever of 100.4 degrees or higher, cough, sore throat, runny or stuffy nose, body aches, nausea/vomiting, diarrhea, headache, chills and fatigue, and loss of taste and/or smell. If an employee has no fever, but is exhibiting any two or more of the other symptoms, the employee should be sent home immediately. If an employee exhibits any symptoms and has been exposed to someone within the previous two weeks who is awaiting confirmation of results (e.g. a spouse is awaiting test results and now the staff member is symptomatic), the employee should not come to work or be sent home immediately. Employees who insist that they are “only” suffering from a cold or allergies but display two or more symptoms should still be sent home until the symptoms have resolved or a healthcare professional has cleared them to return (documentation should be provided as appropriate). An employee who is sent home should follow the exposure guidelines already in place that can be found on CityNet.

III. Disciplinary Action

Any employee who should have reasonably known that they were exhibiting potential infectious illness symptoms and reports to work may be subject to a one-shift (up to 8 hour) unpaid disciplinary suspension (safety rule violation) once they return to active duty. The disciplinary process will follow any applicable union contracts or the City’s Personnel Policies & Procedures as appropriate. Repeated violations by the same employee may result in discharge.

APPROVED:



Zachary C. Walker
City Manager

ADMINISTRATIVE POLICY

City of Independence, Missouri



Number AP-22-02

Effective Date 5/16/2022

Cybersecurity Awareness and Training Policy

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1 OVERVIEW

People, not technology vulnerabilities, can be the biggest threat to our Information Resources. Users must receive security awareness and education training appropriate for their job duties and responsibilities.

2 PURPOSE

An effective cybersecurity program requires Users to be trained on security policies, procedures, and technical security controls. City of Independence (COI) users who access Information Resources need to have the necessary skills to carry out their assigned duties in a secure manner. The purpose of this Security Awareness and Training Policy is to protect COI Information Resources and ensure information availability, confidentiality, and integrity. This is accomplished by ensuring all users maintain proper awareness of cybersecurity related topics, risks, and best practices. It also ensures all users are trained in recognizing threats, effective mitigation practices, and proper reporting procedures.

3 SCOPE

Resolution 22-747 requires that this policy applies to all entities (not limited to employees) (“Users”) granted access to COI Information Resources.

4 POLICY

COI management must ensure that high priority is given to effective security awareness and training.

The Technology Services Department shall be responsible for developing, implementing, and maintaining a Security Awareness and Training Plan (Plan). This Plan shall document the process for Users’ security training, education, and awareness and ensure that all users understand their role and responsibility in protecting the confidentiality, integrity, and availability of COI Information Resources.

The Plan shall ensure that Users are provided with regular training, reference materials, and reminders to enable them to appropriately protect COI’s Information Resources. Training shall include, but is not limited to:

- COI’s responsibilities for protecting Information Resources
- Risks to Information Resources
- How to identify different forms of social engineering attacks, such as phishing, phone scams, and impersonation calls
- The secure use of Information Resources
- Information security policies, procedures, and best practices
- Special or emerging risks such as current events, new technologies, new exploits

The Plan shall ensure:

- All new users complete an approved security awareness training program prior to, or at least within 30 days of, being granted access to any Information Resources.

- Users receive training appropriate for specific job roles and responsibilities. After such training, each user must verify that they received the training, understood the material presented and agrees to comply with it.
- Users are trained on how to identify, report, and prevent security incidents. Users are aware of the most common indicators of an incident.
- Users understand the importance of enabling and utilizing secure authentication.
- Users identify and properly store, transfer, archive, and destroy sensitive information.
- Users complete periodic security awareness training at least annually.
- Users sign an acknowledgement stating they have read and understand COI requirements regarding computer and information security policies and procedures as outlined in AP21-03, Acceptable Use Policy (AUP). This shall be reviewed and re-signed every three years or whenever a significant change to the AUP has been published.
- Users are provided with sufficient training and supporting reference materials to allow them to properly protect Information Resources.
- Cloud computing security awareness training programs address multi-tenant, nationality, and cloud delivery models.
- Users are aware of causes of unintentional data exposures, such as losing their mobile devices or e-mailing the wrong person due to autocomplete in e-mail.
- Users are aware of actions to be taken for standalone, lost, and misplaced equipment.
- Users are aware of purchasing policies related to technology and cybersecurity

Technology Services shall:

- Ensure a skills gap analysis is performed to understand the skills and behaviors Users are not adhering to and use of this information to build a baseline education roadmap.
- Develop and maintain a communications process to communicate new security program, security bulletin, and security items of interest.
- Ensure that Users responsible for implementing Information Resource safeguards receive formal training in security best practices.
- Ensure periodic security reminders (flyers or posters, e-mails, verbal updates at meetings) keep users up-to-date on new and emerging threats and security best practices.
- Ensure all Users comply with the Plan and provide enforcement processes to ensure compliance up to and including recommendations for Human Resources actions.

Supervisor's shall:

- Support and Promote all aspects of the COI Cybersecurity program including this policy

- Discuss cybersecurity with users regularly (team meetings, emails, etc.)
- Refer users to Technology Services for support with any questions or issues related to cybersecurity

5 THE PLAN

This Plan is divided into five Phases focused on the full scope of Awareness and Training needs.

5.1 PHASE 1: PRIMARY TRAINING CAMPAIGNS

The Primary Training Campaigns are designed to ensure a baseline level of Awareness and Training for all users. These campaigns cover topics common for all users and special topics for users with special access and users with increased risk factors such as position title or job duties. Primary training shall be assigned to all users within 30 days of granting access to any COI Information Resource. Failure to complete primary training by the assigned due date may result in removal of access to COI Information Resources.

5.1.1 BASELINE TRAINING

Baseline training will present a comprehensive curriculum of topics across the broad spectrum of risks, vulnerabilities, and exploits, as well as Tactics, Techniques, and Procedures (TTP) used by threat actors. Baseline training will also cover proper reporting procedures and any mandatory cybersecurity-related policy acknowledgements.

5.1.2 SPECIAL POSITION TRAINING

Special Position Training shall be assigned to any Users whose position title or job function exposes them to more risk than a typical user, such as, but not limited to, Legal, Finance, and Human Resources users. This training shall be supplemental to Baseline Training and cover additional topics or baseline topics with greater detail to compensate for the increased risk of the special position.

5.1.3 EXECUTIVE TRAINING

Executives includes users such as, but not limited to, City Managers, Department Directors, and Elected Officials who are exposed to increased risk because of their position of authority and influence over City operations. This training shall be supplemental to Baseline Training and cover additional topics unique to Executives to compensate for the increased risk of their position.

5.1.4 PRIVILEGED USER TRAINING

A Privileged User is any user with special access to Restricted or Confidential Information, or elevated permissions to perform administrator-level functions that could modify, create, or delete critical records, configurations, or data in a COI Information Resource. This training will cover specific topics related to the increased risk, impact, and responsibilities of actions taken with their privileged access. Privileged User Training must be completed PRIOR to granting privileged access to any COI Information Resource.

5.2 PHASE 2: PERSISTENT AWARENESS

Threats and TTPs used by threat actors are always changing and evolving. Users must maintain awareness of current trends, threats, and special circumstances effecting cybersecurity. Persistent Awareness will be achieved through multiple formats including but not limited to emails, posters, presentations, etc.

5.3 PHASE 3: SIMULATIONS

Simulations are a tool to measure the effectiveness of cybersecurity training. Various types of simulations may be used to evaluate effectiveness across the full spectrum of training topics.

5.3.1 PERIODIC SIMULATED PHISHING TESTS

Simulated phishing tests may be sent to users to validate the effectiveness of training intended to equip users to identify and properly handle various types of phishing emails.

5.3.2 PERIODIC SIMULATED VISHING TESTS

Simulated vishing calls may be placed to users work phones to validate effectiveness of training intended to equip users to identify and properly handle vishing calls.

5.3.3 PERIODIC SIMULATED USB MEDIA TESTS

Simulated USB Media tests may be conducted to validate effectiveness of training intended to equip users to understand and properly handle threats presented by USB media.

5.3.4 OTHER SIMULATIONS

Other simulations may be conducted to ensure all aspects of the Plan are evaluated for effectiveness.

5.4 PHASE 4: REPORTING (REAL-WORLD AND SIMULATED)

Proper reporting of potential threats or suspicious events is critical to protecting COI Information Resources.

5.4.1 MONTHLY SIMULATED PHISH REPORT TEST

Testing proper availability and function of reporting tools is critical to ensuring users are equipped to properly report suspicious activities. A monthly test will be emailed to all users to ensure they have access to the approved reporting tool(s). All users must complete the instructions provided in the test to ensure access and function of reporting tools.

5.4.2 REAL-WORLD REPORTS

Reporting of real-world (non-simulated) suspicious activities such as emails or phone calls is critical to protecting COI Information Resources but also to informing training content for users to ensure it remains current and relevant. Further, reporting helps identify threats quickly and could prevent the spread of malicious activities to other users. Users must report all suspicious emails, phone calls, or other Information Resource threats using the approved reporting methods.

5.5 PHASE 5: RECURRING TRAINING CAMPAIGNS

Recurring training campaigns are a critical component to maintaining the effectiveness of the Training Plan. Recurring training serves many purposes including:

- Promoting a culture of security through constant awareness
- Educates users on new or emerging threats
- Highlights specific threats to COI or threats related to current events

6 ADMINISTRATION

6.1 COMMUNICATIONS

Email is the primary method of communicating training assignments and status to users.

6.2 DELIVERY

Most training is delivered to users through an approved website that host all cybersecurity and awareness training. Additional delivery methods include email, posters, conversations, etc.

6.3 STATUS AND METRICS

Technology Services will leverage various tools to track training status and metrics to inform continuous development and improvement of the cybersecurity awareness and training program.

6.4 FAILURES TO COMPLY

Compliance and completion of all elements of the cybersecurity awareness and training program is critical to protecting COI Information Resources. Failure by any user to complete training or comply with all elements of this program is a significant risk to COI Information Resources. Any user failing to comply with any element of this program will be provided reminders, additional training, or other processes to empower and motivate compliance. A failure to comply (“failure”) is defined as failing to:

- Identify and properly report a simulation
- Complete any assigned training by the assigned due date
- Failing to report at least one phishing email per month, including the monthly phish report test

Failures are tracked over a rolling 12-month period and each failure will expire 365 days after its occurrence. A progressive enforcement strategy will be employed.

6.4.1 FIRST FAILURE

The first failure will result in a reminder being sent to the user stressing the importance of vigilance and proper reporting.

6.4.2 SECOND FAILURE

The second failure will result in the user being enrolled in refresher training to reenforce the importance of vigilance and proper reporting.

6.4.3 THIRD FAILURE

The third failure will result in the user being enrolled in remedial training and a notification to the Supervisor of the three failures.

6.4.4 FOURTH FAILURE

The fourth failure will result in the user being enrolled in an additional remedial training, a Supervisor notification, and a notification to the Department Director (or appropriate person) of the four failures.

6.4.5 FIFTH FAILURE

The fifth failure will result in the user's network account being disabled and all access to COI Information Resources being suspended, a Supervisor notification, and a Director notification. The user will not be granted access to COI Information Resources until they have received and acknowledged a written warning from their Supervisor.

6.4.6 SIXTH FAILURE

The sixth failure will result in the user's network account being disabled and all access to COI Information Resources being suspended, a Supervisor notification, and a Director notification. The Director will issue a written warning. The user will not be granted access to COI Information Resources until they have received and acknowledged a written warning from their Director, and both their Director and the Chief Human Resources Officer have provided written recommendation to the CIO to reinstate access to COI Information Resources.

7 ENFORCEMENT

Any Employee found to have violated this policy may be subject to disciplinary action, up to and including termination. Any non-employee User found to have violated this policy may have their access revoked.

8 DISTRIBUTION

This policy is to be distributed to all Users of COI Information Resources.

9 REVISION HISTORY

The Revision History section is required on all policy documents and should always be the last section. The table should be updated for each revision

Version	Date	Summary of Revisions	Approver
1.0	5/16/2022	Initial Publication	City Manager

10 REFERENCES

- COBIT EDM01.03, APO02.08, APO07.12-13, APO12.02, APO12.07, APO13.07, MEA02.11
- GDPR Article 25, 32
- HIPAA 164.308(a)(5)(i), 164.308(a)(5)(ii)(A), 164.308(a)(5)(ii)(D)
- ISO 27001:2013 7.2(b), 7.3, A.7.2.2, A.12.2.1
- NIST SP 800-37 3.3, 3.4, 3.5, 3.7
- NIST SP 800-53 AT-2, AT-3, CP-3, IR-2, PM-13, SI-3, SI-4(24), SR-1
- NIST Cybersecurity Framework ID.GV-1, PR.AT-1-5, DE.DP-1, RS.RP-1, RS.MI-2
- PCI 6.5, 9.9, 12.6.1-2, 12.10.4, A3.1.4

APPROVED:

X Zachary Walker

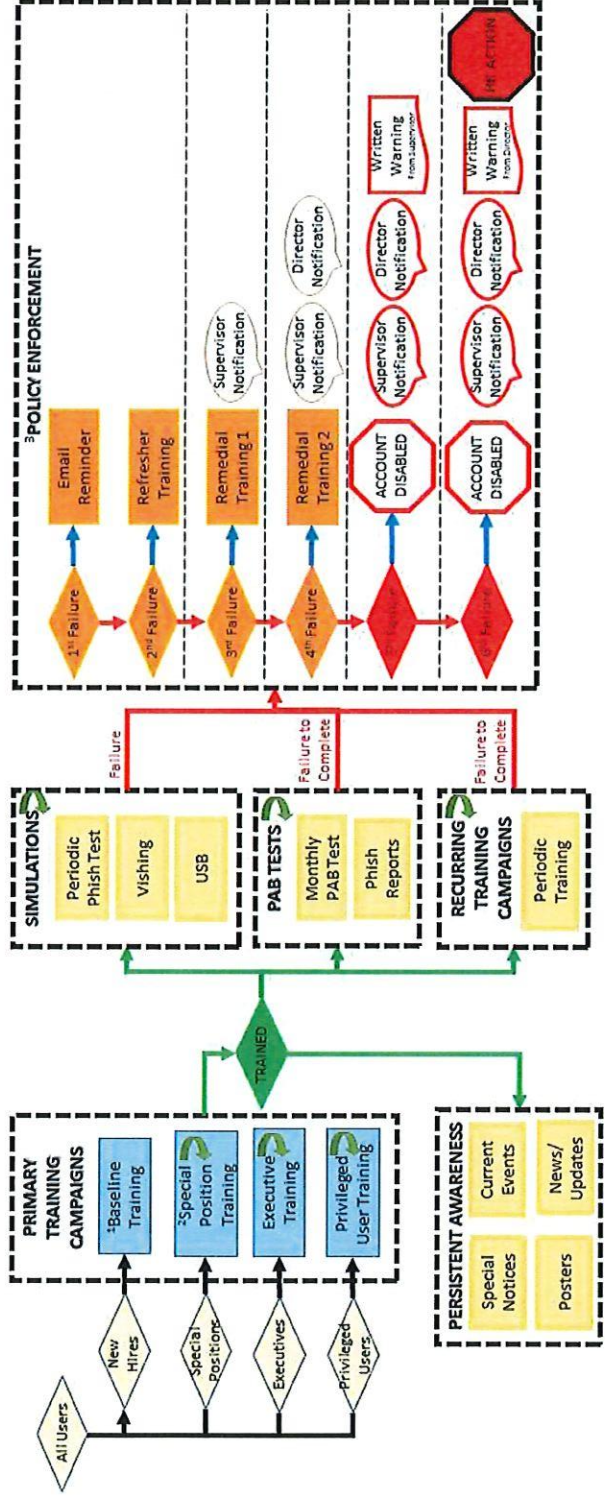
Zachary Walker, City Manager

Appendices

Appendix 1: Cybersecurity Awareness and Training Program Overview

11 APPENDIX 1: CYBERSECURITY AWARENESS AND TRAINING PROGRAM OVERVIEW

Cybersecurity Awareness and Training Program Overview



¹Baseline Training includes Cybersecurity Fundamentals, PAB Use, and Required Policy Acknowledgements

²Special Position Training includes, not limited to: Public Affairs, HR, Finance, NERC, HIPAA, CJIS, PCI-DSS

³A failure is defined as 1. Failing a Simulation or 2. Failing to complete assigned Recurring Training or 3. Failing to submit at least one Phish Report per month. Failures are accumulated over a rolling 12-month period and expire 12 months from the date of the failure

ADMINISTRATIVE POLICY
City of Independence, Missouri



Number	<u>AP-02-01</u>
Effective Date	<u>01/22/02</u>
Revised Date	<u>05/22/03</u>
Revised Date	<u>09/01/05</u>

DIRECT DEPOSIT OF EMPLOYEE COMPENSATION

I. Purpose

The City has for several years been offering to its employees the option of having their earnings directly deposited into one or more accounts at the financial institution of their choosing. This presents benefits to both the City and the employee. For the City, it reduces operating costs by reducing the number of preprinted forms which need to be purchased and the number of checks which need to be reconciled and retained. For employees, direct deposit allows for the convenience of no longer having to go to the financial institution to deposit a payroll check and eliminates the possibility of misplacing or losing a check.

II. Procedure For Direct Deposit of Employee Compensation

Effective after June 30, 2003, all employees (full-time and part-time) will be required to have their compensation directly deposited into a financial institution. Employees may establish an account with the City's depository bank. Depending on the arrangements with the depository bank, the employee may be able to obtain other free banking services.

Employees, who in the opinion of a medical professional, are not able to use electronic payment of earnings, or due to religious reasons object to the direct deposit of earnings, may be exempted from this policy upon presentation of appropriate documentation.

APPROVED:

Robert E. Heacock
City Manager

ADMINISTRATIVE POLICY

City of Independence, Missouri



Number	<u>AP-99-01</u>
Effective Date	<u>02/09/99</u>
Revised	<u>10/19/05</u>
Revised	<u>12/03/07</u>
Revised	<u>04/09/08</u>

DRIVER'S LICENSE REVIEW PROCEDURE

- I. Purpose

To establish a consistent procedure for conducting driver's license reviews for all employees required to maintain a valid driver's license, or Commercial Driver's License as a condition of employment. To develop consistent practices for handling situations where an employee's driving status has changed. This policy applies to any City employee who operates a City vehicle, or their own vehicle, in the course of City business.

- II. Guidelines

All employees required to maintain a valid driver's license or Commercial Driver's License (CDL) shall be notified of their responsibilities.

 - A. Employees must insure that their license (CDL or State Operators License), is renewed timely. They must immediately notify their immediate supervisor and the Human Resources Department, if their license expires or is suspended, revoked, canceled, disqualified or loss of service.

 - B. Employees must have proper endorsements on CDL for all equipment operated.

 - C. Employees required to maintain a CDL must notify the City of all violations, except parking tickets, within 30 days after conviction. This includes violations where the employee pleads guilty and/or receives a suspended imposition of sentence. Notification must be made to the Human Resources Department. "Employee Traffic Violations Conviction Report" forms are available through the Human Resources Department and must be submitted to that department.

 - D. Employees required to maintain a valid driver's license must report any moving violations received while conducting City business.

 - E. Employees must report suspensions, revocations, cancellations, disqualification, loss of service, or any loss of driving privileges by the end of the next business day following notice of the action. "Employee Loss of Driving Privilege Report" forms are available in the Human Resource Department, and must be completed and submitted to the Human Resources Department.

- F. Employees must immediately notify their supervisor that they cannot legally drive. The employee must not conduct any City business which involves driving a motor vehicle.

III. Procedure

- A. Periodic visual license reviews will be conducted by each department on employees who are required to maintain a valid driver's license or CDL, (every six months is recommended).
 - 1. Visual, random inspections of licenses will also be conducted by each department. Any employee found not to have a valid license in their possession and is operating equipment, shall be removed from the equipment, and be instructed to get the license. If he or she is required to leave the work site, the employee will be carried as “no pay.” Appropriate progressive discipline may be warranted.
 - 2. If an employee (who does not normally operate equipment) is assigned to drive equipment which requires a CDL, the supervisor must visually inspect the employee's license, and insure the employee is properly licensed to operate the specified equipment. If the employee does not have a license, they must not be assigned to drive. They may be instructed to get their license and II.A. may apply.
- B. Each department will request annually a motor vehicle records check on employees through the appropriate state agency. Procedures to request driving records and state contact information can be obtained from Human Resources.
- C. Upon receipt of reports, the department staff will review the records for violations and to validate proper driving status.
 - 1. The department director and Human Resources Department shall be immediately notified of changes in driving status on any employee who must maintain a valid driver's license or CDL as a requirement of their position.
 - 2. If convictions are discovered, HR will check the employee's personnel file to ascertain if the proper notification has been submitted.
 - 3. If the employee has failed to report violations, or changes in driving status, the department director will be so notified. The department director or

Administrative Policy – Driver’s License Review Procedure

AP-99-01

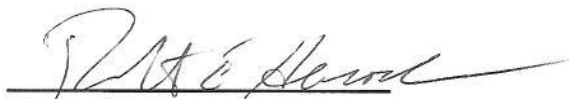
04/09/08

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designee will question the employee regarding the violations and driving status, and determine if personnel action is required. Appropriate action will be enacted after consultation with the Human Resources Department.

4. If the violation resulted in a revocation, suspension, cancellation, disqualification, loss of service order, or any loss of driving privileges, and the employee had operated equipment illegally during that time, suspension, demotion or termination may be warranted in light of the employee's record. The Police Department will also be notified that the employee is operating a motor vehicle without a valid license, which could result in prosecution.
 5. If the loss of driving privileges is for 30 days or less, in lieu of termination, the employee may be suspended without pay for that period if it is deemed in the best interest of the City.
 6. If the loss of driving privileges is for more than 30 days, the employee may be eligible to demote to a position which does not require a drivers license. There must be a vacant position available, and the employee must meet the qualifications for that position. Such demotion must be in the best interest of the City and the department director under whom the vacancy occurs must agree to the demotion appointment.
 - a. If no vacancy exists for which the employee is qualified, the employee may be separated for the good of the service.
 - b. An extended suspension without pay may be granted, if it is determined to be in the best interest of the City.
 7. If the records reveal charges, and no disposition, or indicates that action is pending, the record must be reviewed again in three months.
- D. If the employee has reported the incidents to his supervisor, but the supervisor has failed to take appropriate action, the supervisor will be subject to disciplinary action.

APPROVED:



Robert E. Heacock
City Manager

ADMINISTRATIVE POLICY

City of Independence, Missouri



Number	<u>AP-02-02</u>
Effective Date	<u>02/11/02</u>
Revised	<u>08/01/17</u>
Revised	<u>04/16/18</u>

EMPLOYEE I.D. BADGES

I. Purpose

The purpose of this administrative policy is to describe the specifications and regulations regarding the Employee Identification Badge, to establish the requirement for all employees to wear a picture identification badge, and to create a safer working environment.

II. Policy for Wearing Identification Badges

- A. The I.D. badge will display the employee's picture (head-and-shoulders photograph) on the front and the back, his/her full name, department, job title, and other pertinent information.
- B. Employees shall/must wear the badge, affixed to an OSHA approved lanyard or a pocket clip-on, during working hours.
- C. Employees are required to wear their badge during working hours. Fire and Police Department protective services personnel are not required to display their badges while in uniform, unless otherwise instructed by their department director or the City Manager. Similarly, those employees performing duties which may involve a safety hazard or performing duties which could result in the destruction of the badge, may not be required to wear the badge (although it must be in their possession) at the discretion of the department director.

III. Procedure for Obtaining New Badges

- A. All full-time and part-time City employees, interns, contractors, and temporary employees will be issued an I.D. badge no later than the end of the second day of employment or assignment. Human Resources will provide to Public Works the information needed via email to badges@indepmo.org, and those employees will receive their badges in conjunction with orientation.

Administrative Policy – Employee I.D. Badges

AP-02-02

04/16/18

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- B. The Public Works Department is responsible for issuing I.D. badges. Department directors or supervisors will ensure that employees who transfer into their department, employees who change positions within their department, employees who may have lost his/her badge, employees whose badge may have been damaged/destroyed, as well as all interns, contractors, volunteers, and temporary employees within their department report to Public Works to obtain a new I.D. badge. The request should be sent by the department director or supervisor to badges@indepmo.org.
- C. It is the employee's responsibility to keep his/her badge in good repair and to replace lost and damaged badges. Any badge that does not reveal the employee's full name, current department, employee number, current job title, and clearly reveal his/her picture on both sides, or is faded beyond recognition, is considered a damaged badge and must be replaced.
- D. Employees must immediately notify Public Works and their immediate supervisor when they realize their badge is missing (lost or stolen).
- E. Employees who lose their identification badge outside of working hours will be charged a minimum of five dollars for the cost of a replacement. Employees will not be charged to replace their badge if it is destroyed or lost during the normal course of business and if the damage/destruction of the badge was not the result of employee negligence.
- F. Those who do not have their badge in their possession when they come to Public Works for a replacement will not be issued a new badge without prior notification from their supervisor. Notification is to be made via email to badges@indepmo.org indicating that it is to be reissued. If the employee has their damaged/destroyed badge in their possession, there is no need for an email, but the badging schedule below must be followed. Badges can be re-issued to Fire and Police Department protective services personnel at any time during normal business hours Monday through Friday.

Badging Schedule:

8:30 am – 10:30 am, Tuesday and Wednesday


1:00 pm – 4:00 pm, Thursday

- G. Employees who forget their badge will be issued a temporary badge by their department.

IV. Separations and Transfers

Employees being separated from the service of the City or transferring out of their present department must turn in their identification badge to their immediate supervisor, their department director, or the HR Department. The department director, supervisor, or HR Department should notify Public Works of all separations.

APPROVED:



Zachary C. Walker
City Manager

ADMINISTRATIVE POLICY

City of Independence, Missouri



Number AP-97-02

Effective Date 10/13/97

Revised 05/24/99

Revised 10/24/05

Note: This revision combined AP-97-02 and AP-97-03.

Revised 07/25/11

Revised 02/16/16

GOVERNMENT-ACCESS CABLE TELEVISION POLICY

I. Policy

The City of Independence has established this statement to regulate programming policies and procedures for City 7, the government-access cable television channel. The channel was assigned by Jones Intercable (now Comcast) through the terms of a cable franchise agreement. A letter agreement between the City and Jones Intercable was approved by the City Council on February 20, 1996. The most recent franchise agreement between the City and Comcast is dated May 3, 1999, Ordinance No. 14191. These regulations are an elaboration of policies adopted by Resolution No. 4283 on June 3, 1996.

II. Purpose

The objective of the government-access cable TV channel is to increase public awareness about municipal government policies, services and programs and to communicate directly and frequently with citizens regarding community-wide issues.

III. Procedure

A. Prohibited Information

Program material is limited to information advancing the objective stated in Section II. Use of the channel for private or political purposes is not permitted. The following material is prohibited:

1. Advertising that promotes the sale of commercial products or services, except for programs, events and activities produced by not-for-profit organizations operating in conjunction with the City and/or held on City property. However, brief credit may be given at the end of a program when assistance has been donated by a commercial or not-for-profit organization.

2. Information that promotes candidates for elected office and persons advocating any cause, viewpoint or proposed policy of a partisan nature. Exceptions are forums that give all candidates equal time, elected officials acting in their official capacity, and public meetings.
3. Lottery information, advertisement of lotteries and games of chance for money or prizes. Exceptions are gaming programs sponsored by the City.
4. Any matter that is legally obscene or otherwise unprotected by the U. S. Constitution, applicable to federal, state or local law.
5. Technically inferior material as determined by the City Manager or a designee.
6. Copyrighted material by any entity for which a written release has not been obtained.
7. Information of a defamatory nature, or likely to invade an individual's privacy.
8. Information which, in the judgment of legal counsel, is inconsistent with federal, state or local law or which subjects the City unreasonably to potential liability.

B. Scheduling

1. The management of City 7 shall be the responsibility of the City Manager or a designee.
2. Priority regarding the date, time and use of equipment and facilities will be given to City Council, boards and commissions and departments.
3. The use of City 7 shall be based on the relevancy of the program to the citizens of Independence.
4. Cooperative arrangements between the City and public school districts may be implemented when approved by the City Manager or a designee.

C. Production Services

1. Requests for public service announcements on the City 7 Bulletin Board shall be submitted on a form (see Attachment A). Public service announcements for not-for-profit organizations can be aired on public-access cable channel provided by Comcast. City 7 can air announcements for not-for-profit organizations when the City is a co-sponsor of the event or program. A

certificate of incorporation, which declares proof of not-for-profit status, must be provided. The City reserves the right to:

- a. Determine if and when public service announcements are aired;
 - b. Reduce the time that is allotted to public service announcements;
 - c. Eliminate public service announcements as deemed necessary for the most efficient use of City 7.
 - d. Limit not-for-profit organizations to two simultaneous announcements.
2. City departments may submit programming on DVD. Programs may be locally produced by departments or obtained from alternative sources and shall have the required copyright clearance.
 3. City departments may request video production services. All requests for production and taping services shall be submitted on a form (see Attachment B). The City Manager or a designee shall preview such programming and determine suitability for broadcast.
 4. In the event of conflicting requests for production staff, equipment and facilities, the City Manager or a designee shall determine the priority of such requests.
 5. City 7 staff will maintain equipment that allows other staff to make quality electronic presentations on City 7 (see Attachment C).

D. Editorial Control

1. Live or tape-delayed broadcasting on City 7 of any official City meeting (i.e. boards and commissions, etc.) shall require the consent of the department director and the City Manager or a designee.
2. Live or tape-delayed broadcasting of official public meetings shall be unedited. Exceptions to this policy shall be when: (a) Technical difficulties interfere with completed program broadcasting; and (b) Excerpts are used as part of another program.
3. The City Manager or a designee reserves the right to edit any unofficial programming which is original, prepared or provided by a department or other entity when necessary.
4. Public service announcements shall be edited by City 7 staff to provide clarity and to use broadcast time wisely.
5. Public school districts shall appoint one person to serve in liaison with City 7

staff. All requests shall come directly through this individual. Staff shall schedule such programs when they do not interfere with City-sponsored programs. Use of City 7 by public school districts shall be limited to district-wide activities and information.

6. Use of City 7 by government-related entities shall be limited to news that relates to City government matters or is in the best interest of the health, safety and welfare of the citizens of Independence.

E. Technical Standards

1. Operating standards for technical quality of live and recorded programs shall be established by the City Manager or a designee.
2. All recorded programs shall meet the following minimum technical standards:
 - a. Video format must be DVCAM or DVD.
 - b. Audio and video quality must be compatible with broadcasting equipment.

F. Dubbing Policy

1. City 7 staff shall provide DVDs of programs subject to the cost of providing the service. Requestees shall be required to pay for DVDs upon delivery.
 - a. Video copies of City Council, boards and commissions and other public meetings shall be retained for a period of not less than one month.

Approved:



John Pinch
City Manager

City 7 Bulletin Board

Please use this form to submit announcements to City 7. Announcements must contain a telephone number. This form may be returned to Technology Services, Attention City 7, or faxed to City 7 at 325-7097. Make several copies of this blank form for future use. For more information, call the City 7 studio at 325-7990.

Artwork such as digital pictures, graphics or logos may be submitted with announcements. Artwork should be submitted in PDF, TIFF, JPEG or BMP format either by e-mail to Jennifer Kim or on CD. Clearly label all CDs with the contents, the names and titles of the individuals in the pictures, if any, and the department to which it should be returned. If artwork is sent by e-mail, identifying information should be included in the e-mail. Artwork is used at the discretion of the City 7 staff.

Request air date to begin: _____ Request air date to end: _____

Today's date: _____ Your Phone Number: _____

Your Name: _____ Your Department: _____

For City 7 Staff Use Only

Approved: _____ Disapproved: _____ Date: _____

Manager Approval (Required) _____

***Video
Production
Request***



***Event
Taping
Request***

Use this form to request video production or event taping suitable for broadcasting on City 7. Video production refers to an edited, formatted program requiring four to eight weeks to complete. Event taping is an unedited or "as is" recording of a one-time meeting or event. Please return this form to the Technology Services office.

Your name _____ Today's date _____
Dept./Div. _____ Phone _____
This request is for (check one): Video production _____ Video Event Recording _____

City 7 use: How will producing a video or taping an event benefit external customers (citizens)?

Internal use: How will producing a video or recording an event benefit internal customers (staff)?

Name or Type of Event/Program/Service: _____
Date of Event: _____ Time of Event: _____
Location/Address of Event: _____
Video Recorded By _____ Edited By _____

Additional information that may help to determine the necessity for video production or event recording:

Video Production Specialist Signature (required) _____

Requesting Department director's signature (required): _____

For office use only

Approved _____ Disapproved _____ Date _____

Technology Services Supervisor Signature (required)

Video Production and Video Recording

Purpose

Video production will be used for developing programs for City 7 playback that inform the community about municipal programs and services. Video recording will be used to record one-time meetings or events for City 7 playback or for internal use such as training, orientations, etc.

Policy

The use of broadcast equipment will be restricted to the camera operator and other trained City 7 staff/volunteers.

Procedure

The accompanying request form must be completed (Attachment B). The form will be reviewed by the Technology Services Director or designee who will discuss the request with the department director.

The Technology Services Director or designee will request the name of a department contact person who will be responsible for ensuring that production deadlines are met. Unmet deadlines will cause projects to be placed on hold so that other productions and tapings are not delayed. The Technology Services Director or designee and Video Production Specialist will assist in the development of videoscripts for departments that do not have a staff writer. The department director will approve the final version of the script. Shooting video will begin after script approval.

The camera operator will:

- A. Shoot appropriate footage based on the videoscript.
- B. Select appropriate narrators and music.
- C. Determine the video length.
- D. Edit the footage.

A working video will be reviewed by Technology Services Director or designee, department director and designated staff. The department director and designated staff will be given one opportunity to request additions, deletions and corrections to the working video. Departments are encouraged to review the working video carefully. Revisions will be made in cooperation with the Technology Services Director or designee. The Video Production Specialist will make the approved changes and develop a broadcast schedule.

ADMINISTRATIVE POLICY
City of Independence, Missouri



Number AP-00-04
Effective Date 03/28/00

**INTERNAL INVESTIGATION
OF SEXUAL HARASSMENT, HARASSMENT AND
DISCRIMINATION COMPLAINTS**

I. Policy

The City of Independence shall promote and ensure equal opportunity for all persons. Sexual harassment or any harassment of another employee on the basis of race, color, religion, sex, sexual orientation, national origin, age, or disability shall not be tolerated. Any alleged discriminatory action shall be investigated and appropriate action taken.

II. Purpose

To outline the City's procedures for investigating complaints of an employee who believes he or she has been a victim of sexual harassment, harassment, or if the person has been discriminated against on the basis of race, color, religion, sex, sexual orientation, national origin, age, or disability. Reference the Personnel Policies and Procedures Manual, **Article II G. Equal Employment Opportunity Policy**, for specific information.

III. Procedure

A. **Initiation of an Investigation:** An investigation may be initiated by any employee who believes he or she has been a victim of sexual harassment, harassment, or if the person has been discriminated against on the basis of race, color, religion, sex, sexual orientation, national origin, age, or disability. An investigation may also, be initiated by the City Manager, the Human Resources Director, a department director, or supervisor when there is reasonable suspicion that harassment or discrimination may have occurred. An employee shall have the option of filing the complaint with the supervisor, with anyone in the employee's direct supervisory chain of command, or the Human Resources Department. A complaint form shall be provided to the complainant for completion. (Exhibit A)

B. **Scope of Investigation:** An investigation will be conducted by the Human Resources Department unless an appearance of a conflict of interest exists. The

investigation will include but is not limited to: (1) learn the facts concerning the incident or activity in question by interviewing the employee who made the accusation; (2) ask the employee to write and sign a statement of all the incidents of harassment and all of the facts and witnesses who can establish that harassment occurred, (3) determine precisely who was involved; what occurred, when it took place; whether this was an isolated incident or a frequent behavior; (4) ascertain what impact, if any, the harassment has had; (5) establish the identities of all persons with whom the harassment has been discussed; and (6) obtain any notes, recordings, photographs, physical evidence, or other documentation relevant to the incident.

- C. **Questioning of Employees:** All employees must cooperate in an investigation of the alleged acts of sexual harassment, harassment, or discrimination. The investigator shall have access to all relevant City documents and any City employee who may have information regarding the facts of the complaints, subject to the following: (1) any individual sought for the investigation shall be given advance notice of the general nature of the information sought and the time and place of the meeting; (2) any employee whose participation in the investigation is sought shall have the right to have representation and shall be notified of that right, (3) the alleged harasser shall be informed of the specific allegations which have been made against him or her and the evidence which is obtained during the investigation, and shall be given an opportunity to respond to such allegations and evidence; (4) all employees questioned shall be informed that the investigation is confidential and any violation of confidentiality may be cause for disciplinary action; and (5) the department director and Human Resources Director shall be notified of any investigation being made, and shall be kept informed of the progress of the investigation.
- D. **Action Taken as a Result of an Investigation:** Any disciplinary action recommended as the result of an investigation must be in accordance with the City's Personnel Policies and Procedures Manual and any applicable work agreements. Possible actions include, but are not limited to:
- (1) Any level of progressive discipline up to and including termination, if the investigation substantiates violations of federal, or state regulations, or city policy. The level of disciplinary action shall consider the severity of the actions, any mitigating circumstances, the employee's employment record, including prior discipline, and related incidents.
 - (2) A written reprimand to the alleged harasser, making clear that inexcusable judgement was used and any recurrence will not be tolerated, and,
 - (3) Mandatory participation in an employee assistance program (counseling) in lieu of more severe disciplinary action may be offered.

- (4) Transferring one or both of the persons involved, to a different job or department in order to prevent any recurrence if practicable.

The employee bringing forth the complaint shall also be informed, by memorandum, of the outcome of the investigation, including the City's commitment to insuring a workplace free from sexual harassment, harassment, and discrimination. The employee will be urged to come forward immediately if there is any recurrence of such activity.

- E. **Records of Investigation:** All records of investigations shall be confidential. A summary of the investigation and findings will be prepared for the Human Resources Department's file. The City's file on the investigation will be retained by the Human Resources Department, regardless of whether any disciplinary or corrective action is recommended, and may be used as history in future investigations. The City Manager, department director, and the employee who initiated the investigation will have access to this summary.

Retaliation against any person or persons who participate in an investigation shall be prohibited. Such incident will be considered separate and subject to disciplinary action in accordance with the Personnel Policies and Procedures Manual Article II G. Equal Employment Opportunity.

APPROVED:

Larry N. Blick
City Manager

ADMINISTRATIVE POLICY

City of Independence, Missouri



Number 2022-01

Effective Date 01/01/2022

LITIGATION GUIDELINES POLICY

I. OVERVIEW

Litigation is inevitable and this policy allows all City of Independence (COI) Staff to know how to proceed forward when it arises. These guidelines are meant to ensure the efficient processing of lawsuits filed against the City and its employees and protect the City's legal and financial interests. This policy is an important resource for COI Staff to understand the procedures and next steps to ensure the proper channels receive information in a timely manner.

II. PURPOSE

This policy provides protocol to promote effective use of COI's Litigation Guidelines. It applies to all COI staff regarding new and ongoing litigation claims.

III. SCOPE

This policy applies to all COI Staff when it pertains to potential litigation, litigation, and EEOC claims.

IV. POLICY

These guidelines advise all Staff regarding the procedures in place to best protect the COI. These guidelines establish the COI's expectations for all Staff concerning litigation and potential litigation materials and rules.

A. SERVICE OF PROCESS

Service of Process is to be accepted only by the City Clerk's office on behalf of all departments of the City. If a process server or sheriff attempts to serve any department, please direct them to the City Clerk at City Hall. Any employee or city official given pleadings or paperwork pertaining to a lawsuit should immediately scan all documents and email them to the City Counselor, Finance Specialist, and City Risk Manager. jcover@laubermunicipal.com, lgallman@indepmo.org and BCharlesworth@charlesworthconsulting.com. No department should contact any outside counsel for legal representation on their own.

B. NOTICES

All notice of claims, notice of liens, demand letters, preservation requests, or notice of regulatory proceedings (e.g. EEOC Charge) should be immediately forwarded by email to the City Counselor, Finance Specialist, and City Risk Manager. jcover@laubermunicipal.com, lgallman@indepmo.org and BCharlesworth@charlesworthconsulting.com.

C. PRESERVATION OF EVIDENCE

The City Counselor and Finance Specialist shall be responsible for the implementation and management of all initial litigation holds and the preservation of evidence.

D. INSURED CLAIMS

The City Risk Manager shall be responsible for turning all insured claims into the Third Party Administrator (TPA) and will notify the City Counselor, Director of Finance and Administration, Finance Specialist, and any involved Department Heads of the availability of insurance coverage or lack thereof.

E. NON-INSURED CLAIMS

The City Counselor shall be responsible for the coordination and direction of all non-insured claims.

F. RISK MANAGER'S RESPONSIBILITIES

The Risk Manager shall be responsible for the administration of all insured claims and lawsuits.

G. REQUIREMENTS OF OUTSIDE COUNSEL

All law firms and attorneys representing the City in any litigation shall:

- a. Have a written fee agreement, which includes at a minimum:
 - i. Confirmation of rates for all individuals assigned to work on the matter.
 - ii. Proof of malpractice insurance, including cyber liability.
 - iii. An affirmative obligation to notify the City immediately of any change in any attorney's registration status or the filing of any ethical complaint against any attorney assigned to work on behalf of the City.

H. APPROVAL OF OUTSIDE COUNSEL

The City Counselor shall approve all attorneys assigned to represent the City. The current slate of attorneys is as follows:

- a. Workers Compensation: MVP Law Firm – Fred Greenbaum, Senior Partner
- b. Insured litigation:

- i. General liability: Fisher Patterson – David Baker and Ken Berra, partners; Batty Otto – Steve Coronado and Chris Heigele, partners
 - ii. Law Enforcement Liability: Fisher Patterson – David Baker and Ken Berra, partners
 - iii. Employment Law/Union: Jackson Lewis – Jeff Place, Principal
 - iv. Employment Law/Non-Union: – Lauber Municipal Law, LLC – Jennifer Baird
 - v. Pollution, claims interrelated with workers compensation: MVP Law Firm – Fred Greenbaum, Senior Partner
- c. Non-insured litigation:
- i. Open Records: Lauber Municipal Law, LLC
 - ii. Expungements: Lauber Municipal Law, LLC
 - iii. Land Use and Zoning: Lauber Municipal Law, LLC
 - iv. Economic Development: Gilmore Bell – Dave Martin
 - v. Labor Relations: Jackson Lewis – Jeff Place, Principal

I. LITIGATION MANAGEMENT STANDARDS

Litigation Management Standards for all insured litigation and workers compensation are as follows:

- a. Assigned counsel shall bill the City monthly. All bills shall be sent to the City's TPA.
- b. The TPA shall bill the City for all settlements and expenses on assigned claims. The Risk Manager shall be responsible for coding invoices into Munis.
- c. The adjuster shall be the primary point of contact for assigned counsel. Assigned counsel shall keep the adjuster apprised of all developments in the case and provide any requested information, including initial case assessments and litigation budgets.
- d. The assigned adjuster and counsel shall keep the Risk Manager apprised of the status of cases.
- e. The Risk Manager shall keep the City Counselor, Director of Finance and Administration, and Finance Specialist apprised of major developments in cases.
- f. The adjuster shall be responsible for reporting all claims to the City's excess insurance carriers and updating them when appropriate.

- g. Assigned counsel may communicate directly with named defendants and, with the approval of the Risk Manager, other employees for the collection of information and defense of the matter.
- h. Assigned counsel shall send all named employees an engagement letter and acceptance of joint representation authorization. Assigned counsel shall immediately advise the adjuster and Risk Manager of any potential conflicts of interest in the joint representation of the City and named employees.
- i. Assigned Counsel shall provide a monthly status update to the City Risk Manager, City Counselor, and Finance Specialist of all assigned litigation and claims.
- j. The Risk Manager shall provide the Director of Finance and Administration, City Counselor, and Finance Specialist a monthly report of all open claims, including the amount paid, including attorneys' fees, and any reserves.
- k. A signed release shall be obtained before any settlement is paid to a claimant.
- l. Settlement authority for insured claims is as follows:
 - i. Risk Manager - \$5,000
 - ii. Third Party Administrator - \$10,000
 - iii. Director of Finance and Administration and City Manager - \$50,000.
 - iv. Over \$50,000 City Manager seeks direction from council in executive session.
 - v. After consultation with City Attorney and City Manager, the Director of Finance and Administration shall have unlimited authority to resolve workers compensation claims, upon recommendation of the Third-Party Administrator and assigned counsel.
 - vi. Settlement requests shall be sent to the Risk Manager for circulation to the appropriate authority level.
 - vii. When the attendance of a City representative is required for mediation, the Department head or their designee shall attend.
 - viii. When a City representative is required for a deposition or subpoena, the City Counselor shall select the appropriate employee or official.
- m. Departments are responsible for the initial cost incurred on any insured claims up to an amount determined each fiscal year. That amount is adjusted based on historical claims of each department. Thereafter, all costs associated with insured claims shall be paid by the Risk Management Fund.
- n. All costs associated with workers compensation shall be paid by the Workers Compensation Fund.

V. ENFORCEMENT

Any Staff member found to have violated this policy may be subject to disciplinary action, up to and including termination.

VI. DISTRIBUTION

This policy is to be distributed to all COI Staff who use Information Resources.

Policy History

Version	Date	Description	Approved By
1.0	01/01/2022	Initial policy release	

APPROVED:



Zachary Walker
City Manager

ADMINISTRATIVE POLICY

City of Independence, Missouri



Number AP-16-01
Effective Date 03/15/16

OPEN DATA INITIATIVE

I. Policy

The City of Independence shall develop and implement practices to provide city data in open formats for use by the public and city staff. Use of the publishable data by other agencies, journalists and the public is encouraged to assist in improving city services and promoting civic engagement.

II. Purpose

To develop systems and processes to automate the release of data, making it available to internal users and the public in a more useful responsive way, which allows for the improvement of government service provision, increases transparency, promotes civic engagement, and encourages the use of data by the public.

III. Procedure

The City commits to the development and implementation of practices which:

- A. Prioritize the release of publishable city data, making it freely available in open formats; and
- B. Publish high quality, updated data with documentation (metadata) and permanence to encourage maximum use; and
- C. Establish and maintain an open data web portal that provides a central location for published city data; and
- D. Consult with members of the public, agency staff, journalists, researchers, and other stakeholders regarding which datasets will have the greatest benefit to residents of the City; and
- E. Measure the effectiveness of datasets made available through the Open Data Initiative by connecting open data efforts to the city's programmatic priorities; and
- F. Minimize limitations on data disclosure while ensuring all datasets released comply with federal, state, and local privacy statutes regarding the release of protected and sensitive information, including RSMo Section 610.035 and RSMo Section 610.021(21) which prohibit, among other things, release of social security numbers, personal identification numbers and credit card numbers; and
- G. Encourage innovative uses of the city's publishable data by agencies, the public, and other partners; and
- H. The development and implementation of these practices shall be overseen by the Open Data Coordinator in collaboration with the Information Technology Steering Committee; and
- I. The requirements of this Policy shall apply to any city department, office, administrative unit, commission, board, advisory committee or other division of city government.

III. Governance

- A. Implementation of the Open Data Initiative will be managed by an Open Data Coordinator, who shall be appointed by the City Manager. The Open Data Coordinator will lead the IT Steering Committee, made up of departmental personnel, in its oversight of the open data initiative.
- B. In order to increase and improve use of the city's open data, the IT Steering Committee will actively encourage agency and public participation by providing regular opportunities for feedback and collaboration.

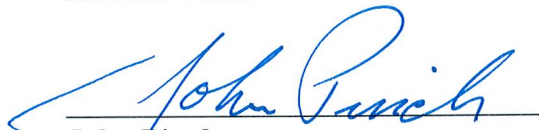
IV. Central Location for Published Data Web Portal

- A. The city will maintain open data on its existing Open Data Portal at www.ci.independence.mo.us/open/. Should a successor website be used, the IT Steering Committee shall provide public notice on the City's website: <http://www.ci.independence.mo.us/>.
- B. Datasets published on the Open Data Portal shall be placed into the public domain.

V. Open Data Report and Review

- A. The IT Steering Committee shall provide an update on the Open Data Initiative during the Technology Service's Annual Budget Report to the City Council. This report shall include an assessment of progress toward achievement of the goals of the city's open data program, a list of how datasets currently available the Open Data Portal have furthered or will further the City's strategic goals, and a description and publication timeline for datasets to be published on the portal in the following year.
- B. During the review and reporting period, the Open Data Coordinator should also make suggestions for improving the city's open data management processes in order to ensure that the city continues to move towards the achievement of the policy's goals.

APPROVED:



John Pinch
City Manager

ADMINISTRATIVE POLICY

City of Independence, Missouri



Number: AP-21-02

Effective Date: September 1, 2021

Open Records Requests

I. Purpose

It is the policy of the City of Independence to comply with Missouri State law, Chapter 610 RSMo as it pertains to open records requests. This policy is intended to ensure that all City departments are consistently following and applying the Missouri Sunshine Law and the Independence City Code as they pertain to open records requests.

II. Policy

The City shall follow the Missouri Sunshine Law as it pertains to accepting and processing open records requests.

A. Procedures

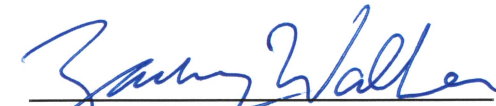
- All requests for public records should be immediately forwarded to the Custodian of Records in the City Clerk Department (cityclerk@indepmo.org) who will ensure that the request is appropriately logged.
 - Exceptions:
 - The Police Department may accept requests for individual reports at the window, as long as the request takes less than 15 minutes, and the forms for records are forwarded to the City Clerk Department at least every two weeks for tracking.
 - Municipal Court may accept and process Municipal Court requests in accordance with the Municipal Clerk Manual.
- The Custodian of Records will forward the request to the appropriate City Department which may best be able to provide the responsive records to the request.
- Staff shall respond to the Custodian of Records within three business days of receiving any open records request. Staff should provide at least one of the following within the three business days to the Custodian of Records:
 - The responsive records, unless the time for search and duplication exceeds 15 minutes.
 - A time estimate, if the time for search and duplication by staff exceeds 15 minutes. The time estimate shall also include a page count if physical copies are required to fulfil the request.

- Records shall not be pulled prior to payment being received.
- Once payment has been received on the request the Custodian of Records will advise staff to proceed with the request. Staff should provide the Custodian of Records an estimated date on when the records will be supplied.
- If the time estimated by staff is less than the actual time for search and duplication, staff will advise the Custodian of Records of the time difference, upon providing the records.

B. Fees

- All fees assessed for open records requests will be processed through the Custodian of Records in the City Clerk Department. No other department in the City shall collect fees for open records requests.
- Fees for staff time will be calculated by the Custodian of Records based on the time and page count estimate provided by staff.
- The hourly rate and per page printed costs charged by the Custodian of Records shall be set forth in the "Schedule of Fees" and shall not exceed the actual cost of document search and duplication and copies as provided by State law. Such fees may be reviewed annually by the Custodian of Records and may be adjusted to reflect current rates of pay.
- The Custodian of Records may furnish records without charge or at a reduced charge when the waiver of reduction of the fee is in the public interest because it is likely to contribute significantly to public understanding of the operation or activities of the City and is not primarily in the commercial interest of the requester.

APPROVED:


Zachary C. Walker
City Manager

ADMINISTRATIVE POLICY
City of Independence, Missouri



Number
Effective Date

AP-11-01
09/01/11

PAPERLESS PAY STATEMENT DISTRIBUTION

I. Purpose

Since March of 2009, the City has been offering to its employees the option of receiving their pay statement electronically through CityNet. This presents benefits to both the City and the employee. For the City, it reduces operating costs by reducing the number of pay statements which need to be printed, stuffed, sorted and distributed to departments. For employees, it allows convenient and easy access to current and past pay statements, and provides payroll information earlier than through the previous paper distribution system.

II. Procedure For Paperless Pay Statement Distribution

Effective after September 1, 2011 all employees (full-time and part-time) will be required to receive their pay statement electronically through CityNet. The CityNet system also allows employees the opportunity to provide an e-mail address and receive notification of when their pay statement is available for review. While the CityNet provides an historical record of pay statements, employees are encouraged to retain their own payroll history records for use in addressing personal financial transactions.

For those employees who do not have access to a computer, a department representative will be available to print and distribute pay statements as well as any informational enclosures that are included with the pay statement.

The final pay statement for terminated employees, and the pay statement for employees receiving a pay-out of accrued sick leave prior to termination, will be mailed to their address of record in the personnel system by the staff of the Finance Department.

APPROVED:

A handwritten signature in blue ink, appearing to read "Robert E. Heacock", is written over a horizontal line.

Robert E. Heacock
City Manager

ADMINISTRATIVE POLICY

City of Independence, Missouri



Number	<u>AP-98-01</u>
Replaces	<u>AP-97-01</u>
Effective Date	<u>01/23/98</u>
Revised Date	<u>12/03/07</u>

POLITICAL ACTIVITIES

I. Purpose

To provide guidance to City employees on political activities.

II. Policy If an Employee Becomes a Candidate for Election to any Political Office.

- A. The employee shall not use an official City title in the political campaign, and the employee's position shall not be used to affect the result of the election.
- B. The employee who becomes a candidate for City elective office must terminate City employment upon the filing of a nominating petition.
- C. The employee, if elected to a political office that is inconsistent, incompatible or in conflict with the employee's duties as a City employee, as determined by the Board of Ethics, must terminate City employment prior to being sworn into the elected position.

III. Restricted Activities for Employees.

- A. An employee may not:
 - 1. Solicit funds or receive contributions from other employees for any political purpose whatsoever, once being identified as an employee and having advised the soliciting employee to stop. Such solicitation must cease immediately and may not be reinitiated.
 - 2. Use any vehicle, equipment, materials, or other property of the City in the interest of or against the nomination or election of any candidate for any public office, or for any political purpose.
 - 3. Bring into the work place, nor place nor attach to any City vehicle or property any political bumper stickers, posters, buttons or pamphlets or other indicia.
 - 4. Wear buttons or other political campaign advertisements, slogans or other

- indicia on their clothing while on duty, or on a City uniform or part of a City uniform, whether on or off duty.
5. While utilizing City facilities, equipment or materials on or off duty, including break periods, or while wearing all or part of a City uniform, whether on or off duty:
- (a) Distribute campaign literature;
 - (b) Give, solicit or receive contributions or subscriptions;
 - (c) Promise or perform political services;
 - (d) Sign, circulate or receive petitions for or on behalf of or in opposition to any candidate for public office, constitutional amendment, referendum or similar issue.

IV. Political Affiliation/Support Is Not a Requirement of Employment.

No employee shall be required to participate in or contribute to any political campaign. An employee shall not be subject to direct or indirect political influence or coercion. Political affiliation or support is not a condition of employment with the City. Participation in otherwise permitted activities except for complying with State statutes allowing employees time off to vote in authorized elections, are prohibited when an employee is on duty, including break periods. Such activities are also prohibited on City property and at all times when an employee is wearing all or part of a City uniform.

V. Board of Ethics Opinion to be Sought Before Filing for Political Office.

All City employees filing for political office shall obtain an opinion from the Board of Ethics prior to being sworn into office, as provided in Section II.C above, declaring whether or not the position sought is inconsistent, incompatible or in conflict with the employee's duties as a City employee. The City Manager shall be given an opportunity to be heard at the meeting of the Board of Ethics.

VI. Violations Subject to Disciplinary Action.

Violations of any of the forgoing regulations by an employee shall be deemed conduct unbecoming of a City employee and shall be cause for disciplinary action pursuant to the Personnel Policies & Procedures Manual.

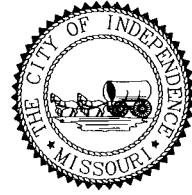
APPROVED:



Robert E. Heacock
City Manager

ADMINISTRATIVE POLICY

City of Independence, Missouri



Number	<u>AP-07-01</u>
Replaced AP-00-05	
Effective Date:	<u>03/17/07</u>
Revised:	<u>06/12/17</u>

SMOKE-FREE WORKPLACE

I. Purpose

As required by the Independence Clean Indoor Air Act of 2006 and to provide a healthy work environment for all City employees, the following Smoke-Free Workplace Policy has been adopted and shall apply to all buildings and vehicles owned or controlled by the City of Independence, subject to noted exceptions.

II. Policy

Smoking, including use of alternative nicotine devices (e-cigs), by employees and visitors is prohibited in all City vehicles, throughout all “enclosed facilities,” and within 25 feet of any door, openable window or air intake of any City building. Enclosed facilities means all spaces between a floor and ceiling which are enclosed on all sides by walls or windows (exclusive of doorways). The following are exceptions to this policy:


- The prohibition within 25 feet of any door, openable window or air intake shall not apply to the Silverstein Eye Centers Arena (19100 E. Valley View Parkway).
- Smoking shall be permitted on the east veranda of the Independence Police Headquarters (223 N. Memorial Drive).
- The City Manager or his designee may approve temporary exemptions to the 25-foot barrier for private special events at the Truman Memorial Building (416 W. Maple Avenue.)

Each department responsible for maintenance of a City building(s) will ensure that City-approved signage indicating no smoking/vaping in City buildings or within 25 feet of the entrance is posted. Additionally, departments will ensure that cigarette butt receptacles are no closer than 25 feet to any door, openable window or air intake of any City building covered by this policy.

III. Disciplinary Action

Employees who violate this smoking Policy will be subject to disciplinary action up to and including discharge.

APPROVED:



Zachary C. Walker
City Manager

ADMINISTRATIVE POLICY

City of Independence, Missouri



Number AP-17-01
Effective Date 10/16/17

SOCIAL MEDIA POLICY

I. Purpose

Social Media, defined as digitally-mediated tools that allow people to create, share or exchange information, ideas, and pictures/videos in virtual communities and/or networks, is a significant and growing part of modern life. The City of Independence endorses and encourages its departments to use Social Media as a way to communicate and collaborate with citizens, visitors, customers, employees, vendors and other partners; streamline processes and procedures; increase social and community awareness; provide two way, timely information exchange; and foster positive and rewarding interactions between government and those it serves. Official channels of Social Media usage have the potential to assist the City and its citizens in reaching their shared community outreach and governmental service goals. Off duty and personal use of Social Media by City employees can have a bearing on employees' ability to act in their official capacity and upon the City, no matter what steps are taken to separate personal items from the employment life. As such the City adopts this Social Media policy to help guide it, and its employees, in the use of current and future Social Media platforms. The policy consists of two parts: The first regards official use of Social Media by employees; the second concerns the potential issues that personal use of Social Media might engender.

II. Procedure

A. Official City of Independence Social Media

Departments are encouraged to adopt and use various Social Media platforms to assist and enhance their ability to serve the public. Departments or Divisions using Social Media should follow policies outlined below unless specific Department or Division guidelines have been approved by the City Manager's office. Questions regarding the use of official Social Media (including questions concerning fonts, formatting, logos, color schemes and graphics) should be directed to the Public Information Officer in the City Manager's Office. At a minimum, the following apply to all City Social Media:

1. Any Social Media account of the City of Independence or its departments or divisions, and any content posted thereon, remains the property of the City of Independence unless clearly stated as the work of another. Content generated for or on behalf of the City, its divisions or departments, is work for hire and remains the intellectual property of the City.

2. Official activity on the City's Social Media should be done from official accounts only, and not with or from users' personal accounts. Please see the Social Media Administrator Policy for details.
3. All Social Media accounts of or for the City and its departments or divisions should clearly identify the account as an official account of the City. Information regarding the City's signs, logos, insignia, color schemes and site branding can be obtained from the Public Information Officer. Care should be taken to ensure that the official communications of the City are clearly designated as such; activities raising confusion between official and private communications should be avoided, including the use of the City's signs, symbols, uniforms, insignia, equipment and other identifying marks outside of official Social Media communications.

B. Private Social Media Activities by City of Independence Employees

Employees are reminded that existing Personnel Policies & Procedures and other laws apply to individuals in the City's service. As Social Media is fundamentally the same as any other mode or method of expression, employees are encouraged to use the same informed discretion in their personal use of Social Media. Further employees shall abide by the following:

1. City employees may not post information to social media and networking sites for personal use during the work day, excluding lunch.
2. City employees are free to express themselves on Social Media sites to the degree that their speech does not impair working relationships of the City, impede their duties, impair relationships between co-workers, or negatively impact the public perception of the City.
3. As public employees, City staff must be cautious. Speech made during the work day or afterhours relating to their official duties (i.e. owes its existence to the employee's professional duties and responsibilities) is not protected speech under the First Amendment and may form the basis for discipline. City employees should assume their speech and related activities on social media will reflect upon their department and the City.
4. City employees shall not post, transmit, or otherwise share any non-public information to which they have access as a result of their employment without written permission from their Department Director or his/her designee.
5. City employees should be aware that they may be subject to civil litigation for publishing or posting false information that harms the reputation of another person, group or organization.

6. City employees should expect that any information created, transmitted, downloaded, exchanged or discussed in a public forum may be accessed by the City at any time without prior notice.

Employees should be familiar with provisions of the City's Personnel Policies & Procedures, including but not limited to **Article VII**, and specifically subsections H (Disciplinary Action) and I (Conflict of Interest). Any employee who holds a position covered by a collective bargaining agreement may have additional and/or superseding provisions as set out in the applicable work agreement or departmental policy, with which they should be familiar.

APPROVED:



Zachary Walker
City Manager

ADMINISTRATIVE POLICY
City of Independence, Missouri



Number AP-17-02
Effective Date 10/16/17

SOCIAL MEDIA ADMINISTRATOR POLICY

I. Purpose

This policy is intended to clearly explain and define the City of Independence's expectations for employees creating and maintaining social media accounts by City departments. Social Media is defined as websites, applications, or computer-mediated tools that enable users to create and share content or to participate in social networking. The use of social media account platforms by City departments will be to disseminate and exchange information and to engage with the citizenry.

Departments may formulate and enforce social media guidelines for their departments, so long as such rules do not conflict or supersede the provisions outlined in the **City of Independence Social Media Policy**.

The provisions in this document are not meant to govern the personal use of city employees on social media platforms. Employees will adhere to the City of Independence Social Media Policy.

II. Administrators

The Public Information Officer will be listed as the primary administrator on the social media accounts for the City of Independence. Before a department employee can be added as an administrator to a social media account, he/she must meet and be approved by the Public Information Officer. Each department must provide a list of administrators, editors, and moderators to the Public Information Officer.

The authority to post or publish on the City's official Social Media platforms can be terminated at any time and will be immediately terminated when separation from City service occurs.

Any content created and posted on the City's social media accounts remains the property of the City of Independence unless clearly stated as the work of another. Content generated for or on behalf of the City, its divisions or departments is work for hire and remains the intellectual property of the City.

Official activity on the City's Social Media accounts should be done from official City Accounts only, and not with or from users' personal accounts.

III. Creating a Social Media Account

The creation of all social media pages by city departments, divisions, or offices must be approved by the Public Information Officer. If a department, division, or office wishes to create a social media account it must:

1. Meet with the Public Information Officer to go over the Social Media Administrator Policy.
2. Complete the Social Media Account Application and show clear need for this new account as well as proposed content that will be shared.
3. Complete Social Media Training with the Public Information Officer which includes best practices for operation of a social media account.
4. Regularly attend External Communication Task Force meetings for updates, training and general communication.

IV. Updating of Pages

When creating posts on the City's social media accounts, each administrator/editor should primarily post about items related to the specific function of the departments and divisions. While social media is more conversational in nature, departments, divisions, and offices should use proper grammar when creating posts.

The Public Information Officer reserves the right to correct a post on any department, division, or office social media page at any given time.

V. Comments or Posts from Users

The City of Independence recognizes the important role social media plays in public communication. Citizens regularly share concerns, ask questions or report problems on social media platforms. The Public Information Officer and department page administrator will regularly monitor the accounts during regular business hours and share concerns with correct members of the department staff for response within one business day if not sooner. Administrators should monitor accounts over weekends and holidays for urgent concerns or requests.

As this is a public forum, there may be times when individuals share incorrect information or use inflammatory language. When possible, every effort to lead the citizen to a member of the City staff who can provide them the correct information should be made. If inflammatory language is used and if deemed absolutely necessary to remove a comment from a social media account, administrators must follow these steps:

- Contact the Public Information Officer to discuss situation.
- Administrator/editor should then document what content is being removed by capturing an image of the content.
- Finally, the account administrator should then share this information via email with the Public Information Officer for record purposes.

As a reminder, whenever possible social media accounts should have the profanity filter setting adjusted to the highest setting.

VI. Records Retention

City of Independence social media sites are subject to State of Missouri public records laws. By creating a social media account, the City of Independence has created a public forum. Any comments made by followers and administrators on said social media accounts are a public record. Thus, deleting any comments from a City sanctioned social media account would be the destruction of a public record. Therefore, administrators/editors of the City's social media accounts shall refrain from deleting any comments made by followers of their account. Also,

administrators shall refrain from banning /blocking followers of their account. Whenever possible, each department must have the profanity filter setting adjusted to the highest possible option.

However, when comments include language deemed unacceptable for public discourse (i.e. profanity, inflammatory, or contain personal information) they may be removed from public view.

Any content maintained in a social media format that is related to City business, including a list of subscribers and posted communication, is a public record. Content related to City business shall be maintained in an accessible format so that it can be produced in response to a request.

Any public disclosure requests must be directed to the City Clerk in the form of a formal public records request. Missouri state law and relevant City of Independence records retention schedules apply to social media formats and social media content.

VII. Advertising

The Public Information Officer and the City Manager support the use of social media advertising platforms to boost the engagement on content that is posted. Each advertisement campaign should be paid by the department, division, or office that the campaign is promoting. This includes any sweepstakes or giveaways conducted by City of Independence department social media accounts.

VIII. Security

With many social media pages across the city, departments, divisions, and offices should do all they can to eliminate the risk of a compromise to a specific page. Employees with access to city social media pages should change passwords quarterly to prevent their account from being compromised. Should a social media page be compromised or “hacked” it is the department, division, or office’s responsibility to:

1. Immediately remove the personal account linked to the department, division, or office account.
2. Contact the Public Information Officer
3. Archive (screenshot) the compromise and remove it from the social media page.

Each case of a compromised social media account is different. The Public Information Officer reserves the right to take over an account that has been compromised and follow the steps above depending on the severity.

IX. Social Media Meetings

Meetings for the External Communication Task Force will be conducted by the Public Information Officer. Employees who are granted access to the City’s social media accounts should be present for these meetings. If the administrator for the social media account from a department, division, or office cannot attend a meeting, they should send a representative to the meeting.

The External Communication Task Force is a group of employees who currently serve or have served as administrators of social media pages, serve as Departmental Liaison to the PIO or

have been asked by the PIO to provide insight from his/her Department.

X. Review of Social Media Pages

The Public Information Officer will periodically meet with each employee who is an administrator/editor to discuss the status of department related content being posted on the City's social media accounts, if there is more than one administrator/editor in a department, group meetings may be conducted. The Public Information Officer will be responsible for the coordination of these meetings.

XI. Contractors/Consultants/Media Buyers

Businesses or individuals who enter into a contract with the City or a Department thereof for marketing or media buying purposes will be held to the same standards as a City social media account administrator and will regularly communicate with the PIO as well as Departmental Liaison.

APPROVED:



Zachary Walker
City Manager

Acknowledgment of Receipt of Social Media Policy and Guidelines

I hereby certify that I have on this date received a copy of the Social Media Policy and Guidelines. I certify that I will read and abide by the provisions of the Social Media Policy and Guidelines and further understand, as indicated in the policy, that violation of the policy could affect my employment with the City.

Print Name: _____ Department: _____

Signature: _____ Date: _____



Social Media Account Application

Name

Department

Department Director

Name of social media platform

List of administrators for the account

Why do you want to create this social media page?

What is your intended audience?

What do you plan to post about on this social media page?

ADMINISTRATIVE POLICY

City of Independence, Missouri



Number AP-21-01

Effective Date 5/10/2021

TELECOMMUTING POLICY

I. Purpose

This policy allows the opportunity for the City and its employees to creatively work together to promote flexible work arrangements around telecommuting. The guidelines and requirements described in this policy are applicable to those city employees who are eligible to participate in this program.

The telecommuting program provides many positive benefits, and is intended to:

- Help reduce the workforce carbon footprint by allowing employees to reduce trips and share office space
- Increase employee morale by supporting employee work-life balance
- Help increase productivity by allowing employees to spend less time commuting to and from work, as well as traveling between meetings, and have greater flexibility in getting their job done
- Increase employee job satisfaction
- Attract and retain employees

II. Policy

Telecommuting is a voluntary work arrangement that is appropriate for some employees and some jobs but not all employees and all positions. No city employee is entitled to or guaranteed the opportunity to telecommute. By nature of the requirements and responsibilities of the job, certain categories of positions are ineligible for telecommuting. For positions eligible for telecommuting (see Section A below), whether a particular employee may telecommute is a decision made by taking into consideration an evaluation of the likelihood of the employee succeeding in a telecommuting arrangement and an evaluation of the supervisor's ability to manage remote workers.

Employees participating in the telecommuting program must be able to perform all their job duties as productively at an alternate work location as they do at their city work location. Employees participating in the telecommuting program should also not lower the level of service delivery for the participant's department. Telecommuting may also be considered on a case-by-case basis as a reasonable accommodation for qualified employees with disabilities.

All telecommuting employees perform essentially the same work that they would in their city work location in accordance with their same performance expectations and other agreed-upon terms. An employee's classification, compensation, and benefits will not change if the employee is approved for telecommuting. Employees who are approved for telecommuting will be required to sign a telecommuting agreement with the city, consenting to abide with this policy. Telecommuting agreements will be established for a specified amount of time and will be reviewed, modified and/or renewed as needed.

The city may establish telecommuting as a condition of employment, based on the city's business needs. In such cases, this requirement should be included when the position is advertised and in correspondence offering employment.

Telecommuting in an Emergency: The City may require certain employees to work remotely during an emergency. The Department Director will advise these employees of such requirements, and a telecommuting agreement may be prepared by the Human Resources Department and signed by the employee and Department Director. Minimum staffing requirements will also guide the ability to telecommute.

A. Eligible Positions and Employees

Supervisors, in consultation with the Human Resources Department, will analyze the nature of a position and how the work is performed to determine which positions are appropriate to designate or approve for telecommuting. Several factors should be considered in determining the feasibility of telecommuting, including the city's ability to supervise the employee adequately and whether any duties require use of certain equipment or tools that cannot be replicated at home.

Ineligible positions

Definition: Where a telecommuting arrangement would have a negative impact on service quality or city operations or increase workload for other employees. These are positions that because of the nature of the job responsibilities and duties requires certain equipment or tools, constant access to city resources or other team members, or perform front-line roles for customer service and citizen interaction; as such, remote working is unfortunately not available for these positions.

Examples: Police Officer, Firefighter, Dispatcher, Street Maintenance Worker, Park Maintenance Worker, Linemen, etc.

In Person/Remote working 25% to 75%

Definition: Job duties are such that some routine tasks and work activities are performed on an individual basis and do not require work in conjunction with other team members all the time but collaborating or interacting with other co-workers in person is required a certain amount of time. These positions can be allowed to work remotely as agreed to by their manager or supervisor. A stable connection to the internet and phone connection will be required when working remotely. Typically, a routine or set schedule will be utilized for the employee and the supervisor to communicate clearly on job expectations, performance and productivity requirements.

Examples: Tech Services support positions, Finance/Accounting staff, Human Resources staff, Administrative Assistants, Managers, Supervisors, etc.

Primarily working remote

Definition: Due to the nature of the job duties for these positions and the employees' ability to perform their job duties at any location, if they have a stable connection to the internet and phone connection, remote working almost exclusively may be available for these positions; in certain instances, they may be called upon to report in person as needed to attend in person meetings, Council meetings, etc.

Examples: Managers, Supervisors, Budget Manager, Tech Services positions, Human Resources staff, Administrative staff, etc.

If an employee in an eligible position requests approval for telecommuting, the supervisor, in consultation with the Human Resources Department, will determine whether the employee is eligible. Generally, the following conditions must be met to approve an employee for telecommuting:

- The employee has no active formal disciplinary actions on file for the current or immediately preceding review period
- The employee has demonstrated the ability to work productively on his/her own and is self-motivated and flexible

Supervisors must ensure that telecommuting decisions are made for appropriate, non-discriminatory reasons.

B. General Expectations and Conditions

Compliance with Policies: Employees must agree to comply with city rules, policies, practices and instructions and understand that violation of such may result in the termination of the telecommuting arrangement and/or disciplinary action, up to and including termination of employment. Employees who telecommute will be subject to the same policies as other employees, including policies relating to information security and data protection.

Hours of Work. The total number of hours that telecommuting employees are expected to work will not change, regardless of work location. The city also expects the same level of productivity from telecommuting employees that is expected from employees at the city work location. Telecommuting employees who are not exempt from the overtime requirements of the Fair Labor Standards Act (FLSA) will be required to record all hours worked in a manner designated by the city. Telecommuting participants may be required to work beyond the customary 40 hours per week to ensure successful completion of job responsibilities. City policies regarding overtime pay and the application of the FLSA rules will also apply to employees participating in the telecommuting program. For all hourly employees or FLSA non-exempt employees overtime work must be pre-authorized by the supervisor/manager. The actual time worked by the employee must be accurately recorded.

Telecommuting is not intended to serve as a substitute for child or adult care. If children or adults in need of primary care are in the alternate work location during employees' work hours, another person must be present to provide the care.

The operational needs of the City take precedence over an employee's telecommuting schedule. The telecommuting schedule shall be governed by the following guidelines:

- Telecommuting participants shall be as accessible as their on-site counterparts during their agreed-upon regularly scheduled hours of work. Participants shall be available for phone calls and/or electronic communication within the hour specified in the agreement and designated as the work schedule.
- Telecommuting participants agree to use their camera on a consistent and regular basis when participating in video chats and video meetings.
- Telecommuting participants are required to maintain communication with their supervisors during the employees regularly scheduled hours of work pursuant to the provisions of the telecommuting agreement.
- A telecommuting participant must agree to forgo working at an alternate work location if he or she is needed in the office or central workplace on a day regularly scheduled for remote work. On any specific date the employee should use good judgment on whether or not it is advisable to forego off-site work in order to be at the central workplace. If the department deems it necessary that the employee be required to come to the central workplace on a scheduled off-site workday, telecommuting program participant should be notified no later than the start of the shift for which the supervisor would like the employee to report to the central workplace, if feasible. If such notice is given, the employees work site on that day will be the central workplace. However, supervisors should strive to provide as much notice as possible. During an emergency, the supervisor may require the employee to report to the central workplace immediately.

Use of Leave:

Employees cannot use telecommuting in place of Family and Medical Leave. However, the city may determine whether or not it is appropriate to offer telecommuting as an opportunity for partial or full return to work based on the city's return-to-work policies following an injury or illness and the criteria normally applied to decisions regarding the approval of telecommuting.

Liability:

The city assumes no responsibility for injuries occurring in the employee's alternate work location outside the agreed upon work hours or for injuries that occur during working hours but do not arise out of and in the course of employment. The city also assumes no liability for damages to employee's real or personal property resulting from participation in the telecommuting program.

Workers' compensation coverage is limited to designated work areas in employees' homes or alternate work locations. Employees agree to practice the same safety habits they would use in the city's facilities and to maintain safe conditions in their alternate work locations. Employees must follow normal procedures for reporting illness or injury.

Work Environment:

The telecommuting participant's workstation is an extension of the city's workspace. Participants shall have a designated workspace approved by the city and maintained by the employee. This workspace must be maintained in a condition free from hazards and other dangers to the employee and the work equipment. This workspace is subject to inspections upon request to ensure that safe work conditions exist. If the city has deemed that the employee requires a modified workstation in his or her city work location, his or her home work station must be similarly modified. The participant will be responsible for any cost related to remodeling and set up the designated workspace.

Equipment, Materials, and City Information:

Telecommuting employees may use city-owned equipment only for legitimate city purposes. Telecommuting employees are responsible for protecting city-owned equipment from theft, damage and unauthorized use. The city will maintain, service and repair city-owned equipment used in the normal course of employment. The city will stipulate who is responsible for transporting and installing equipment, and for returning it to the central workplace for repairs or service. The telecommuting agreement may also permit employees to use their own equipment, provided the use of such equipment has been approved by the employee's department and the Tech Services department.

When employees are authorized to use their own equipment, the city is not responsible for the cost, repair or service of the employee's personal equipment, unless otherwise expressly agreed to in advance in the telecommuting agreement.

Employees must safeguard city information used or accessed while telecommuting. The city must grant permission according to city procedures for employees to work on restricted-access information or material, as defined by the city, at alternate work locations. Telecommuting employees must agree to follow city-approved security procedures to ensure confidentiality and security of data. Employees accessing the city's network must follow the guidelines set forth by the tech services department.

Costs of Telecommuting:

The city is not obligated to assume responsibility for operating costs, home maintenance, or other costs incurred by employees in the use of their homes as telecommuting alternate work locations.

- Unless otherwise indicated by the department expenses for long distance calls made out of the designated office locations will be the responsibility of the employee.
- Out-of-pocket expenses for supplies shall not be reimbursed unless prior approval by the department director or designee is obtained.
- All internet related expenses shall be the responsibility of the employee.
- Individual tax implications related to homework space modification shall be the responsibility of the employee.
- Employees expenses not specifically covered in this policy must be pre-approved by the employee's department director.

C. Telecommuting Agreement

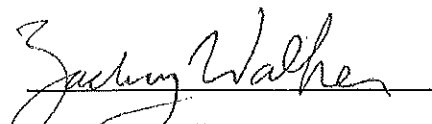
Telecommuting must be documented as approved through a telecommuting agreement. The telecommuting agreement establishes the specific conditions that apply to employees working in alternate locations. The telecommuting agreement must be approved by the Department Director, the employee's supervisor, and Human Resources.

A telecommuting agreement typically will be for a specified amount of time with renewable terms. Renewal is not guaranteed; the telecommuting arrangement, employee performance and other circumstances will be considered by the supervisor in determining whether to renew the agreement.

D. Enforcement; Complaints, Grievances, or Appeals

An employee who disagrees with a denial of a request to telecommute or any other action relating to this policy is encouraged to discuss the concern with his or her supervisor. If the discussion with the supervisor does not resolve the issue, an employee may request an informal review of a telecommute decision by the Human Resources Department.

APPROVED:



Zachary C. Walker

City Manager

City of Independence Telecommuting Agreement

This agreement should be completed by a supervisor and employee when discussing telecommuting arrangements. Approval of this agreement is subject to department director and human resources approval. This agreement may be modified at any time based on business needs, employee performance, or other factors that may alter the terms of this agreement. The intent of this agreement is to formally establish an understanding of the telecommuting policy, and to maximize the opportunity for a successful telecommuting assignment.

Name: _____ Department/Division: _____ Supervisor: _____

Remote Work Address: _____

Remote Work Phone: _____

Briefly describe the work area in your alternate work location _____

Work Arrangement

1. This telecommuting arrangement will begin on _____ and continues until _____. This agreement may be modified or cancelled at any time based on business needs or other factors.
2. This agreement does not change the parameters of the employee's employment with regard to their employment factors such as pay, benefits, and other related designations unless stated expressly within this agreement.
3. The employee and department acknowledge that this agreement will be evaluated on an on-going basis to ensure that the employee's work quality, efficiency, and productivity are not compromised by the telecommuting arrangement described herein.
4. The employee agrees to maintain a safe, secure, and ergonomic work environment and to report work-related injuries to their supervisor at the earliest reasonable opportunity. The employee agrees to hold the City of Independence harmless for injury to others at the alternate work location.
5. The employee is responsible for the following regarding their alternate work location under this agreement:
 - a. Providing space, telephone, printing, networking, and/or internet capability, and shall not be reimbursed by the city for these related expenses;
 - b. Protecting city-owned equipment, records and materials from unauthorized or accidental access, use, modification, destruction, or disclosure;
 - c. Reporting incidents of loss, damage, or unauthorized access of the equipment and materials to their supervisor at the earliest reasonable opportunity;
 - d. Returning city-owned equipment, records, and materials to the department at the request of their supervisor or within three (3) business days of the end of the telecommuting agreement;
 - e. Making equipment and materials available for inspection, repair, replacement, or repossession as needed.

Work Schedule

1. The employee is expected to work _____ hours per 40-hour workweek at their alternate work location and _____ hours per workweek at their standard work location.
2. The employee will work expected work hours at alternate work location on _____ and the remainder of the work hours at their standard work location.

3. The employee is _____ (exempt or non-exempt) and will continue to follow their current requirements for reporting leave and hours worked.

Work Expectations

1. While telecommuting, the employee will:
 - a. Remain accessible during the workday, between _____
 - b. Check in daily with their supervisor to discuss work priorities, goals, progress, and any other necessary information;
 - c. Be available for teleconferences, scheduled both routinely and on an as needed basis;
 - d. Be available to come into the office in a timely manner if a business need arises;
 - e. Request supervisor approval in advance of working any overtime hours (if employee is non-exempt); and
 - f. Request supervisor approval to use vacation, sick, or other leave in the same manner as when working at the employee’s regular work location.

Additional comments or details:

I certify that I understand all the information contained in this agreement. I understand my supervisor and/or Department Director may make on-site visits to the remote workplace for the purposes of determining that the site is safe and free from hazards, and to maintain, inspect, or retrieve City-owned equipment. The supervisor and/or Department Director must provide reasonable advance notice of an inspection and make inspections only during normal working hours. I understand that any erroneous, misleading, or fraudulent information is sufficient grounds for my preclusion from teleworking and/or disciplinary action, up to and including termination of employment.

_____	_____
Telecommuting Participant (Employee)	Date
_____	_____
Supervisor	Date
_____	_____
Department Director	Date
_____	_____
Human Resources	Date

ADMINISTRATIVE POLICY

City of Independence, Missouri



Number AP-15-01

Effective Date 03/02/15

Workplace Relationships /Nepotism

I. Policy

The City of Independence expects the highest ethical standards of all its employees and officials. Nepotism can create an opportunity for significant ethical issues such as favoritism, bias, and conflicts of interest, whether actual or perceived.

No employee shall appoint, employ or participate in a hiring decision involving an immediate family member, nor use his/her position to influence another City employee to hire a member of his/her immediate family. City employees shall not directly supervise an immediate family member. Immediate family members shall not be employed in the supervisory-subordinate relationship even if it results from marriage after the employment relationship was formed. Employees in the chain of hiring or discipline above the supervisor as herein defined, shall refrain (recuse themselves) from involvement in such hiring or discipline in any manner, directly or indirectly.

II. Purpose

To provide policy direction regarding the recommendations of employment and supervision of Immediate Family Members or a personal relationship between employees which appears to compromise authority, discipline, morale, poses a risk of conflict of interest, disrupts business or creates an unprofessional work environment.

III. Definitions

For the purpose of this policy: Immediate Family Members include the following:

1. By Blood: Parent, child, grandparent, grandchild, brother, sister, cousins, nieces, nephews, uncles, aunts, great grandchildren and great grandparents.
2. By Marriage: Husband, wife, stepparent, stepchild, father-in-law, mother-in-law, brother-in-law, sister-in-law, daughter-in-law, son-in-law, half-sister, half-brother
3. By Law: Guardianship relationships and adoptive parent/child relationships
4. Personal relationships: a romantic relationship between employees who date or cohabit, or a relationship between employees who engage in sexual activity, one with the other.

Administrative Policy – Relationships Affecting the Workplace/Nepotism

AP-15-01

March 3, 2015

Page 2

Supervisor: An employee with any of the following responsibilities:

- Responsible for, or effectively contributes to, employee's performance appraisal
- Issues low level discipline (oral and documented oral counseling)
- Recommends higher level discipline
- Responds to Step 1 grievances
- Accountable for employee's time (i.e. schedule and/or timesheet approval)

APPROVED:



Robert E. Heacock
City Manager



Number AP-99-02

Effective Date 04/12/99

Revised Date 10/1/2016

WORKPLACE VIOLENCE

I. Policy

The City of Independence will strive to provide all employees a work environment that is safe and free from violence. Violent outbursts, intimidation, threats, harassment, bullying, or other forms of abusive, aggressive, or disruptive behavior will not be tolerated or excused. Such behavior is a violation of Personnel Policies and Procedures Article VII(H)(2)(s). Unless specifically authorized and work-related, possession of a weapon capable of causing bodily injury is prohibited on City property in accordance with Personnel Policies and Procedures Article VII(H)(2)(r). Violations of this policy will be treated with severe disciplinary action up to and including termination from employment.

Each employee deserves to be treated with dignity, respect, and fairness. Violence or threats of violence by or against any City of Independence employee, citizen or property, at any level, will not be tolerated.

II. Purpose

To provide a work environment that is safe and free from violence. The City of Independence, including its employees, supervisors, managers, and administrators, firmly commit to providing a safe workplace and reducing the potential for work-related violence.

III. Definitions

Workplace Violence - Any act or threat which causes a reasonable employee to feel intimidated, harmed or concerned about potential harm. Such acts or threats can be from other employees or the public.

City Property - A property, building or a portion of a building of which the City is the owner. A work site or any place an employee is performing the essential functions of his or her duties. The term includes city offices space in a leased facility, fire stations, city vehicles, parking lots, recreation centers, parks, ball fields, and swimming pools.

Physical and Verbal Behaviors - A threat of violence (implicit or explicit) or violent acts in or on a City facility. This includes any injury, death, serious accident, illness, or felony-crime occurring as the result of violence in the workplace.

IV. Responsibilities of the Human Resources Department

A. Provide advice and assistance to employees, supervisors, and managers regarding

employee conduct issues, interpretation of this policy and applicable personnel rules, conflict resolution mediation, and training.

- B. Ensure that the Director of Human Resources, the Department Director of the affected department(s) and the Law Department are made aware of any allegations of workplace violence.
- C. Work closely with the involved department(s) to investigate and resolve the allegations of workplace violence.
- D. Report immediately to the Police Department any allegations constituting a violation of law (See section on reporting threats).
- E. Brief the appropriate Department Director or his or her designee on the conclusion of the investigative report and recommend appropriate disciplinary action.
- F. Maintain a complete file of the incident in a central file located in the Human Resources Department.

V. Responsibilities of the Department Director

- A. Department directors will promote a safe workplace and must not condone any violent, aggressive, or disruptive behavior exhibited or threatened by any employee. All reports of violent behavior must be taken seriously.
- B. Department directors will inform staff members of the City's policy on workplace violence. Threats of violence, or other abusive, aggressive, or disruptive behavior in any form will not be tolerated in the workplace and must be immediately reported to the Human Resources Department.
- C. Directors, managers, and supervisors will be knowledgeable about the services available through the Human Resources Department and must make appropriate and timely referrals for assistance in resolving incidents that involve the possession of weapons, threats or other abusive, aggressive, or disruptive behavior.
- D. Department directors will insure that supervisors and managers are aware of procedures for referring employees to the Employee Assistance Program (EAP). Directors, managers, and supervisors must make appropriate and timely referrals for assistance to employees who threaten or engage in violence or other forms of abusive, aggressive, or disruptive behavior or to those who are threatened or victimized.
- E. Department directors will develop department plans and procedures for promoting employee safety and protection of City assets in the event of an incident or threat. The plan must be posted in a common employee area at every work site. The Human Resources Department will assist in developing departmental plans. Plans should be reviewed periodically with all department personnel.

VI. Responsibilities of Management and Supervisors

- A. Supervisors and managers should be aware of changes in employee behavior patterns which exhibit the potential for workplace violence or disruption. Such changes should be addressed in private counseling sessions with the employee. All such behavior or actions must be documented by the supervisor or manager for the record and included in the employee's personnel file.
- B. All reports of violence in the workplace will be taken seriously. Supervisors and managers have the responsibility of reporting threats or acts of violence to the department director so that proper action may be taken. Supervisors and managers must keep the director informed of all developments relating to incidents. Failure to

- do so may result in disciplinary action being taken against the manager or supervisor.
- C. Threats or potential violent situations from the public should be immediately reported to the Police Department.
 - D. The supervisor must not require an employee to deal with a client known to have a violent behavior without the assistance of the Police Department or other qualified persons.

VII. Responsibilities of Employee

- A. No employee, at any level, shall possess a weapon on City property (unless specifically authorized and work related) or engage in threats, violent expressions of emotion, intimidation, bullying, harassment or other abusive, aggressive, or disruptive behaviors against City of Independence employees, citizens, or property.
- B. All threats, including those made jokingly, will be taken seriously. Employees engaging in this type of behavior will be subject to disciplinary action up to and including termination.
- C. Any employee or supervisor who becomes aware of a threat made by another employee and has observed one or more of the following behaviors from an employee should contact his or her immediate supervisor.
- D. All employees have a responsibility to act upon any event or occurrence that may indicate a need for help and assistance of another employee who has displayed an indicating signal that help is warranted.

Early Warning Signals are:

1. Intimidation of others. (This can be physical or verbal intimidation. Harassing phone calls and stalking are obvious examples.)
 2. Disregard of the safety of co-workers.
 3. Paranoid behavior. Perceiving that the whole world is against them.
 4. Moral righteousness and believing the organization is not following its rules and procedures.
 5. Unable to take criticism of job performance. Holds a grudge, especially against a supervisor. Often verbalizes hope for something to happen to the person against whom the employee has the grudge.
 6. Obsessive involvement with the job, often with uneven job performance and no apparent outside interests.
 7. Extreme interest in semiautomatic or automatic weapons and their destructive power to people.
 8. Fascination with incidents of workplace violence and approval of the use of violence under similar circumstances.
 9. History of violent behavior.
 10. Expression of extreme desperation over recent family, financial or personal problems.
- E. Employees should not excuse, cover for, or protect a co-worker who threatens or commits a violent act against another person or property; doing so may result in disciplinary action being taken against the employee.

- F. Employees should not try to handle a violent or potentially violent incident on their own for safety reasons. Employees who are aware of threatening, abusive, aggressive, or disruptive behavior by anyone should promptly report such activity to their immediate supervisor or the Human Resources Department.
- G. If an employee has a protective order against another individual, or if the employee has a personal situation outside the workplace which has the potential for violence in the workplace, the employee must notify their supervisor, or other person in authority. The employee should provide the name and description of the individual, and give as much detail about the situation to enable the supervisor to be prepared should a potentially violent situation occur.
- H. No employee acting in good faith, who reports violent behavior or an act of violence, will be subject to retaliation or harassment based upon their report.

VIII. Reporting Imminent Threats

Reporting imminent threats and/or acts of violence, an employee should first secure his or her own safety, then:

- A. Notify the Police Department by dialing 911 for threats or incidents in progress. If you normally dial nine to reach an outside line, you must dial 9-911.
- B. Notify your immediate supervisor. If, however, the immediate supervisor is the alleged offender, the employee should report the incident directly to the next higher level of supervision. The employee should be prepared to describe the exact location of the incident and provide a comprehensive description of the violent or threatening employee, or citizen; or
- C. Notify the Human Resources Department or a Employee Assistance Program (EAP)) at 800-466-8282, who will inform management of the situation if the employee is uncomfortable making the report.
- D. Employees who are threatened, assaulted, or attacked while on official duty in the field (not at a City facility) should immediately report such incidents to the Police Department and their immediate supervisor. Timely reporting of the incident will allow for the appropriate investigation and follow-up procedures to be implemented.

IX. Reporting Non-Imminent Threats

- A. If the threat is not immediate, the employee should report the incident either verbally or in writing to his or her immediate supervisor, higher level of supervisor, or the Human Resources Department, as soon as practical.
- B. Notify the Human Resources Department by submitting a copy of the report.

X. Investigation

All verbal or written allegations of workplace violence will be taken seriously and handled in a prompt manner. Once an incident involving workplace violence has occurred or an allegation of workplace violence has been made, the person receiving the complaint will notify his or her immediate supervisor and the Human Resources Department. The supervisor will make the appropriate notifications within the chain of command. The Human Resources Department

will coordinate the investigation.

- A. Notify the Human Resource Department immediately upon becoming aware of the incident and seek guidance and assistance in investigating the allegation.
- B. The employees must not suffer retaliation for allegations or participating in an investigation.
- C. Conduct interviews with the complainant, the accused, persons suggested by either of these parties, and any other person believed to be reasonably knowledgeable of the circumstances of the allegations.
- D. Review personnel files of the complainant and of the accused to determine their involvement in similar prior incidents.
- E. Give the accused an opportunity to respond to allegations before taking disciplinary action.
- F. When warranted, take remedial and/or disciplinary action against employees with a substantiated charge of workplace violence ranging from a written or documented oral apology to formal reprimand, suspension (with or without pay), transfer, demotion, or discharge.
- G. Individuals who make false and malicious allegations of workplace violence will be subject to disciplinary action in accordance with Personnel Policies and Procedures Article VII(H)(2)(q).
- H. Personnel actions and investigations are CONFIDENTIAL.

Depending on the severity of the incident, the employee accused of misconduct may be placed on suspension with or without pay during the investigation pursuant to Personnel Policies and Procedures Article VII(H)(3)(d).

APPROVED:

**ZACHARY WALKER
CITY MANAGER**

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Acknowledgement of Receipt of Notice of Workplace Violence Policy

I hereby certify that I have on this date received a copy of the Administration Policy AP-02 on Workplace Violence. I certify that I will read and abide by the provisions of this policy and further understand, as indicated in the policy, that a violation of such, will be treated with severe disciplinary action up to, and including termination.

Print Name: _____

Department: _____

Signature: _____

Date: _____