

**2023**

# The Keller Pointe Policies and Procedures Manual

The Keller Pointe

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## Table of Contents

<b>Welcome</b> .....	<b>4</b>
<b>Vision</b> .....	<b>4</b>
<b>Mission</b> .....	<b>4</b>
<b>Important Phone Numbers</b> .....	<b>4</b>
<b>Useful Phone Numbers</b> .....	<b>4</b>
<b>Department Organizational Chart</b> .....	<b>5</b>
<b>Program Information</b> .....	<b>6</b>
<b>Facilities</b> .....	<b>6</b>
Amenities.....	6
Eligibility .....	6
Hours of Operation .....	7
<b>Employment Information</b> .....	<b>7</b>
Staff Positions .....	7
Customer Service .....	7
Recreation.....	7
Aquatics .....	8
<b>Administration</b> .....	<b>8</b>
Code of Ethics.....	8
Confidentiality of Information .....	8
Dress Code .....	9
Food and Eating at Work .....	10
The Keller Pointe Membership.....	10
Employee Disciplinary Procedures.....	10
Disciplinary Procedures.....	10
Acts Constituting Disciplinary Action .....	11
Shift Substitute Procedure.....	12
Attendance Policy and Tardiness.....	12
Significant Incident Log.....	14
Resignation.....	15
Termination.....	15
Mobile Communication Devices .....	15
Electronic Communications .....	15
Request for Public Disclosure of Electronic Records... ..	19
Gift Policy.....	19
Inclement Weather .....	19
Political Activities.....	20
Smoke-Free Workplace Policy .....	20
Drug-Free Workplace .....	20
Drug-Free Workplace After Hours Procedure .....	20
Use of City Equipment .....	29
Use of City Owned Vehicles .....	29
Use of City Purchasing Card .....	29
Harassment .....	30
Violence in the Workplace.....	33
Whistleblower Act .....	35
ADA Amendments Act (ADAAA) of 2009.....	35
Nepotism .....	36

Breast- Feeding Employees .....	38
Arrests and Confinements .....	38
Military Leave .....	39
<b>Check Distribution Policy .....</b>	<b>39</b>
Accounts Payable.....	39
Payroll.....	39
<b>Risk Management .....</b>	<b>40</b>
<b>Emergency Action Plan (EAP) .....</b>	<b>42</b>
Emergency Procedures .....	43
<b>Child Abuse Prevention.....</b>	<b>45</b>
<b>Code Adam .....</b>	<b>46</b>
<b>Employee Responsibilities.....</b>	<b>47</b>
Customer Service .....	47
Telephones .....	47
Maintenance and Custodial Services .....	48
<b>General Use Policies.....</b>	<b>48</b>
Appropriate Attire.....	48
Equipment Checkout .....	48
Facility Reservations .....	48
Food and Drink.....	49
Daily Use Lockers .....	49
Lost and Found .....	49
Registration and Fees.....	49
Program Registration.....	49
Program Refund Procedure .....	50
Issuing Annual Members Cards.....	50
Gymnasium Rules and Regulations .....	50
Fitness Center Rules and Regulations .....	52
Track Rules and Regulations .....	52
Stay-N-Play Rules and Regulations.....	52
Indoor and Outdoor Pool Rules and Regulations .....	53
Hot Tub Rules.....	53
Aerobic Room .....	53
<b>Administration Policies .....</b>	<b>54</b>
Mail Room Procedures.....	54
Signage Postings .....	55
Deposit Transport Procedure.....	55
Operating Procedures.....	55
<b>Administrative Forms Index .....</b>	<b>56</b>
General Forms .....	56
Risk Management Forms .....	56

## **Welcome**

This employee manual is designed to give you information needed to begin your employment with The Keller Pointe. You will also be required to participate in training, periodic in-services, meetings and keep up to date on policy and procedure information.

The Keller Pointe provides a valuable service to the community. You are an extremely important part of this service through your daily interaction with our customers.

### **Vision**

To be recognized in the recreation industry as a fiscal and operational leader with a first-class facility achieving continuous growth.

### **Mission**

The Keller Pointe exceeds community expectations and achieves fiscal success by providing unprecedented service and award-winning programs.

### **Important Phone Numbers**

The Keller Pointe Manager	817-743-4301
Building Operation Supervisor	817-743-4305
Accountant	817-743-4364
Administrative Secretary	817-743-4300
Recreation Supervisor	817-743-4304
Recreation Specialist	817-743-4308
Customer Service Supervisor	817-743-4314
Aquatics Supervisor	817-743-4309
Aquatics Specialist	817-743-4320
Group Exercise Coordinator	817-743-4303

### **Useful Phone Numbers**

Parks and Recreation	817-743-4050
The Keller Pointe Main Number	817-743-4FUN (4386)
The Keller Pointe Front Desk # 1	817-743-4310
The Keller Pointe Front Desk # 2	817-743-4311
The Keller Pointe Lifeguard Headquarters	817-743-4321
Stay-N-Play	817-743-4341
Concession Stand	817-743-4324
Ticket Booth	817-743-4325
Manager on Duty	817-743-4312

Fitness and wellness programs are designed to provide education and assist participants in developing a healthy lifestyle. Programs include: seminars, incentive programs, fitness assessments, group exercise classes, personal training, and special events.

### **Open Recreation**

Facilities are available for informal, unstructured use when not scheduled for programmed activities. Activities include, but not limited to: resistance training, cardiovascular exercise, basketball and volleyball.

### **Aquatics**

Activities are offered at the indoor and outdoor pools. Activities include: lap swimming, water aerobics, swim lessons for a variety of levels and family programming. The outdoor pool is open from Memorial Day to Labor Day, weather permitting. The indoor pool is open year-round.

### **Special Events**

Special events are generally one-day events or tournaments. Examples of Special Events include: Holiday Events, Doggie Dunk, and Pumpkin Splash.

### **Programs**

Programs include organized youth and adult athletic leagues and clinics, swimming lessons, lifeguarding classes, sports camps, adventure camps, martial arts, dance, etc.

## **Facilities**

### **Amenities**

The Keller Pointe offers: A gymnasium with two full courts, elevated indoor track, locker rooms, activity room, Stay-N-Play room, resistance machines and free weights, cardiovascular exercise equipment, aerobics room, multi-purpose meeting rooms, and a catering kitchen.

Indoor Leisure Pool: Three lap lanes, 150-foot triple loop water slide, vortex and current channel, zero depth entry, children's play structure, relaxation spa, party room, full service concession stand, and locker area.

Outdoor Leisure Pool: Two 150-foot water slides (one open flume, one enclosed flume), splash pad, vortex and current channel, zero depth entry, interactive water playground, wet deck, outdoor showers/restrooms/changing rooms, concession stand, party pavilion, ticket booth.

### **Eligibility**

All members are required to show their membership card, finger-scan or have the Customer Service Desk or Ticket Booth employees verify membership by member's name upon entering The Keller Pointe. Guests must have a membership or Daily Guest Pass. They must show their driver's license and/or tax information to verify they live within Keller city limits to receive a resident rate (property taxes must be paid to City of Keller. Keller ISD taxes do not apply). To ensure that they are Keller residents, check the residency book and/or the city map internet site. If the address is not listed in the residency book or on the [www.tad.org](http://www.tad.org) website, the non-resident rate applies.

## Hours of Operation

Monday- Thursday	5:00 AM-10:00 PM
Friday	5:00 AM- 9:00 PM
Saturday	7:00 AM-8:00 PM
Sunday	10:00 AM-6:00 PM

### Indoor Leisure Pool (When KISD is in session)

Monday-Friday	Lap Swim	5:00 AM-12:00 PM, 4:00 PM-8:00 PM
Monday-Friday	Open Swim	4:00 PM-8:00 PM
Saturday		12:00 PM-8:00 PM
Sunday		12:00 PM –5:30 PM

### Indoor Leisure Pool (Memorial Weekend through Labor Day)

Monday-Friday	Lap Swim	5:00 AM-12:00 PM
Monday-Friday	Open Swim	12:00 PM-8:00 PM

### Outdoor Leisure Pools (Memorial Day Weekend through Labor Day)

Monday-Friday	12:00 PM-7:00 PM
Saturday	12:00 AM-8:00 PM
Sunday	12:00 AM-5:30 PM

### Holiday Hours

Labor Day	8:00 AM-8:00 PM
Day After Thanksgiving (Friday)	8:00 AM-8:00 PM
Christmas Eve	8:00 AM-2:00 PM
New Year's Eve	8:00 AM-4:00 PM
New Year's Day	10:00 AM-6:00 PM
Memorial Day	8:00 AM-8:00 PM
Fourth of July	8:00 AM-8:00 PM

### Holiday Closings

Easter  
Thanksgiving Day  
Christmas Day

## Employment Information

### **Staff Positions**

#### **Customer Service**

Customer Service Assistant – Responsible for providing a positive member experience and exceptional customer service to members, guests, vendors and customers.

Customer Service Representative I - Responsible for Program and Membership registrations as well as answering incoming inquires either by telephone or in person. The Customer Service Representative I helps create the first and last impressions of The Keller Pointe experience for Members and Guests.

Customer Service Representative II - Serves in the capacity of Manager on Duty and assists Customer Service Representatives with program and pass registrations. Also serves as point for escalated customer inquiries and comments. As with our Customer Service Representatives, it is also the responsibility of the Customer Service Representative II to help create the first and last impressions of The Keller Pointe experience for Members and Guests.

### **Recreation**

Recreation Assistant- Responsible for creating a warm, welcoming, safe, secure, and entertaining environment for The Keller Pointe members and guests by providing excellent customer service, keeping accurate records, and assisting and monitoring recreation programs, activities, events, and athletics.

Childcare Attendant- Responsible for providing a fun, engaging and safe environment for children of Members and Guests in the Stay 'n' Play Center.

Recreation Coordinator - Assists in implementation, coordination and supervision of The Keller Pointe recreation programs, day camps, activities, events, and athletics. This is accomplished by assisting in the day-to-day operations of recreation programs/athletics, interacting with program participants, developing schedules, submitting orders for supplies and equipment, assisting in promoting events and ensuring the readiness of facilities. Other duties include administrative support, on-site supervision and instruction of programs and or athletics.

Summer Camp Counselor – Responsible for assisting in the coordination, monitoring and instruction of the summer day camp programs, activities, events, and athletics.

Summer Camp Coordinator – Responsible for managing the coordination, monitoring and instruction of the summer day camp programs, activities, events, and athletics.

### **Aquatics**

Lifeguard- Responsible for assisting in supporting and enforcing the rules, regulations, and safety of the pool facility within the lifeguard certification. The primary responsibility of the lifeguard is the safety of the guests. Lifeguards are responsible for keeping themselves physically fit and their rescue skills at audit quality levels.

Head Lifeguard- Oversee the lifeguards and their duties. Ensure the safety of the pool facility and general upkeep. Work with the public to achieve high customer service standards. Responsible for assisting in supporting and enforcing the rules, regulations, and safety of the pool facility within the lifeguard certification. Head Lifeguards are responsible for keeping themselves physically fit and their rescue skills at audit quality levels.

## **Administration**

### **Code of Ethics**

All employees shall demonstrate and be dedicated to the highest ideals of honor and integrity in all relationships related to his/her employment with the City in accordance with, but not limited to the Ethics Policy and the City of Keller Charter. Employees shall conduct themselves in an ethical manner at all times in order to merit the respect, trust, and confidence of others. Should a situation arise that the employee feels is not in accordance with the City's expected behavioral standards and/or ethical

business practices, the City urges the employee to discuss the matter with his/her supervisor, his/her department head, or the Human Resources Director. Every effort shall be made to resolve such conflict situations in a timely and ethical manner.

### **Confidentiality of Information**

During the course of employment with the City of Keller, employees may have access to personal information about current and former employees, Keller citizens, businesses, job applicants, such as addresses, telephone numbers, date of birth, protected health information (PHI) and other information that is to be considered confidential and/or HIPAA protected. No confidential information related to City business or other employees should be divulged to anyone, including media, without approval of the department head, who shall confer with the City Manager or City Attorney to ensure compliance with the Texas Open Records Act, or other applicable laws.

Requests for employee information, job references, job questionnaires etc. must be referred to the Human Resources Department.

### **Dress Code**

The employees of The Keller Pointe Recreation and Aquatic Center are expected to present a positive and professional image to fellow employees and the public. Along with professional dress, employees will maintain proper hygiene and grooming. Employees will not use products or perfume that, due to their fragrance, cause discomfort to others. Items that will not be allowed are: jewelry/piercings in visible body parts other than the ear, disruptive/extreme hairstyles, and baseball caps other than City issued or part of the employee's uniform. Hair color outside of natural tones is allowed as long as the employee keeps it clean, combed and neatly arranged. Beards and mustaches shall be kept clean and neatly trimmed.

1. Staff shirts will be provided for easy identification by the public.
  - a. Staff shirts may not be altered or disfigured in any way.
  
2. Khaki or Black pants/capris/shorts will be worn.
  - a. Dress or casual pants may be worn.
  - b. No spandex, athletic, or yoga pants.
  - c. Pants/capris/shorts with holes or frays prohibited.
  - d. Cargo shorts prohibited.
  - e. Cut off shorts prohibited.
  - f. Shorts must be of an appropriate length. Short length will fall under the fingertip rule (i.e. the end of the shorts must reach the ends of the person's fingertips when they hold their hands straight down).
  
3. Dress shoes or tennis shoes may be worn.
  - a. Open toed shoes are prohibited.
  - b. Tennis shoes may not have holes.
  
4. Casual Fridays – Solid color blue/black/khaki jeans may be worn.
  - a. Holes, frays, stains, or inappropriate markings are prohibited.



- b. All jeans must be hemmed.
- c. Faded jeans are prohibited.

Note of exception:

1. Maintenance staff may wear appropriate jeans every day.
2. Fitness instructors may wear appropriate fitness attire.
3. Lifeguards may wear open toed shoes in the pool area.

**Be familiar with departmental policies and procedures. For clarification on any policies see your immediate supervisor.**

### **Personal Appearance**

All employees, regardless of work location and degree of public contact, are expected to maintain an overall professional appearance and demeanor, which reflects a favorable image of the City service, as his/her position requires. It shall be the responsibility of the department/division head to dictate and enforce specific standards of dress and appearance, as outlined in the City dress code policy.

### **Food and Eating at Work**

Eating is not permitted at workstations (except for staff working full day camp). If you need to eat during your shift, do so away from customer interaction. Have another employee cover your workstation while you take your break to eat at designated break areas or outside. A fifteen (15) minute break is encouraged for those working over 4 hours and those 8 hours or more an unpaid lunch/dinner break of thirty (30) minutes. No eating or drinking is allowed in the Customer Service Desk, Fitness Floor, Stay N Play, Gymnasium, or Pool Deck areas.

### **The Keller Pointe Membership**

Upon hire, employees of The Keller Pointe are eligible for an adult membership at The Keller Pointe as long as they are active employees.

### **Employee Disciplinary Policy**

The City of Keller is an at-will employer and reserves the right to dismiss an employee without progressing through disciplinary steps at any time the City of Keller determines that continued employment of an employee is not in the City of Keller's best interest.

In every situation where disciplinary action is taken, the action taken should be in line or specifically related to the specific offense or violation for which it is intended, and should take into consideration the specific situation and the previous performance record of the individual involved.

- Disciplinary action may result if an employee fails to fulfill employment responsibilities.
- Anytime an employee has a written counseling statement, all documents related to the incident become part of their personnel file.
- Decisions related to future employment and assignments may be affected by past performance.
- If an employee feels he/she has been treated unfairly in this process, he/she may meet with the Manager of The Keller Pointe or the Director of Human Resources.

### **Disciplinary Procedures**

Every disciplinary action taken shall be recorded to provide documentation that rules are enforced equitably and in accordance with stated policy, without regard to race, sex, color, national origin, age, disability, religion, veteran's status, or genetics. Prior to the dismissal, demotion, or suspension without pay the employee shall be provided with written documentation stating the reasons for the discipline in sufficient detail to enable the employee to respond as well as the type of action to be taken.

The written disciplinary action, along with the documentation/information listed above, will be presented to the employee. The employee will then be given an opportunity to respond to the allegations. If disciplinary action is given, the employee may request a meeting with TKP Manager, the Human Resources Director and/or the Department Head to discuss the action.

Any disciplinary action involving time off, reduction in pay, or termination must be addressed through Human Resources prior to taking action. The Human Resources Director will review the documentation before any disciplinary action is given.

### **Acts Constituting Disciplinary Action**

Disciplinary action may be taken against an employee for act(s) constituting unsatisfactory behavior or conduct relative to inadequate job performance and fitness for public employment. These acts include, but are not limited to the following:

- Insubordination
- Unsatisfactory performance/inability to fulfill duties and responsibilities of the position
- Failure to meet the City of Keller's Core Values; Excellence, Integrity, Service, Creativity and Communication
- Absence without leave, job abandonment, including failure to notify a supervisor of sick leave
- Repeated tardiness or early departure
- Endangering the safety of other persons through negligent or willful acts
- Intoxication or drug abuse while on duty
- Unauthorized use of public funds or property
- Conviction of a felony
- Falsification of documents or records
- Unauthorized use of official information or unauthorized disclosure of confidential information
- Conviction of official misconduct
- Unauthorized or abusive use of official authority
- Incompetence or neglect of duty
- Engaging in outside employment that interferes with the performance of duties for the City
- Any other action that impairs the performance of others
- Possession of a firearm/illegal weapon on City premises
- Threatening/fighting with fellow employees
- Fraudulent timekeeping
- Gross safety rules/practices violations
- Positive drug test
- Theft
- Unauthorized use of telephones, mail system, or other City-owned equipment
- Smoking in prohibited areas
- Sexual or other unlawful harassment or unlawful discrimination

- Violation of any of the provisions of this Handbook

### **Timeliness and Attendance**

Employees are to be punctual in maintaining work hours, keeping appointments, and meeting schedules for completion of work. The department head or his/her designee shall establish work schedules and maintain daily employee attendance records.

### **Shift Substitute Procedure**

It is the responsibility of the employee to cover his/her shift. To avoid last minute changes, find a substitute in advance. Please follow these guidelines:

- The person covering your shift must hold the same job title (i.e. Customer Service Rep for Customer Service Rep), unless otherwise approved by the supervisor.
- Log in to [WWW.WHENTOWORK.COM](http://WWW.WHENTOWORK.COM) and post your position to the Tradeboard for pickup.
- Substitute must pick up the shift from the [WWW.WHENTOWORK.COM](http://WWW.WHENTOWORK.COM) Tradeboard in order for the shift to be considered covered.
- If you post a position to the Tradeboard, you must make sure that it is picked up or the trade will not be in effect and you will be subject to The Keller Pointe Attendance and Tardiness Policy if the shift is not covered.

## **Attendance and Tardiness Policy**

### **Attendance and Punctuality**

Employees are required to be at their workstations, on time, every day, as scheduled in accordance with the established working hours for their respective work units. On a posted schedule, the employee is responsible for working or finding supervisor approved coverage their shift unless they have received official time off approval by their supervisor. Only Full-Time division supervisors are authorized to change a posted schedule. Any shift that the employee does not work or cover that they have not received official approval for time off by their supervisor is subject to additional disciplinary action up to and including termination. The examples given in this policy are not an exhaustive list and any questions should be discussed with your supervisor prior to absence in order to achieve the most success by the employee.

### **Excessive Absenteeism**

Employees are required to be at their workstations, on time, every day, as scheduled in accordance with the established working hours for their respective work units. The supervisor shall monitor, counsel, and/or follow established Human Resources disciplinary guidelines for employees who demonstrate excessive absenteeism. (Examples of excessive absences; more than one absence on days off where time off was not approved and/or not requested, more than one unapproved absence on or around peak usage working hours, more than one absence around holidays without approved time off, and/or any combination of multiple examples, etc.)

### **Time-Off Requests**

Employees may request time off, all time off requests by part-time/seasonal employees are unpaid. An employee must submit a Time-Off Request to their supervisor no less than two (2) weeks in advance for consideration. Submitting a Time-Off Request does not indicate that the employee has been approved for their request. An employee whose Time-Off Request is approved will received official notification of the approval from their supervisor. An employee whose request has been denied will also receive notification and will be responsible for working or finding supervisor

approved coverage to work the shift(s) they have requested off. Until the shift(s) are reassigned by the supervisor, the employee is responsible for reporting for duty.

### **Holiday Time Off**

The Keller Pointe is open all year round and only closed on Easter Sunday, Thanksgiving Day, and Christmas Day. Part-Time/Seasonal employees are not eligible for paid or unpaid Holiday Time Off unless approved by their supervisor through the Time-Off request process and will be unpaid. Due to peak usage hours occurring around holidays The Keller Pointe has created Black Out days where time off is not approved and/or only approved in limited availability. Black Out days include: Labor Day Weekend, Day After Thanksgiving (Friday), Christmas Eve, New Year's Eve, New Year's Day, Memorial Day Weekend, and the Fourth of July.

### **Scheduling Software**

The employee is responsible for communicating and maintaining accurate information regarding their schedule to their supervisor and any employee scheduling software. If the software is used for your respective work unit, the information in the software is confidential and should not be made available to the public, should not be shared inappropriately, should only be used for The Keller Pointe business purposes, and users must follow all electronic communication policies and laws set forth by the City of Keller, the State of Texas, and the Federal government. Use of the software is a courtesy and may be removed at the discretion of The Keller Pointe. Any scheduling options for searching for replacements for shift coverage are not approved until the other employee has been assigned and/or approved by the respective supervisor.

### **Tardiness**

All City of Keller and The Keller Pointe employees are required to be present, on time, as scheduled for their shift. If an employee is running late for their shift, they must call the MOD and inform them of their tardiness. In the event that the offending employee is more than one hour late and has not spoken to the MOD, another employee will be called in to cover the remainder of the shift. At this point, the tardiness will be considered a "No Call No Show" and the appropriate disciplinary action will follow.

### **Effect**

Being late for a shift may cause other employees to run late as they may have to wait for the tardy employee to arrive for their shift. Being late may also cause undue stress on peers and customers as reduced staffing effects service levels. Being late shows a level unprofessionalism to members and other employees that may reflect The Keller Pointe in a negative light.

### **Disciplinary Action**

All of the following will be administered up to and including termination.

- 1<sup>st</sup> Offense- Significant Incident Log (Initialed)
- 2<sup>nd</sup> Offense- Significant Incident Log (Initialed)
- 3<sup>rd</sup> Offense- Written Reprimand
- Additional disciplinary action up to an including termination.

### **No Call No Show**

All City of Keller and The Keller Pointe employees are required to be present, on time, as scheduled for their shift. If an employee fails to arrive as scheduled for their shift, or is more than one hour late without contacting their supervisor, this will be considered a "No Call No Show." An attempt will be

made to contact the employee at least once. As soon as employee understands what has happened, they must call their supervisor. There are no exceptions for a “No Call No Show.”

**Effect**

As stated in the previous section, if someone does not show for their assigned shift, it may cause the employee in the current shift to be late for any of their obligations. A “No Call No Show” will cause undue stress on peers and customers due to reduced staffing levels. An employee not attending a shift as scheduled shows a lack of professionalism, respect, and discipline at The Keller Pointe.

**Disciplinary Action**

All of the following will be administered up to and including termination.

- 1<sup>st</sup> Offense- Written Reprimand
- 2<sup>nd</sup> Offense- Termination

**Unapproved/Excessive Absences**

All City of Keller and Keller Pointe employees are required to be present, on time, as scheduled for their shift. Excluding absences due to illness or emergencies, if an employee calls in for their shift with a reason that does not conform to the city’s policies and standards, this will be considered an “Unapproved/Excessive Absence.” Please note that calling in with absences due to illness or emergencies may be considered Excessive Absences as defined above.

**Effect**

As stated in the previous section, if someone does not show for their assigned shift, it may cause the employee in the current shift to be late for any of their obligations. An “Unapproved Absence” will cause undue stress on peers and customers due to potential for reduced staffing levels. An employee not attending a shift as scheduled shows a lack of professionalism, respect, and discipline at The Keller Pointe.

**Disciplinary Action**

All of the following will be administered up to and including termination.

- 1<sup>st</sup> Offense- Written Reprimand
- 2<sup>nd</sup> Offense- Termination

**Resignations**

Under Texas law, all employees are employees-at-will and, as such, are free to resign at any time with or without reason or notice, for any reason or no reason.

If an employee is resigning, a two-week notice in writing is requested so the department can make plans regarding the employee’s job tasks in the absence of the employee and so the employee is considered leaving in good standing.

The employee’s department head may accept the two-week notice, but dismiss the employee immediately if it is in the best interest of the City to do so. The Director of Human Resources shall be consulted by the department head prior to immediate dismissal.

**Terminations**

The City of Keller is an at-will employer and all Keller Pointe employees may be terminated at any time, with or without cause or notice, at the option of the City or the employee.

An employee who is being terminated by the department/division head for any reason shall be provided a letter outlining the reason for termination.

All terminations shall be reviewed by the Human Resources Director prior to termination.

### **Mobile Communication Devices**

**Policy Statement:** Due to the safety sensitive position of The Keller Pointe employees, use of mobile communication devices (MCD), as defined by the City of Keller Employee Handbook, outside the normal course of business needs, is prohibited, except in cases of emergency. Use of mobile devices for personal needs during work hours is grounds for discipline.

**Administrative Directive:** in order to protect member, guest, and employee safety and privacy, employees of The Keller Pointe are expected to maintain professional businesslike behavior at all time, including MCD use.

**Disciplinary Action:** All of the following will be administered up to and including termination.

- 1<sup>st</sup> Offense: Significant Incident Log (initialed)
- 2<sup>nd</sup> Offense: Significant incident log (initialed)
- 3<sup>rd</sup> Offense: written Reprimand

### **Electronic Communications**

The purpose of this policy is to provide users with an understanding of the acceptable conduct that shall be followed when using technology provided by the City of Keller.

### **References**

- Health Insurance Portability and Accountability Act (HIPAA)
- Texas Public Information Act
- City of Keller Record Retention Policy
- City of Keller Employee Handbook

### **Definitions**

#### **Information Technology**

Any employee of the City of Keller's Information Technology Department.

#### **Information Technology Equipment**

Refers to all city owned desktop and laptop computers, mobile computers, servers, and other electronic devices (including, but not limited to, printers, scanners, digital storage devices, mobile telephones, iPads and digital cameras that are attached to and using City of Keller resources, including its networks, and the applications they support; such as software, electronic mail, and access to the Internet.

#### **User**

Any individual who has been issued a domain user name and password which may include, but not be limited to, a City of Keller employee, Mayor or City Council Member, Board or Commission Member, vendor, or volunteer.

**Non-user**

Any individual who is not classified in **User**; for example: friends and/or family members of a user.

**Electronic Mail Communication (includes E-mail, Instant Messaging, and other general electronic communication)**

Refers to all electronic communication that is sent, received, downloaded, or stored when using the City of Keller Information Technology System, regardless of method of entry or retrieval. Access to personal Internet e-mail systems, such as accounts with Yahoo, Hotmail, etc., are subject to provisions stated under **Internet Usage**.

**Virtual Private Network (VPN)**

A virtual private network (VPN) is a network that uses a public telecommunication infrastructure, such as the Internet, to provide authorized users access to Information Technology equipment from remote locations.

**Policies:****Electronic Mail Communication**

Use of electronic mail communication is permitted for city business-related purposes only. Users must remember that e-mail messages are not a form of private communication. All messages that are created, received, and/or stored using Information Technology equipment are considered the property of the City of Keller and are subject to the Texas Public Information Act (formerly the Texas Open Records Act), the City of Keller Record Retention Policy, and must be in compliance with the Health Insurance Portability and Accountability Act (HIPAA). All e-mails should be maintained according to the city's record retention policy and follow all set record retention series as managed by the City Secretary's office.

Prohibited conduct or inappropriate use of electronic mail communication may include, but is not limited to:

- Engaging in illegal, fraudulent, or malicious activity.
- Creating, storing, maintaining, or sending jokes, racism, political views, personal opinions, chain letters, or sexually-oriented material. Messages must not include any offensive, abusive, harassing, threatening, or obscene material.
- Using electronic mail communication for any commercial promotional purpose, including personal messages offering to buy or sell goods or services.
- Subscribing to non-city business-related mass communication subscriptions, personal mailing list servers, discussion threads, and newsgroups.
- Utilizing communication resources for charitable endeavors not specifically sanctioned by the city.
- Conducting political campaigns or other related activity.
- E-mail signatures shall not suggest or contain any personal views, statements, quotes, or images. E-mail signatures are designed to identify the staff member and provide city contact information. E-mail signatures may contain information related to city business or events including images, mission statements, or advertisement for special city sponsored events.

The city maintains an "All Employee" e-mail distribution list that allows for staff to send an e-mail to every user's mailbox. The "All Employee" e-mail distribution list should only be utilized for official city

business and with the approval of a department head. Information Technology will manage this list, through email security settings, to only allow certain users to send email to the "All Employee" email list as directed by the City Manager.

Recognizing that some information is intended for specific individuals and may not be appropriate for general distribution, users should exercise caution when forwarding messages. City of Keller sensitive information must not be forwarded to any party outside the city e-mail distribution list without prior approval of a supervisor.

Each user's mailbox has a storage capacity of two gigabytes. When a mailbox reaches this storage capacity, a message will be sent to the user instructing them to contact Information Technology for assistance with message archiving procedures. All deleted e-mail messages are stored online for a period of thirty (30) days and all deleted messages older than thirty (30) days are automatically purged from online storage.

When an employee ceases employment with the City of Keller, regardless of reason, the Human Resources Department will notify Information Technology. Upon the last day of employment, each user's mailbox will be disabled for a period of thirty (30) days. After thirty (30) days, the user's mailbox will be archived to the city's standard, portable storage media and deleted from online storage.

### **Internet Usage**

The City of Keller internet use is intended primarily for city business-related purposes; however, limited incidental personal Internet use, during non-work periods, may be allowed if approved by the user's department head and if it does not adversely affect the daily duties and responsibilities of the organization.

Streaming audio or video from the Internet for non-city business-related activities is prohibited. This activity includes, but is not limited to, listening to online radio stations and watching music videos and movie clips. Unwarranted Internet usage can cause the city's network system to become congested resulting in interruption of Internet access for users who may be conducting online city business.

If a user posts information to a city business-related newsgroup or to a blog type information sharing application, such as a federal, state, county, or city association or affiliation, a disclaimer must be included that specifies the information posted is not the responsibility or of the opinion of the City of Keller.

The terms and conditions of this policy shall also apply to users accessing the Internet when using any device classified as Information Technology equipment.

### **Employee Owned Equipment**

The City of Keller prohibits the use of employee-owned equipment being directly attached to Information Technology equipment. Examples of employee-owned equipment include, but are not limited to, the following:

IPads, portable hard drives, laptops, desktops, digital cameras, video game systems, and/or MP3 players. Exceptions to this section are employee owned equipment which employee receives a reimbursement; such are mobile phone and mobile data devices utilized for business purposes. Personal USB drives used for file storage are allowed, but must be strictly managed



and checked for malicious files before attaching to Information Technology equipment. This section does not pertain to employees accessing Information Technology equipment, through the Internet, via secure access. Examples include, but are not limited to, secure Outlook Web Access e-mail and secure access to the city's website content management system.

### **Non-user**

Non-users, as defined under **Definitions**, are strictly prohibited from using any device classified as Information Technology equipment.

### **File Storage**

Users should refrain from storing personal files, such as documents, photographs, graphics, music, etc., on any device classified as Information Technology equipment.

Information Technology performs nightly tape backups of all network system files and documents; therefore, all city business-related documents must be stored on network drives. Files and documents stored on a user's desktop or local drive will not be backed up.

### **Desktop Remote Access**

Information Technology utilizes a variety of desktop sharing applications that provide remote access to a user's computer when assisting with reported issues. Information Technology will attempt to contact the user before establishing a remote connection. If the user is unavailable, Information Technology reserves the right to establish a remote connection to the user's computer in an attempt to resolve reported issues.

### **Passwords**

All user passwords must be constructed, implemented, and maintained according to the following standards and procedures governing password management.

- Passwords shall be a minimum length of eight (8) characters
- Passwords shall not be a dictionary word or proper name
- Passwords and the user id shall not be the same
- Passwords shall be changed within a maximum of every ninety (90) days
- All systems shall prevent password reuse of the last ten (10) passwords

### **Monitoring, Reporting and Filtering Rights**

Internet usage and e-mail communications are monitored daily to ensure compliance with this policy and any applicable local, state, and federal laws or regulations related to the use and security of city information.

### **Monitoring Rights**

Information Technology has the right to monitor all activity conducted while using Information Technology equipment. Information Technology may monitor Internet and desktop application usage to diagnose and repair network performance issues and ensure user compliance to this policy.

### **Reporting Rights**

Information Technology has the ability to provide reports on a user's computer activity while using Information Technology equipment. Information Technology collects detailed information on all desktop application and Internet usage and has the ability to provide reports on such usage by user name, computer, or department.

All requests for desktop application, email, or Internet usage reports must be submitted to the Human Resources Director for review and approval.

### **Filtering Rights**

Information Technology has the right to filter and/or block access to specific websites or categories of websites to enforce Internet usage rules, as defined in **Internet Usage**, in an effort to reduce bandwidth usage and improve the city's overall network system performance.

### **Disciplinary Actions**

Any user who fails to comply or adhere to the City of Keller Electronic Communications Policy may be subject to disciplinary action, as defined within Section 9.01 of the City of Keller Employee Handbook, up to and including termination.

### **Requests for Public Disclosure of Electronic Records**

All requests for release of any data in electronic form, including hard-copy printout, shall be handled in conformance with federal, state, and local open records laws, policies, and procedures.

All requests for information, and the corresponding release of information, must be processed through the Office of the City Secretary.

### **Gift Policy**

**General Rule:** Per state law and the City of Keller Ethics policy, an employee may **not** solicit, accept or agree to accept any gift or benefit from any person, firm, corporation, partnership, or association that transacts or solicits business of any type with the City, or has any matter pending with the City, except as may be authorized by law or ordinance.

- Goods or services of minimal value, such as a basket of fruit, nuts, or candy sent to the department for distribution to all employees are not considered to be a "benefit" under the Penal Code. Employees should not solicit any goods or services personally, even those of minimal value, but if an item of minimal value, such as those listed above, is provided to an entire department, and would be difficult to identify or return to the provider of such goods, it will not be considered to violate this policy.

### **Inclement Weather**

During periods of bad weather, civil disorder and natural disasters, the City Manager may authorize late arrival or closure of city facilities. As soon as notification by the City Manager, those employees scheduled for work will be notified by their supervisor through email, text and/or phone message. It is the responsibility of the employee to check for notification. If there is a question, you should always contact your supervisor.

### **Political Activities**

An employee may participate in any political activities that are not prohibited by this policy. An employee may not engage in political activities while on duty or in uniform. An employee may not be a candidate for any elective office in the City.

An employee may not use his/her authority, influence, or official position as a Keller employee to influence the result of any election or nomination for elective office. An employee may not directly or indirectly coerce, command, or advise any public officer or employee to pay, lend, or contribute

anything of value to any person or organization for political purposes. City-owned facilities, personnel, equipment, supplies, vehicles, printing facilities, long distance telephone services, e-mail, publication, websites, or other resources shall not be used in or for any campaign or other political activity.

### **Smoke-Free Workplace Policy**

The City prohibits smoking, chewing of any tobacco, vaping, and other plant products in all municipal buildings or facilities, garages or City vehicles. Smoking, vaping, chewing of tobacco products is also prohibited on the balconies, patio/terraces of Town Hall, Town Hall Plaza, The Keller Pointe grounds and areas around the facility. Employees may smoke only in their vehicle.

### **Drug-Free Workplace**

The Drug-Free Workplace Act of 1988, subsequently modified in 1994, was created in response to society's concerns over the effects of drug use in the workplace. It is the desire of the City to provide an alcohol and drug-free, healthful, and safe workplace. To promote this goal, employees are required to report to work in appropriate mental and physical condition to perform their jobs in a satisfactory and safe manner.

Employees must notify their immediate supervisor and the department head, in writing, of any criminal drug conviction (including a plea of nolo contendere) or deferred adjudication, for a violation occurring off duty and/or in the workplace no later than five calendar days after the conviction as mandated by the Drug-Free Workplace Act.

This policy applies to **ALL CITY EMPLOYEES** including full-time, part-time, seasonal, and temporary.

### **Employees Subject to Testing/Conditions Requiring Testing**

#### **Pre-Placement**

As a condition of employment, all applicants will be subject to drug testing. If evidence of the use of illegal drugs by an applicant is discovered either through testing or other means, the employment process will be suspended or terminated. If an applicant refuses to take the drug test, the employment process will be terminated. If an applicant attempts to substitute or contaminate his/her drug screen specimen, the employment process will be terminated. Employment consideration with the City will be denied unless specifically authorized by the City Manager.

#### **Testing of Current Employees**

An employee's consent to submit to drug and/or alcohol testing, in the following situations, is required as a condition of employment and the employee's refusal to consent may result in disciplinary action up to and including discharge. The City may perform drug and alcohol testing of an employee in the following situations:

1. **Post-Accident** When an employee is in an accident, while on duty, the employee's supervisor or designee will transport the employee to the medical facility for testing. Each employee involved in an accident will provide an alcohol test within two hours of the incident, and a drug test within 32-hours. If these time frames cannot be met, documentation regarding the lack of compliance will be made. If an alcohol test cannot be completed within 8-hours, the City will cease attempts to administer the test and will prepare and maintain the same documentation.

Employees should be immediately transported by the supervisor or a designee to the drug testing facility. If all facilities are closed, the supervisor shall call the medical facility and request a "Rapid Drug Test" on-site. Drug test results are typically returned within 10 to 15 minutes. If the results are negative, the employee may remain on duty; if the results are positive, the supervisor should arrange for the employee's transportation home and report the incident immediately to the Department Head and the Human Resources Director.

An accident is any situation involving a personal injury or fatality, any incident where the vehicle sustains damage requiring any repair, any property damage and/or object hit, and/or must be towed, or any situation in which the driver receives a citation for a moving traffic violation arising from the incident. An employee involved in an accident is any employee whose performance either contributed to the accident or cannot be completely discounted as a contributing factor.

All employees who may be involved in or contributed to an accident requiring medical attention shall also undergo drug and alcohol testing.

2. **Reasonable Cause** The City will require an employee to be tested upon reasonable cause. The decision to test will be based on a reasonable and indisputable belief that the employee is using a prohibited drug or alcohol on the basis of specific contemporaneous physical, behavioral, or performance indicators of probably drug or alcohol use.

An employee will submit to testing for reasonable cause when requested to do so by the City.

The conduct that forms the basis for reasonable cause should be witnessed by at least two employees (one being a supervisor). When a reasonable suspicion exists that an employee is suspected of being impaired or under the influence of drugs or alcohol, he or she shall be required to undergo a controlled substance and alcohol test at the City's expense. The exam shall consist of a urine and/or breath test. Reasonable suspicion shall include, but not be limited to, the following:

- Vehicle accidents in which the employee was involved during working hours, or while conducting city business;
- Abuse of City property (damage/destruction of equipment/property);
- Personal injury suffered by the employee, injuries caused to others, damage to others' property; an accident or on-the-job injury;
- Employee behavior problems such as fighting, declining work performance, argumentative, uncooperative, or other disruptive behavior;
- Receipt of written or oral statements by employees or others concerning use of drugs or alcohol by employees or being under the influence;
- Possession of any drug or alcoholic beverage, any drug or alcoholic beverage container, or any drug paraphernalia during working hours, in a City vehicle or on City property, except when possessed within the scope of employment;
- Indications of possible impairment or intoxication that include, but are not limited to, the following:
  - Slurred speech
  - Disorientation
  - Job impairment (inability to perform employee's job in a routine manner)
  - Odor of alcohol

- Odor of other substances
- Unsteady gait or balance
- Glassy eyes
- Drowsiness
- Euphoria
- Inattentiveness
- Mood Swings
- Excitement or confusion
- Irritability
- Aggressiveness
- “Near Misses” involving accidents, injuries, vehicles, and/or equipment
- Other erratic behavior

The City will ensure that the employee is transported immediately to a collection site for the collection of a urine sample and alcohol test. The documentation of the employee’s conduct under reasonable cause will be signed and prepared by two witness(es) (one being a supervisor) within 24-hours of the observed behavior or before the results of the tests are released, whichever is earlier.

The employee will be required to show positive picture identification at the testing facility. Consequently, employees are required to carry their City identification card and/or their valid driver’s license with them while at work.

The employee who is tested as a result of involvement in a reasonable cause situation may be suspended with pay pending completion of any inquiries, which may be required and/or any Medical Review Officer (MRO) process.

An employee working after 5:00 p.m. and prior to 8:00 a.m. may be tested on city premises, in the privacy of city facilities. The supervisor shall call the emergency healthcare agency and request a “Rapid Drug Test”. A healthcare provider shall be dispatched to the City to conduct a drug test on site. The results of such test are typically returned within 10 to 15 minutes of testing.

**Permissive Use of Prescribed and/or Over-The-Counter Drugs** The City reserves the right at all times to judge the effect that a legal drug and over-the-counter drug may have upon an employee’s work performance and to restrict the employee’s work activity or presence at the workplace accordingly. It also reserves the right to have a physician of its own choice determine if the medication at the prescribed dosage produces hazardous effects, and may restrict the employee’s work activity.

**Mandatory Disclosure by Employees** Each employee shall report the use of any prescription medication and/or over-the-counter medication if there is a reasonable likelihood that the medication may impair job performance or the ability to safely perform the essential functions of an employee’s job to his/her immediate supervisor and provide proper written medical authorization to work from a physician. It is the employee’s responsibility to determine from the physician whether or not the drug would impair his or her job performance depending upon the nature of the employee’s job. The City reserves the right to have a physician of its own choice determine if the medication produces hazardous effects at the prescribed dosage and may restrict the employee’s work activity. Failure to

report the use of such drugs or other substances or failure to provide proper evidence of medical authorization of prescription medication taken by employee may result in disciplinary action. Examples of impairment include, but are not limited to; drowsiness, dizziness, confusion or feeling shaky. Sometimes, an employee is not scheduled to be on call but may be called in. If this situation occurs and the employee is under the influence of alcohol or any drugs, the employee must so advise the appropriate supervisor on duty. The employee will not be required to report to work.

**Prohibited Use of Alcohol** The use of alcohol by a City employee during work hours; including a business lunch is prohibited. At no time may an employee under the influence of alcohol drive a City-owned or leased vehicle or operate or use other City-owned or leased property or equipment. Further, an employee on duty or conducting City business, including City-related business entertainment, may not drive his or her own personal vehicle while under the influence of alcohol. No employee in his or her work-related capacity should ever be impaired because of the excessive use of alcohol. Absent specific approval by the City Manager, City employees may not bring alcoholic beverages on City premises, including parking lots adjacent to City work areas, and may not store or transport alcohol in a City-owned or leased vehicle.

Certain Police Department employees may be required to be in possession of alcohol and/or drugs in carrying out their job duties. Such employees will be exempted from certain portions of this policy under certain limited conditions.

**Prohibited Activities** Prohibited activities may include but are not limited to:

- Use, sale, offer to sell, purchase, transfer, concealment, distribution, or possession of drug paraphernalia or any detectable amount of an illegal drug or alcohol by any employee while on City premises, while on duty, while performing City business or other activities off premises, while driving a City-owned or leased vehicle, or while operating or using other City-owned or leased property or equipment. Certain situations may arise from time to time that are approved by the City Manager, that necessitate an employee serving or consuming alcohol while on duty. These situations will be rare and unusual such as testing, and/or the experimentation of the effects of a controlled substance, etc.;
- Use of a prescription drug that is not the employee's prescription;
- Substitutes, contaminates, tampers or attempts to substitute, contaminate or tamper with his/her specimen to be presented for testing;
- Refuses to submit to a drug or alcohol test when requested to do so;
- Refuses to submit to a legal search or inspection under the provisions of this policy;
- Refuses to cooperate with the MRO as required under this policy;
- Refuses to cooperate with the rehabilitation procedures/program.

Except as previously described, no employee shall be allowed to stay on duty if the employee uses any controlled substances or alcohol while on duty or tests positive for the use of controlled substances or alcohol, except in the case of legally prescribed medications.

**Off-Duty Conduct** The City may take disciplinary action, up to and including termination of employment, if an employee's off-duty use of or involvement with drugs or alcohol is damaging to the City's reputation or business, is inconsistent with the employee's job duties, or when such off-duty use or involvement adversely affects the employee's job performance.

The City may apply suspension with pay for the duration of the investigation to any employee who is the subject of a drug-related inquiry.

**Responsibilities** Each individual required to submit to testing should, as soon as practicable, provide the required biological specimens for testing. Failure to meet this responsibility is an offense punishable by termination.

Individuals in supervisory positions shall, as soon as practicable following an incident that requires drug or alcohol testing, contact Human Resources to arrange for the collection and testing of specimens for drugs and/or alcohol and drive the employee to the testing facility. Failure to meet this responsibility is an offense punishable by disciplinary action up to and including termination.

### **Drug Testing Procedures**

- a. Notify Human Resources of any testing as soon as possible. The employee shall complete the testing facility's consent form. Failure to sign a consent form will be regarded the same as a positive test result.
- b. The testing facility's staff member shall provide the employee with a container in which the urine shall have a rapid test ran on the specimen. If the results are positive, the remaining will be sent to a certified laboratory for verification. The specimen shall be produced in a location that provides privacy.
- c. The results of the rapid drug test will be given to the employee and supervisor as well as faxed to the Human Resources Department.
- d. The staff member then applies a tamper proof seal to the bottle, and the employee initials the label(s), which is affixed to the bottle and signs a chain of custody form and notes that the above procedures have been followed.
- e. The staff member seals the sample in a large envelope and the sample is delivered to the laboratory where a tracking system and chain of custody are maintained.
- f. The laboratory shall use an accepted testing method to test for substances in the employee's body.
- g. The split sample of the employee's urine shall be maintained by the testing facility for a period of at least two-weeks.

### **Alcohol Testing Procedures**

- a. The employee shall complete a consent form, which shall be provided by a member of the testing facility staff. Failure to sign a consent form will be regarded the same as test result of .02 or greater.
- b. If the initial test result is equal to or greater than .02 breath alcohol concentration, the Breath Alcohol Technician (BAT) shall wait 15 minutes and test the employee again.
- c. The BAT will show the results to the employee and get the employee's signature on a certification form.
- d. If the test is terminated for any reason, the BAT must notify the Human Resources Director immediately.
- e. A test, which is deemed invalid by the BAT, has no consequences for an employee.

Test will be paid for by the City. To the extent possible, testing will normally be done during the employee's normal work time.

**Post-Test Procedure** The supervisor and another witness who makes a determination that reasonable suspicion exists to conduct a drug or alcohol test will prepare a written record of the observations leading to the test preferably within twenty-four (24) hours of the observation.

At the conclusion of the test, the testing facility will send the results of the tests to the Human Resources Director. When a drug test is conducted, the employee may be placed in an off-duty status with pay, pending the results of the exam, if necessary.

In no instance shall an employee be intentionally allowed to drive their personal vehicle or a City vehicle immediately following a positive drug or alcohol test. The City will make arrangements to have the employee transported home.

**Confidentiality** All employee information relating to drug or alcohol testing will be protected by the City as confidential unless otherwise required by law or authorized in writing by the employee. Test results will be maintained in a confidential file separate and apart from the employee's personnel file. Any medical-related information will be confidential and accessible only by the Director of Human Resources; supervisors and managers on a need to know basis about necessary restrictions on the work or duties of an employee and any necessary accommodation; first aid and safety personnel when appropriate; government agency officials; insurance companies as may be necessary to provide health or life insurance to employees; by court order or as otherwise legally mandated; and as necessary to protect the interests of the City.

**Medical Review of Test Results** Each confirmed positive test result is reviewed by an MRO. The purpose of the review will be to consider the possibility of any alternate medical explanation for the confirmed positive test result.

**Drug Testing Results** Results which are positive for an illegal drug or controlled substance in a test conducted under the provisions of this policy and verified/substantiated by the MRO process, will result in termination of the employee.

**Alcohol Testing Results** Employees with positive test results of breath alcohol concentration will receive immediate, disciplinary action up to and including termination. Such action may include:

- a. Taken home under the provisions of Post-Testing Procedures and will not be allowed to return to duty for 24-hours after the conclusion of the initial alcohol test;
- b. Placed on leave without pay and will not be allowed to perform any work on behalf of the City for the 24-hour period immediately following the alcohol test;
- c. Receive disciplinary action up to and including termination if their breath alcohol concentration is .04 or greater.
- d. If the employee has a positive alcohol test of less than .04, then the employee shall be subject to disciplinary action up to and including termination. If the employee has a positive alcohol test, at any point of concentration, twice during any 36-month period, then the employee will be termed.
- e. Required to submit to unannounced alcohol testing at least six times during the 12 months immediately following the initial test. The Director of Human Resources will determine when the unannounced tests will be conducted, and will contact the employee's supervisor to initiate the test and will make every effort to maintain the employee's confidentiality during the process at all times;



- f. Any employee who is terminated for violation of the City's Drug and Alcohol Use Policy is ineligible for future employment with the City.

**On-Call Duty** If the employee was scheduled for stand-by or on-call duty, he will be relieved of this duty immediately upon being transported for a reasonable suspicion test. Consequently, the employee will not receive stand-by or on-call pay for any portion of the pay period in which he/she is not performing this duty.

**Record Keeping** Information regarding an individual's drug or alcohol test results or rehabilitation may be released only upon the written consent of the individual, except that such information must be released regardless of consent to the Occupational Safety and Health Administration (OSHA) or a State or Federal agency upon request as part of an accident investigation. Statistical data related to drug or alcohol testing and rehabilitation that are not name-specific and training records must be made available to OSHA or the appropriate State or Federal agency upon request.

The City will produce upon demand and will permit authorized representatives of the DOT to examine all records related to the administration and results of the drug-testing program. The City will maintain an annual, calendar-year summary of the records related to the administration and results of the DOT drug-testing program.

**Rehabilitation** It is the City's desire to assist employees who voluntarily request assistance with alcohol and drug dependency. For City support and assistance, however, an employee must acknowledge the problem and seek and accept counseling and/or rehabilitation **before** it impairs job performance and/or jeopardizes the employee's employment.

Employees with drug/alcohol problems that have not resulted in, and are not the immediate subject of disciplinary action may request approval to take a leave of absence and/ or to participate in a rehabilitation or treatment program. An employee may not enroll in such program in lieu of disciplinary action and/or termination. The leave of absence may be granted at the City's sole discretion. In any case, the employee is responsible for all costs associated with any rehab or treatment program.

If the employee successfully completes the prescribed rehab or treatment, the City will make reasonable efforts to return the employee to the prior position or one of similar pay and status. However, employment with the City following a City-approved leave for rehab or treatment is conditioned on the following:

- Initial negative test for drugs and/or alcohol before returning to work;
- A written release to return to work from the City-approved rehab or treatment facility/program;
- Periodic and timely confirmation of the employee's on-going cooperation and successful participation in any follow-up or ongoing counseling, testing, or other treatment required by the program, if applicable;
- All employees who participate in rehab or treatment under this section will also be required to submit to periodic and/or random testing by the City during the 12 months following the employee's return to work following treatment;
- The employee must sign a formal written agreement to abide by the above conditions, as well as any other conditions deemed appropriate by the Director of Human Resources before returning to work.

**Searches and Inspections at the Workplace** The City may conduct general inspection and searches for drugs, alcohol, or contraband on City premises or in City vehicles or equipment wherever located. This specifically includes desks, file cabinets, lockers, any other office furnishings, tool chest, and similar city-owned items.

Searches and inspections may be initiated without prior notification and conducted at times and locations deemed appropriate by the City.

Substances that may be identified as an illegal drug by a layman’s examination will be turned over to a drug-testing vendor for scientific analysis. Other forms of contraband such as firearms, explosives and lethal weapons will be subject to seizure during an inspection or search. An employee who is found to possess contraband on City property or while on City business will be subject to disciplinary action up to and including termination.

**Employee Responsibilities** Each City employee who observes or has knowledge of another employee in a condition that impairs his or her ability to perform job duties or poses a hazard to the safety and welfare of the employee or others shall promptly report this fact to his or her immediate supervisor, and the employee must file a written report immediately to the department head and Human Resources Director.

**Drug Free Workplace – After Hours Procedures**

An employee must be tested after any vehicle accident, equipment damage, personal injury, or random event. An employee may also be tested upon **reasonable suspicion** by a supervisor. Reasonable suspicion requires a second witness and approval of the requesting supervisor’s immediate supervisor before testing.

- The employee will be driven to the test site by a supervisor.
- An alcohol test will be administered within 2 hours.
- A drug test will be administered within 32 hours.
- If the alcohol test can’t be obtained due to factors beyond the supervisor’s control, those factors will be documented in a report of non-compliance to HR.

**Drug Test Procedure**

- Supervisor explains consent forms and employee signs. Failure to sign equals a positive test.
- Employee provides urine specimen, which is divided into two samples and sealed for security.
- The sample is delivered to the lab.
- Samples are maintained for two weeks after testing.

**Alcohol Testing Procedure**

- Supervisor explains consent forms and employee signs.
- Employee reports to facility for breathalyzer test.
- Result of 0.02 or greater automatically triggers a re-test in 15 minutes.
- Incomplete tests do not count against the employee.
- If the test is terminated for any reason, HR is notified immediately.

**Alcohol results of 0.02 to 0.04**

- Employee is driven home by a supervisor.
- Automatically on unpaid admin leave and cannot perform city duties for 24 hours.
- Employee must submit to unannounced alcohol testing 6 times in the next 12 months.

- Two tests of 0.02 – 0.04 in any 12-month period results in termination.
- Four tests of 0.02 or greater, regardless of breaks in service or 12-month time frames, will result in termination.

In the event of an equipment/vehicle accident with no employee injury or an on-the-job non-emergency injury or testing is required refer to the information below for locations. **If Care Now is closed, call OHS Technician at 817-705-5879.**

<b>Monday – Friday</b> <b>8 am – 5 pm</b>	<b>After Hours</b> <b>8pm – 8am</b> <b>Saturday 8pm-8am</b> <b>Sunday 5pm-9am</b>	<b>Weekends/After Hours</b> <b>Weekdays 5pm -8 pm</b> <b>Sat 8 am – 8 pm</b> <b>Sun 9 am – 5 pm</b>
Occupational Health Solutions (preferred) 3645 Western Center Blvd Ft Worth, TX 76137 817-306-9200  Care Now (alternate) 720 South Main Street Keller, TX 76248 817-431-2800  <b><i>On the job non-emergency</i></b>	Baylor Medical Center 620 South Main, Suite 100 Keller, TX 76248 214-294-6100 AND call the OHS Technician at 817-705- 5879  <b><i>On the job non-emergency</i></b>	Care Now 720 South Main Street Keller, TX 76248 817-431-2800  <b><i>On the job non-emergency</i></b>

**Use of City Equipment**

All desks, lockers, vehicles, desktop, laptop, and mobile computers, servers, and other electronic devices (including but not limited to printers, scanners, digital storage devices, cellular telephones, digital cameras, and iPads), computer diskettes, CD’s, and any other equipment assigned to employees throughout an employee’s employment remain the property of the City and may be inspected by a department head without notice. There is no expectation of personal privacy in any desk, locker, vehicle and/or equipment owned by or belonging to the City. If an employee chooses to lock up personal belongings in City property, the employee shall provide the department head with a copy of the key or combination that can be used in the event of an absence from work. The City assumes no responsibility for loss of employees’ personal belongings stored in City property.

**Use of City Owned Vehicles**

The City of Keller is committed to providing a safe work environment for its employees. Employees driving City vehicles shall abide by all state and local laws and be diligent in operating the City’s vehicle in a safe manner.

**Guidelines and Procedures**

The City provides vehicles to employees only as it relates to job-related (city) business. The vehicle may not be used for personal business.

Employees shall not operate a City vehicle while under the influence of alcohol or controlled substances.

Alcoholic beverages or controlled substances shall not be allowed or permitted inside any city vehicle at any time, except for confiscation purposes by authorized Police Department personnel.

No employee is permitted to operate a City vehicle without a proper and valid Texas drivers' license.

Smoking and/or the use of tobacco products (i.e. chewing tobacco, snuff, dip, electronic cigarettes, etc.) of any kind are prohibited inside all City vehicles.

### **Use of City Purchasing Card**

Cardholders are responsible for and accountable to the City of Keller for all purchases made with the purchasing card and they must adhere to all policies regarding its use. All purchasing card purchases should be for official City business only. Any employee who fails to use the purchasing card properly or abuses the use of the purchasing card shall be subject to disciplinary action as listed below, up to and including immediate termination. The City will aggressively seek restitution for any inappropriate purchases made with the card. All cases of misuse or abuse of the purchasing card will be documented by the Finance Department and forwarded to the City Manager or designee, Human Resources Department and the Department/Division Head.

The following types of card misuse will be reported in writing to the Department Director and Human Resources and subject to penalties referenced below. These are examples and do not constitute a complete listing:

- Violation of purchasing policies
- Use of card for personal purchases, including alcoholic beverages
- Use of card by individuals other than cardholder
- Use of card to avoid or evade single or monthly transaction limits
- Use of card to purchase non-allowable items
- Splitting transactions at the point of sale in order to evade the single transaction limit
- A consistent pattern of losing or misplacing receipts and/or failure to provide itemized receipts.

### **Disciplinary Procedures:**

- If a single incident of abuse is severe enough, regardless of the amount, the Department Head and Human Resources may skip all of the below steps and immediately suspend the card permanently or immediately terminate the employee.
- **First Offense:** The cardholder will receive a verbal warning. The verbal warning shall be issued by the Department Head and/or designee. The Purchasing Card Program Administrator will notify in writing the Department Head and Human Resources of the abuse.
- **Second Offense:** The cardholder will receive a written reprimand and be required to attend purchasing card training. The written reprimand shall be issued by the Department Head and/or designee. The Purchasing Card Program Administrator will notify in writing the Department Head and Human Resources of the abuse.
- **Third Offense:** The cardholder will have their purchasing card suspended for one (1) full billing cycle. The Purchasing Card Program Administrator will suspend the purchasing card and notify in writing the Department Head and Human Resources of the suspension of the purchasing card.
- If another offense occurs after the card is reinstated, the card shall be canceled or suspended up to one (1) year.
- If abuse continues, further disciplinary action will be taken up to and including termination.

## **FEDERAL AND STATE EMPLOYMENT LAWS AND REGULATIONS**

### **Harassment**

Harassment of an applicant, client, contractor, business associate, customer or employee by a supervisor, manager, department head, or co-worker on the basis of race, religion, color, national origin, ancestry, disability, medical condition, marital status, pregnancy, sexual orientation, gender, or age is explicitly in violation of State and/or Federal law and will not be tolerated by the City. All employees are expressly prohibited from displaying any conduct that has the purpose or effect of interfering with the performance of others, or intimidating the work environment for any person. The City will not tolerate any form of harassment, nor will it tolerate reprisals against any employee who makes a harassment complaint.

**Responsibilities** Employees who perceive harassment, personally or directed toward a co-worker, should, but is not required, report it immediately, or within five days of the incident to the City's Director of Human Resources or any department head. The Director of Human Resources shall then proceed to conduct any follow-up, review, or investigation that is deemed necessary. The City shall make every possible effort to ensure that a person who complains of harassment does not later become a victim of retaliation.

Harassment is considered misconduct that could lead to demotion, suspension, or termination. The City recognizes that false accusations of any kind of harassment can have serious effects on an innocent employee, his/her reputation, and his/her family. Therefore, false accusations, made in malice, shall result in disciplinary action up to and including termination.

**Prohibited Retaliation** No employee will retaliate against another employee who files a complaint of harassment or cooperates with a harassment investigation. Any employee retaliating against another employee shall be subject to disciplinary action, up to and including termination.

### **Definitions:**

For purposes of clarification, harassment includes but is not limited to the following behaviors:

**Verbal Harassment** Epithets, derogatory comments, slurs, propositioning, or otherwise offensive words or comments on the basis of race, religious creed, color, national origin, ancestry, disability, medical condition, marital status, pregnancy, sexual orientation, gender, or age, whether made in general, directed to an individual, or to a group of people regardless of whether the behavior was intended to harass. This includes, but is not limited to inappropriate sexually oriented comments on appearance, including dress or physical features, sexual rumors, code words, and race-oriented stories. Television shows, radio shows, or magazine articles may fall within this category.

**Physical Harassment** Assault, impeding or blocking movement, leering, or the physical interference with normal work, privacy or movement when directed at an individual on the basis of race, religious creed, color, national origin, ancestry, disability, medical condition, marital status, pregnancy, sexual orientation, gender, or age. This includes pinching, patting, grabbing, inappropriate behavior in or near bathrooms, sleeping facilities and eating areas, or making explicit or implied threats or promises in return for submission to physical acts.

**Visual Forms of Harassment** Derogatory, prejudicial, stereotypical or otherwise offensive posters, photographs, cartoons, notes, bulletins, drawings or pictures on the basis of race, religious creed, color, national origin, ancestry, disability, medical condition, marital status, pregnancy, sexual orientation, gender, or age. This applies to both posted material and material maintained in or on equipment or personal property in the workplace.

**Sexual Harassment** Any act that is sexual in nature, is used to treat someone differently because of gender, is made explicitly or implicitly a term or condition of employment, is used as the basis of an employment decision, unreasonably interferes with an individual's work performance, or creates an intimidating, hostile or offensive work environment.

**Workplace Relationships** Anyone is allowed to associate with anyone they desire. It is not the City's intent to interfere with any dating relationships. It is inappropriate for any relationship to interfere with work operations in any manner. Personnel who desire to become involved with someone in the workplace must be aware of the following guidelines:

1. There shall be no dating activities on City time.
2. There shall be no use of City property to arrange dating activities.
3. All behavior between employees shall be behavior conducive to a sound professional work environment at all times when on City property or on City time. Hand holding, kissing, hugging, sexual comments, and other behavior generally associated with a dating relationship are inappropriate while on City time.
4. Any relationship involving personnel at different levels on the chain of command (or where one party has functional supervision over another) shall be immediately reported by the person of higher rank to his/her supervisor. Failure to report this relationship is a violation of this policy. The manager receiving this information shall immediately contact the Human Resources Director of the relationship. Human Resources shall contact the City Manager and make recommendations to ensure that this relationship does not detract from a sound professional work environment. Such recommendations may include the transfer of one of the individuals to another area.

### **Complaint Procedure**

If any person feels he/she is a victim of any form of harassment, the person should inform the person(s) participating in this behavior that he/she finds it offensive. If the inappropriate behaviors do not stop, the offended employee can initiate a complaint using the following procedures. Employees are not required to confront an offending party prior to initiating this complaint procedure.

1. Any employee, who believes he or she has been subject to harassment of any kind, may, but is not required, file a complaint with the Human Resources Director within five days of the incident. If the employee complains to his/her supervisory personnel, the supervisor shall immediately contact and inform the Human Resources Director of the nature of the complaint.
2. The employee will be asked to complete a signed, dated statement of the harassment. The City may investigate claims even if no formal written complaint is submitted.
3. The Human Resources Director shall conduct a thorough investigation in a timely manner. Interviews will be held with other employees if they were witnesses to or had knowledge of the alleged behavior or incident.
4. The alleged harasser and the department head will be promptly summoned to the Human Resources Department, given a copy of the complaint form, and informed of the seriousness of

the allegation(s) by the Human Resources Director. The alleged harasser will then have five business days to respond to the allegation in writing. If the situation warrants it, the alleged harasser may be placed on administrative leave, with or without pay, pending a complete investigation as per the City's Administrative Leave Policy.

5. The Human Resources Director shall inform the City Manager of the fact a complaint has been filed. The Human Resources Director shall discuss the findings of the investigation with the City Manager and City Attorney and recommend final action. No action shall be taken against the employee without the Human Resources Director and City Manager's approval. If the Human Resources Director is the alleged harasser, then only the City Manager's approval is necessary.
6. Any report of harassment by the City Manager, City Council member or Mayor, or any other official, shall be made to the Human Resources Director or any appropriate HR Representative. Any complaints against these officials must be filed under the City's ethics policy and/or directly to the City Council.

### **Disciplinary Action**

The disciplinary action taken with respect to each violation of this policy will be determined in conjunction with the seriousness of the particular offense.

1. In the event that a thorough investigation of an alleged incident of harassment reveals that an employee has not engaged in any actions or conduct constituting harassment, the Human Resources Director will inform the complaining employee, the alleged harasser, and his or her department head that no grounds or basis exist to substantiate the harassment charge.
2. In the event that a thorough investigation of an alleged incident of harassment reveals that an employee has engaged in actions or conduct constituting harassment, disciplinary action shall be taken up to and including discharge. The Human Resources Director shall recommend to the department head and the City Manager as to what level of discipline should be taken. The department head will act with the approval of the City Manager, or action may be taken by the City Manager if the alleged harasser is the Department Head.
3. The employee being disciplined for charges of harassment has the right to appeal the decision according to the City appeals process.

### **General Provisions**

1. There shall be no action taken against an employee for making a report of harassment unless the report is proven to be made in malice.
2. The Human Resources Director shall document all matters related to complaints of alleged harassment, including interviews, contents of statements made in meetings, and all other actions attendant to the allegation. Such documentation shall be maintained by Human Resources for all charges, substantiated or unsubstantiated. If the Human Resources Director is the alleged harasser, the complaint is handled by the City Manager.

### **Violence in the Workplace**

The City has "zero tolerance" for violence in the workplace and will not tolerate harassment, intimidation, verbal threats, abusive language towards an employee or any other individual, threatening behavior, inflicting physical harm, violent behavior or acts of violence, no exceptions. The City is dedicated to providing a safe and secure working environment for its employees. This policy is designed to help prevent incidents of violence from occurring in the workplace and to provide for the appropriate response when and if such incidents do occur. In accordance with this policy the City will:

**Employee Screening** All employees will be subject to a background check including employment history verification and criminal history verification.

**Employee Training** All new employees will be trained in reference to: cause, effect, risk factors, and true signs of workplace violence.

**Mandatory Reporting** Each employee must immediately notify his/her supervisor of any act of violence or of any threat involving a City employee that the employee has witnessed, received, or has been told that another person has witnessed or received. Even without an actual threat, each employee must also report any behavior that the employee regards as threatening or violent when that behavior might be carried out on City property, a City-controlled site or job site, or when that behavior is in any manner connected to City employment or activity. Each employee is responsible for making this report regardless of the relationship between the individual who initiated the threat or threatening behavior and the person or persons threatened or the target of the threatening behavior. A supervisor who is made aware of a threat or other conduct regarded as threatening or violent behavior must immediately notify his/her Department Head and the Director of Human Resources.

**City's Response** The City will attempt to respond appropriately to any person who threatens use of force or violence or threatens an unlawful act, exhibits threatening behavior, or engages in violent acts. The City's response will normally be coordinated by the Director of Human Resources, and where applicable, the City's Police Department or other appropriate law enforcement agency. The Director of Human Resources will evaluate the severity of the situation and the need for additional resources (i.e., law enforcement, emergency medical services) to minimize risk and further violence, and will work with the appropriate Department Head in an effort to ensure that appropriate administrative actions are taken. If such conduct occurs on City property, the offending person will typically be removed from the premises pending the outcome of an investigation.

**Discipline** When the investigation has been completed and it is determined that a violation of the policy has occurred, disciplinary action will be taken against the violator. Depending on the totality/severity of the violation, the disciplinary action may range from verbal warnings, written reprimands, suspension without pay, reassignment of job duties, initiate criminal prosecution of the person(s) involved, to termination. Any steps may be surpassed directly to immediate termination depending on the severity of the violation.

No existing City policy, practice, or procedure will be interpreted to prohibit decisions designed to prevent a threat from being carried out, a violent act from occurring or a life-threatening situation from developing.

**Weapons Banned** Unless specifically authorized by the City Manager, no employee *while on duty*, other than a City licensed peace officer, shall carry or possess a firearm or other prohibited weapon on City property. The City prohibits employees, while on duty, from carrying or using any prohibited weapons, concealed or otherwise, on City property. This ban *does not* prohibit any employee from concealing or transporting a weapon in a locked, privately-owned vehicle on City property, including City-provided parking areas. Employees are also prohibited from carrying a prohibited weapon while on duty or at any time while engaging in City-related business. Prohibited weapons may include, but not limited to, handguns, shotguns, clubs, explosive devices, knives with blades exceeding 5 ½ inches, double-edged blades, switchblades, and illegal weapons.



**Protective Orders** Employees who apply for or obtain a protective or restraining order which lists City locations as being protected areas must immediately provide to the Director of Human Resources and the City's Police Department a copy of the petition and declarations used to seek the order, a copy of any temporary protective or restraining order which is granted, and a copy of any protective or restraining order which is made permanent. City employee must immediately advise their Department Head and the Director of Human Resources of any protective or restraining order issued against them.

**Confidentiality** To the extent possible, while accomplishing the purposes of this policy, the City will respect the privacy of reporting employees and will treat information and reports confidentially. Such information will be released or distributed only to appropriate law enforcement personnel, City Management, and others on a need-to-know basis and as may otherwise be required by law.

**City Property** For purposes of this policy, City property includes but is not limited to owned or leased vehicles, buildings and facilities, entrances, exits, break areas, parking lots and surrounding areas, fitness center, swimming pools, and parks.

**Documentation** All threats and incidents of violence will be documented. Documentation will be maintained by the Director of Human Resources and/or the Police Department.

**Policy Violations** Violation of this policy may lead to disciplinary action, up to and including termination of employment. Policy violations may also result in arrest and prosecution.

**Whistleblower Act**

The act states that "a state or local governmental entity may not suspend or terminate the employment of, or take other adverse personnel action against, a public employee who in good faith reports a violation of the law by the employing governmental entity or another public employee to an appropriate law enforcement authority." Texas Government Code Ann. §554.002 (Vernon 1995).

**Appeal Procedures** Section §554.006 of the Texas Government Code states "A public employee must initiate action under the grievance or appeal procedures of the employing state or local governmental entity relating to suspension or termination of employment or adverse personnel action before suing under this chapter."

**ADA Amendments Act (ADAAA) of 2009**

**Policy of Non-Discrimination on the Basis of Disability** As mandated by the Americans With Disabilities Act ("ADA" or "The Act"), and as amended by the ADA Amendments Act (ADAAA), the City does not discriminate against individuals with disabilities in the areas of employment, public services, and public accommodations. The Human Resources Director has been appointed ADA Coordinator and is responsible to coordinate compliance with the non-discrimination requirements as set forth in the Act and in Section 35.107 of the Department of Justice regulations as well as any other applicable regulations. Information concerning the Act is available from the Human Resources Director/ADA Coordinator.

**Employment Policy** The City does not discriminate against individuals with "qualifying disabilities" (as defined in the Act) who are otherwise qualified to perform the essential functions of a job, with or without reasonable accommodations. "Essential functions," as defined in the Act, are the basic job duties an employee must be able to perform, with or without reasonable accommodations. The City will not deny employment opportunities on the basis of the need to provide reasonable

accommodation to the individual's physical or mental impairments, unless it would cause an undue hardship to the City, or constitute a threat to the safety of the disabled person or other persons.

**Procedure for Employees** An employee with qualifying disabilities who are requesting reasonable accommodations to perform essential job functions must submit in writing a request for accommodation to his/her department head for consideration. If a mutually agreeable accommodation cannot be reached within 10 working days after the submission of the request, either the employee or the department head may appeal to the ADA Coordinator. If the ADA Coordinator cannot reach a mutually agreeable accommodation within 10 working days, either the employee or the department head may then appeal the matter to the City Manager for resolution. Employees with complaints of alleged violations of the Act must submit his/her concerns in writing to the ADA Coordinator as set forth in the below subsection "Procedure for Citizens and Employees."

**Procedure for Applicants** An applicant with qualifying disabilities may request reasonable accommodations to perform essential job functions either during the selection process or at the time of the formal job offer. Applicants requesting reasonable accommodation should submit their request in writing. This request is to be completed by either the applicant or the applicant's department head. The department head will contact the ADA Coordinator in the event the department head is unable to make a reasonable accommodation. The applicant may also appeal directly to the ADA Coordinator by submitting a written request. If the employee and department head are unable to develop a mutually agreeable accommodation within 10 working days, either the applicant or the department head may request a review by the ADA Coordinator. Applicants with complaints of alleged violations of the Act should submit his/her concerns in writing to the ADA Coordinator as provided for in the subsection labeled "Procedure for Citizens."

**Procedure for Citizens and Employees** Complaints of alleged ADA violations and requests for reasonable accommodations should be addressed in writing to the Human Resources Director/ADA Coordinator and should include the name, address, and telephone number of the person filing the document, together with a brief description of the alleged violation and the specific reasonable accommodation requested. Assistance will be available through the ADA Coordinator for those unable to submit written complaints or requests.

**Time Frames for the Filing of Complaints and Appeals** In order to ensure the prompt resolution of problems or complaints, reports of alleged violations must be filed, in writing, as soon as possible after the complainant becomes aware of the alleged violation. Under the provisions of the Act, all complaints must be received no later than 180 days after the occurrence of the alleged violation. Appeals by employees or job applicants for review of a matter already addressed at the department head level must be made within five working days of the written response from the department head or ADA Coordinator making the original determination that is to be appealed.

**Verification of Disability Status** Compliance with the Act may require verification of the qualifying physical or mental disability requiring the requested accommodation in certain circumstances. In those instances, an Authorization for Release of Medical Information must be completed by the individual with the disability and submitted to the ADA Coordinator. The release form must be completed before any contact is made with an individual's physician. All medical information will be treated as confidential medical records as provided for in the Act.

**Time Frames for Resolutions** Department heads and/or the ADA Coordinator shall respond in writing to any requests for accommodations within 10 working days of the receipt of the written request. By mutual consent, in writing by the parties involved in the matter, the above-mentioned time frames may be extended any time during the review process.

The City recognizes that, as provided for in the Act, where appropriate, the use of alternative means of dispute resolution including, but not limited to, settlement negotiations, conciliation, fact-finding, and mediation is encouraged to resolve disputes. However, the City is free to resolve a request for accommodation solely on the submission of written documents, unless the individual submitting the request objects, in writing, to such a procedure. Should an individual take exception to the offered solution, the individual has the right to appeal the decision to the U.S. Equal Employment Opportunity Commission (EEOC).

**Nepotism**

Pursuant to Sec. 5.06 of the City Charter of the City of Keller and Texas state law, no person related within the second degree by affinity (marriage), or within the third degree by consanguinity (blood) to the Mayor or to any member of the City Council, or to the City Manager shall be appointed to any office, position, clerkship, or service of the City. This provision shall not apply to volunteer services with the City.

**Definition of Relative:**

Those related by blood or adoption to the employee shall be defined as: parent (mother/father); children (daughter/son); siblings (sister/brother); grandparents (grandmother/grandfather); grandchildren (granddaughter/grandson); sibling’s children (niece/nephew); grandparent’s children (aunt/uncle); or grandparent’s grandchildren, i.e., aunt/uncle’s children (first cousins). Relative also includes persons related within the second degree by affinity as outlined below.

**Affinity (Marriage Relationship):**

First Degree	Second Degree
Spouse	Mother-in-Law
	Father-in-Law
	Sister-in-Law
	Brother-in-Law
	Daughter-in-Law
	Son-in-Law

**Consanguinity (Blood Relationships):**

First Degree	Second Degree	Third Degree
Mother	Grandmother	Great-Grandmother
Father	Grandfather	Great-Grandfather
Sister	Granddaughter	Great-Granddaughter
Brother	Grandson	Great-Grandson
Daughter	Uncle	Great-Uncle
Son	Aunt	Great-Aunt
	Niece	Great-Grand Niece
	Nephew	Great-Grand Nephew

	First Cousin (Aunt/Uncle's, Son or Daughter)	Second cousin (Your mother or father's first cousin's children)
		First Cousin Once Removed (your cousin's children)

The City of Keller will hire no person, if the person is related within the second degree of affinity or within the third degree of consanguinity to an employee within the same City department.

However, this restriction shall not apply to employees as of the effective date of this policy who are related to another employee within the same degrees as listed above and in their current positions. In the event of promotion, lateral move or reorganization of a "grandfathered" employee; then they may not be in the same division or work under the line of supervision by the other relative. In this example, one of the affected employees will be granted a reasonable amount of time, not to exceed six calendar months, in which to find another position. This restriction shall apply due to the marriage of two employees. For the purpose of this rule, cohabitation will be considered the same as marriage.

Exceptions to this policy will be considered on a case by case basis and may be allowed based on business necessity and upon approval of the City Manager.

**Breast- Feeding Employees**

In recognition of the well documented health advantages of breastfeeding for infants and mothers, the City provides a supportive environment to enable breastfeeding employees to express their milk during work hours.

**Milk Expression Breaks:**

Breastfeeding employees are allowed to breastfeed or express milk during work hours using their normal breaks and meal times for up to one year after the child's birth. For time that may be needed beyond the usual break times, employees may use personal leave or may make up the time as arranged with their supervisors.

**A Place to Express Milk:**

A private room (not a toilet stall or restroom) shall be available for employees to breastfeed or express milk at each City facility. The room will be private and sanitary, located near a sink with running water for washing hands and rinsing out breast pump parts, have a chair and an electrical outlet. If employees prefer, they may also breastfeed or express milk in their own private offices, or in other comfortable locations agreed upon in consultation with the employee's supervisor. Expressed milk can be stored in a City refrigerator (such as in break room) or employee's personal cooler.

**Breastfeeding Equipment and Education:**

Any employee covered by City provided medical insurance may obtain assistance with lactation support and counseling and the costs of renting or purchasing breastfeeding equipment.

**Staff Support and Responsibilities:**

It is expected that all employees will assist in providing a positive atmosphere of support for breast-feeding employees.

**Employee Responsibilities:**

Employees who wish to express milk during work hours shall keep supervisors informed of their needs so that appropriate accommodations can be made to satisfy the needs of both the employee and the City. Breast-feeding employees are responsible for keeping the milk expression areas/room clean. Employees should label all milk expressed and are responsible for proper storage of the milk. For more information, contact management staff at The Keller Pointe.

**Special Responsibilities for Managerial Staff:**

As with any policy, management staff is expected to serve as role models for proper compliance with the provisions above and are encouraged to regularly remind employees of their responsibilities in complying with this policy.

**Arrests and Confinements**

City employees are subject to disciplinary action and/or job restrictions for violations of the law. This policy applies to acts prohibited by law that result in charges being filed, arrest, or confinement as well as to acts prohibited by law not resulting in charges filed, arrest, or confinement. A conviction of a violation of the law may result in a leave of absence with or without pay; and/or further disciplinary action up to and including termination.

**Employee Detained by Law Enforcement Authorities** An employee detained by law enforcement authorities who fails to report to work and/or provide timely notification to his/her supervisor will be subject to disciplinary action for Unauthorized Absence. If an employee does not report to work as scheduled, the time missed will be recorded as unpaid leave.

**Employee Status after Violation of Law** At the time the department is made aware of an employee's arrest or conduct constituting an offense, the department head shall consult with the Human Resources Department to determine available options that which include:

- Allowing the employee to return to regular duty with pay;
- Allowing the employee to return to restricted duty with pay;
- Placing the employee on paid administrative leave; or
- Placing the employee on unpaid administrative leave.

**Disciplinary Action** Disciplinary action may be pursued concurrently or in place of the above options, or at a later date. Multiple violations of law or confinements within a prescribed time period may also result in disciplinary action up to and including termination.

**Other Policies** This policy should not be construed to limit disciplinary action that may be taken in accordance with other Personnel Policies and Procedures, department policies, or other citywide policies.

**Review of Case** The City, in determining how this policy will be applied in a particular case, will consider all the facts and circumstances of each individual situation.

**Military Leave**

Any employee who is a member of the state military forces or a reserve component of the armed forces will be eligible for a leave of absence from his/her duties in accordance with the following rules:

- When ordered by proper authority to duty or for field exercise, or authorized training for a period not to exceed three weeks paid per fiscal year;
- The employee called for such training will be absent without loss of time, efficiency rating, accrued vacation time, seniority, or longevity currently accrued, or any other benefit provided by these rules;
- The employee shall forward a copy of the official military notice as soon as it is received to their immediate supervisor and to Human Resources.

Employees called for military service shall be granted military leave during such service and shall retain any and all pay benefits received from the military during this period. The City shall compensate the employee by paying the difference between said employee's military pay and the regular City salary after the receipt of proper military documents for up to six (6) consecutive months. The employee shall also continue to receive certification pay.

In compliance with reemployment under state and federal laws, an employee who leaves a position with the city for active military service has a qualified right to reemployment in the same position they were in at the time of enlistment, or a position of similar seniority, status and pay providing the conditions for reemployment outlined in said law are met.

For more information, please contact Human Resources.

### **Check/Payroll Distribution Policy**

#### **Accounts Payable**

Employee checks are ready for distribution on Thursday of payroll week and are direct deposited.

#### **Payroll**

Upon hire, a new employee is given a direct deposit form which must be returned to Human Resources (HR) before your first payroll is processed. HR has an option for payroll cards. If interested, please contact them at ext. 4040. Verification of deposit is sent by email to the employee's personal email address and may also be viewed through the Employee Portal.

Sign up to the Employee Portal is automatic when a new employee is hired. Employees are automatically issued a user id and password. Users have the ability to change their user id and password once the account has been set up.

For security, the Employee Portal is accessed through the user's personal email address. The email address becomes the user id and will email the user id and password to the email address in the payroll system.

Through the Employee Portal, employees are able to access the following information in the City's payroll system:

- View last payroll check & history
- View or change basic address, telephone information
- View benefits (vacation, sick, holiday, comp, etc.)
- View current employee information
- Change user id and password

## Risk Management

When you are on duty, it is your responsibility to make every effort to protect and if necessary, to save the life of any person using the facility. Our main objective is SAFETY and then CUSTOMER SERVICE.

In order for us to prevent any type of injury or accident we should always be aware of our surroundings. Take a proactive approach in preventing accidents. If you are unable to repair something minor yourself, report the item through proper channels. This may be as simple as picking up a piece of trash, wiping or mopping a wet spot on the floor, or putting up caution signs where appropriate.

The City of Keller has a comprehensive risk management plan. Refer to the Safety Manual located in the Administrative Assistant's area if you need further information. Detailed information is provided so that you may take the appropriate action.

Below is a list of items that help us take a proactive approach:

- A. Safety Checklists- These lists are used on a daily basis to report damages or maintenance needed in our facility.
- B. Emergency and Inclement Weather Action Plans- These plans tell us what to do in case of an emergency.
- C. Injuries/Accidents- when an injury occurs it must be reported on a Citizens Accident Report form and submitted to your supervisor.
- D. Incidents- Any unusual occurrences in our facility, such as fighting, abusive language, unlocked doors, etc. must be reported on a Citizens Accident/Incident Report and submitted to your supervisor.
- E. Employee Incidents- Any occurrences that result in an employee injury must be reported to a supervisor or Manager on Duty immediately. An employee injury report and supervisor's first report of injury must be completed. See Administrative Forms index.
- F. Blood Borne Pathogen Safety:
  1. Due to potential hazards associated with blood borne pathogens that cause diseases such as hepatitis and AIDS, care shall be taken to eliminate contact with blood and body fluids.
  2. Universal precautions (treating all body fluids as potentially infectious) must be observed at all times.
  3. Preventative immunizations and vaccinations shall be offered to affected employees and family as required by Texas Civil Statutes.
  4. Use of appropriate gloves, face shields, masks and eye protection may be necessary to prevent potentially infectious materials from passing through or reaching an employee's work clothes, street clothes, undergarments, skin, eyes, mouth or other mucous membranes. A specialized mask for administering CPR shall be used.
  5. Employees shall wash hands and other contaminated body areas and remove all contaminated clothing immediately after administering first aid.
  6. Employees shall immediately report all exposures to blood and body fluids to their supervisor so post-exposure care can be initiated.
  7. Contaminated work surfaces shall be decontaminated with an appropriate disinfectant after completion of procedures, or contact with blood or potentially infectious materials.

8. Infectious waste shall be placed in closable, leak-proof containers with proper labels and must be disposed of in a proper manner. Any used needles, syringes, etc. should be placed in an approved "sharps" container that will prevent accidental contact with the sharp edge.

### **Blood Borne Pathogens:**

**Universal Precautions-** Exposure to blood borne pathogens may occur when handling injuries involving blood or other bodily fluids. Follow the universal precautions: treat all blood or bodily fluids as though they are known to be infectious for Human Immunodeficiency Virus (HIV), Hepatitis B Virus (HBV) or other blood borne pathogens.

### **Facts:**

Blood Borne Pathogens are defined as disease-causing microorganisms that can be transmitted through blood contact. Blood borne pathogens of concern include Hepatitis B Virus (HBV) or Human Immunodeficiency Virus (HIV). Hepatitis B is a blood borne pathogen that can cause infection of the liver.

### **Definitions:**

**Infectious Materials:** any body fluids such as vomit, feces, urine, or saliva, which could be contaminated with blood or blood itself.

**Contaminated:** Presence of blood or other infectious materials on an item or surface.

**Decontamination:** use of physical or chemical means to remove or destroy blood borne pathogens on a surface or item to the point where they are no longer capable of transmitting infectious particles.

In the event of coming into contact with blood borne pathogens, Manager on Duty will follow the procedures listed below:

- 1) **Assess the situation;** Ask yourself, "Is it safe?"
- 2) **Protect yourself (with the use of gloves, towels, etc.)**
- 3) **Remove the patron from any danger and place them in a safe environment.**
- 4) **Administer First Aid/CPR (if necessary)**
- 5) **Isolate hazardous materials**
- 6) **Extract hazardous materials**  
For bigger spills, we will have disinfectant for backup.
- 7) **Dispose of Materials**  
All materials will be placed in a biohazard trash bags (located in Lifeguard Headquarters).
- 8) **Fill out necessary forms (Accident/Exposure Form)**  
After removing materials, make sure that correct forms are completed by the assistant/manager on duty and turned in at the end of the day with all other paperwork. If you come in direct contact with bodily fluids, blood, etc. contact your immediate supervisor.
- 9) **Inventory Supplies**  
Ensure that there are sufficient supplies on hand for any future emergencies.

## **Emergency Action Plan**

### **LIFE THREATENING:**

Step 1: **Call 9-911** from a City phone (land line)



Be able to provide location (405 Rufe Snow Drive), your name, the phone number and a brief description of the accident.

- A. The Keller Pointe, Main building, 817-743-4386
- B. The Keller Pointe, Indoor pool (Guard office), 817-743-4321
- C. The Keller Pointe, Outdoor pool (Guard office), 817-743-4321

**Do not hang up until they have hung up!**

Step 2: Contact Manager on Duty

<u>Contact:</u>	<u>Office:</u>	<u>Area of Responsibility:</u>
Recreation Supervisor	817-743-4304	Gymnasium and Stay-N-Play
Aquatic Supervisor	817-743-4309	Aquatics/ Fitness
Manager of Facility	817-743-4301	The Keller Pointe
Building Operations	817-743-4305	The Keller Pointe

Step 3: Complete Accident Report

**NON-LIFE THREATENING:**

Step 1: Assist them as best as you can. If further assistance is necessary, contact Manager on Duty.

Step 2: Complete Accident Report

**EMERGENCY PROCEDURES**

**Do Not Panic**

NEVER PUT YOURSELF OR OTHERS IN DANGER! IF YOU CANNOT HANDLE THE SITUATION CONTACT THE MANAGER ON DUTY FOR IMMEDIATE ASSISTANCE AND CALL 911 IF NECESSARY.

**Type of Emergency: Physical danger, Power Outage**

1. Secure the area. During business hours notify the Building Operations Supervisor. Take necessary steps to address the emergency at once. Clear the area of participants. Do your best to address the situation.

If there is a POWER OUTAGE, you will need to get everyone out of the activity areas. Have them wait in the Front Lobby. Once you have cleared the facility contact the immediate supervisor.

If the power comes on within a few minutes, you can let people resume their activities. If the power has not come on within thirty minutes of the outage, you are to clear the building and secure the outside doors. Notify the immediate supervisor.

2. After hours, contact the full-time staff in the following order, Building Operations Supervisor, and then Manager. Continue to try until you reach one of them or can leave a message.
3. Assist Supervisors in any way necessary.
4. Complete an Incident Report as soon as possible.

### **Type of Emergency: Maintenance**

1. Secure the area. Clear the areas of participants, sweep, mop, etc. Do whatever is necessary to make the area safe to use again.
2. During business hours, notify the Building Operations Supervisor and Custodian.
3. After hours, contact Building Operations Supervisor.
4. Assist Building Operations Supervisor and/or Custodians in attending to the emergency. Post signs, cones, "Wet Floor" etc. if necessary.
5. Complete an Incident Report.
6. Contact the Building Maintenance Supervisor in the event of a major problem.

### **Type of Emergency: Medical**

1. Never go beyond what you are formally trained to do.
2. Distribution of the First Aid Equipment:
  - a. First Aid equipment is for injuries sustained in and around The Keller Pointe.
  - b. When first aid supplies are given out, there should be an accident report completed. When someone gets hurt in a class, it is the instructor's responsibility to complete the report.
3. Dealing with Blood:
  - a. Refer to the Blood Borne Pathogen Section of this manual.
  - b. If the participant is capable of treating the injury, let them. If not, **use vinyl or nitrile gloves** from the first aid supplies cabinet, notify supervisor and call 911.
  - c. If blood/bodily fluids are on the equipment, floor, walls, etc. refer to the blood borne pathogen section for cleanup and disposal of materials.
  - d. First aid equipment is located at the front desk in the cabinet, guardroom and ticket booth.
4. Complete an Incident/Accident Report.

### **Type of Emergency: Fire Alarm Sounds**

1. At the sound of the fire alarm, Fire Department must be notified.
2. In the event of a fire, ask someone to call 9-911 with specific details while you attempt to put it out.
3. If during business hours, all staff will assist with the evacuation of building. Everyone must leave through the nearest emergency exit and meet outside of the building at the overflow parking lot. Do not allow anyone to assemble in the outdoor pool area. The Keller Pointe staff will guide those in the pool area to leave through the exit directly outside the lifeguard office or the exit doors adjacent to the ticket booth.
4. The Building Operations Supervisor or Manager on Duty will supervise evacuation and conduct a final inspection of all areas.
5. Wait for the Fire Department to arrive and check things out in the building. Once they have given the clear signal, you may reenter the building.
6. Complete an Incident Report.

## Evacuation Locations – green circles are designated outside gathering points



**Note:** If an employee is injured while working, a Workers Compensation First Report of Injury Form must be completed and submitted to your supervisor.

### Child Abuse Prevention

1. In order to protect The Keller Pointe staff, volunteers, and program participants—at no time during a Keller Pointe program may a staff person be alone with a single child where others cannot observe them. As staff supervise children, they should space themselves in a way that other staff can see them.
2. Staff shall never leave a child unsupervised.
3. Restroom supervision: Staff will make sure suspicious or unknown individuals do not occupy the restroom before allowing children to use the facilities. Staff will stand in the doorway while children are using the restroom. This policy allows privacy for the children and protection for the staff (not being alone with a child). If staff is assisting younger children, doors to the facility must remain open. No child, regardless of age, should ever enter a bathroom alone on a field trip. Always send in pairs, and whenever possible, with staff.
4. Staff should conduct or supervise private activities in pairs—putting on bathing suits, etc. When this is not feasible, staff should be positioned so that they are visible to others.
5. Staff shall not abuse children including:
  - a. Physical abuse - strike, spank, shake, slap
  - b. Verbal abuse - humiliate, degrade, threaten
  - c. Sexual abuse - inappropriate touch or verbal exchange
  - d. Mental abuse - shaming, cruelty
  - e. Neglect - withholding food, water, basic care, etc.Any type of abuse will not be tolerated and may be cause for immediate dismissal.
6. Staff must use positive techniques of guidance, including redirection, positive reinforcement and encouragement rather than competition, comparison and criticism. Staff will have age appropriate expectations and set up guidelines and environments that minimize the need for discipline. Physical restraint is used only in pre-determined situations (necessary to protect the child or other children from harm) and is only administered in a prescribed manner and must be documented in writing.

7. As participants enter the program, staff will note any bumps, bruises, burns, etc. Questions or comments will be addressed to the parent or child in a non-threatening way. Any questions or responses will be documented.
8. Staff will respond to children with respect and consideration and treat all children equally regardless of sex, race, religion, or culture.
9. Staff will respect children's rights to not be touched in ways that make them feel uncomfortable, and their right to say no. Children are not to be touched on areas of their bodies that would be covered by a bathing suit.
10. Staff will refrain from intimate affection towards others in the presence of children, parents, and staff.
11. Staff must appear clean, neat, and appropriately attired.
12. While on duty using, possessing, or being under the influence of alcohol or illegal drugs is prohibited.
13. While on duty, smoking or use of tobacco in the presence of members, guests, or participants is prohibited.
14. Profanity, inappropriate jokes, sharing intimate details of one's personal life, and any kind of harassment in the presence of members, guests, or participants is prohibited.
15. Staff will portray a positive role model by maintaining an attitude of respect, loyalty, patience, courtesy, tact, and maturity.
16. Staff shall transport children in city provided vehicles only.
17. Staff may not date program participants under the age of 18 years of age.
18. Under no circumstances should staff release children to anyone other than the authorized parent, guardian, or other adult authorized by the parent or guardian (written parent authorization on file with The Keller Pointe).

### **Strategies to Help Prevent Child Abuse**

1. The Keller Pointe maintains a comprehensive pre-employment screening procedure to screen out staff not suited for working with children.
2. Take any allegation or suspicion of child abuse seriously.
3. Staff understands their legal obligation to report suspected abuse.
4. Policies, procedures and training shall be provided relating to discipline, supervision, staff/participant interaction, and staff and volunteer Code of Conduct, etc.
5. Staff understands what practices may be considered abusive and the difference between what may be considered appropriate and inappropriate touch.
6. Defensive strategies have been identified for avoiding unfounded allegations.
7. Staff shall communicate frequently with parents regarding day-to-day activities and encourages parents to report or question any behavior or event their child may share that appears out of the ordinary.
8. Parents may visit, unannounced, any program in which their child participates.
9. Staff shall identify stressed parents and offer support and referrals for help.
10. Staff shall learn how to discuss sensitive issues with children.
11. Staff shall protect themselves and The Keller Pointe by agreeing not to be alone with The Keller Pointe youth or program participants outside of The Keller Pointe programs or facilities (i.e. babysit, take children on trips, have them in their homes when others are not present, etc.)

**Note:** These preventive strategies are designed to protect the children in The Keller Pointe programs and to protect The Keller Pointe staff and volunteers from being wrongly accused of incidences of child abuse.

## **Code Adam**

Code Adam decals are posted at the entrances of participating businesses, including the entrances for The Keller Pointe. The following steps should be taken when Code Adam is activated:

1. Obtain a detailed description of the child, including what he or she is wearing.
2. Announce "Code Adam." Describe the child's physical features and clothing.
3. Designated employees will immediately stop working, look for the child and monitor front entrances to ensure the child does not leave the premises.
4. Call law enforcement if the child is not found within 10 minutes.
5. If the child is found and appears to have been lost and unharmed, reunite the child with the searching family member.
6. If the child is found accompanied by someone other than a parent or legal guardian, make reasonable efforts to delay their departure without putting the child, staff or visitors at risk. Immediately notify law enforcement and give details about the person accompanying the child.
7. Cancel the Code Adam announcement after the child is found or law enforcement arrives.

## **Employee Responsibilities**

### **Customer Service**

As an employee, the image you project reflects on the whole department. It is important that we all create a positive atmosphere for our facility. To accomplish this

- Be polite, upbeat and courteous at all times. Respond to the user's questions and complaints in a positive manner.
- Acknowledge the customer's presence immediately by smiling, making eye contact, addressing them by name, nodding, or indicating that you will be right with them. Respond immediately or as quickly as possible, to participants' inquiries and requests.
- Seek additional help and support from other staff members as needed. If you cannot correctly do so, refer the individual to the appropriate staff member or to the manager.
- Keep in mind that a complaint or suggestion is not an attack on you or the program. The criticism may be helpful in improving the quality of our program and the services we provide. Many times, the participant may not be aware of all the information related to the issue. If you are unable to help them or they still are unsatisfied, provide them with the appropriate supervisor's business card.
- Always keep your work area neat and orderly.
- Provide a positive example to other employees, as well as to our participants by adhering to all departmental policies. Show proper I.D. when entering the Recreational Facility or when participating in events. Maintain a high level of sportsmanship when participating in any activities.
- When you enforce rules, make sure you do it in a calm manner. Calmly express the violation and when appropriate, why it is in effect.
- Make sure when you report to work that you are clean and neat. This includes wearing your staff shirt and nametag and if not, you may be sent home to change.
- Again, use **"PLEASE"** and **"THANK YOU"** as much as possible. Find ways to say **"YES"** as often as possible.

## **Telephones**

Answer promptly and courteously within two rings. Your phone demeanor reflects our office. When answering the phone say “Thank you for calling The Keller Pointe, this is \_\_\_\_\_, how can I help you?”

If the caller’s question is not related to The Keller Pointe, use the City Directory to transfer call to the appropriate office. A list of phone numbers is located in the CISCO Systems Directory.

Remember the phones at the Customer Service Desk, Ticket Booth and the offices are for business only. If you MUST make a personal call, use the phone in the break room and limit it to one minute.

A courtesy phone is available for participant use at the Customer Service Desk. Do not give out home or cell numbers or email addresses of departmental employees. Tell the person that the person they are trying to reach is unavailable and offer to leave the employee a message to return the call.

## **Maintenance and Custodial Services**

The Keller Pointe is a high traffic area with specialty floors and equipment; staff responsibilities include keeping the facility clean. As you tour facilities, it is every Keller Pointe employee’s responsibility to pick up trash and straighten furniture and equipment. In addition, you may be assigned to duties including, but not limited to, cleaning windows, sweeping floors, vacuuming, cleaning carpeting, mopping, wiping down weight and cardio equipment and emptying trash. If you need instruction on using equipment or cleaning products, please ask your immediate supervisor. Material Data Sheets (MDS) are available for all cleaning products. Latex gloves are also available.

## **General Use Policies**

### **Appropriate Attire**

Shirts and appropriate athletic shoes are required throughout the facilities. Non-marking shoes are required on the basketball courts at all times. Open toed shoes, boots, etc. are not permitted except for employees working in aquatic areas.

### **Equipment Checkout**

Game equipment is available for use with a valid Keller Pointe I.D. card, keys, driver’s licenses, purses, etc. are not to be taken for equipment in place of a Keller Pointe I.D. Equipment that is available for use includes basketballs, volleyballs, individual locker keys and fitness towels. Personal belongings shall be locked in a locker – not left behind the Customer Service Desk. Individuals may be charged for lost or damaged equipment.

### **Facility Reservations**

- ALL reservations must be made in person or by telephone at The Keller Pointe. Reservations can be booked during facility operating hours. No tentative reservations will be made. The Keller Pointe may email agreements for signatures.
- All reservations must be booked at least two weeks in advance.
- A security deposit of \$250 is required at the time of reservation. If alcohol is served or the event is for teens an additional security deposit of \$250 is also required at the time of reservation. The deposits are a separate fee and do NOT apply towards the reservation fees. If there are no damages to the room(s) rented, and all policies have been followed, the deposit(s) will be returned within thirty (30) days following the date of reservation.

- Set-up and clean-up time is included in your reservation time. The renter is responsible for all room reservation set-ups and clean-up. Cleaning supplies are provided. All trash must be taken to the facility's outdoor dumpster by the renter.
- Very limited gym times are available for rent. The gym may be rented either before or after hours. All rental fees must be paid at the time of the rental. Please contact the Recreation Supervisor for gym reservation availability.
- Each Bear Creek Room available comes with a standard number of chairs and tables. 6 foot rectangular or round tables are available.
- Private Pool Rentals, indoor or outdoor, may be rented before or after business hours. Pool rentals can only be confirmed with a signed rental agreement, deposit of \$100 and full payment of rental fee at the time of booking.
- Lock-ins can be reserved after hours. The reservation can only be confirmed with a signed rental agreement, paid deposit of (\$500) and payment of full rental at the time of booking. Lock-ins include groups 8 hours of use of the facility consisting of 2 hours of indoor swim time, access to the Bear Creek Rooms and Basketball Gym.
- Reservations are not confirmed or scheduled until complete and full payment of the deposit and 50% of the reservation fees are received. The remaining 50% of fees are due thirty (30) days in advance of the reservation. A written cancellation notice signed by the applicant must be received at least thirty (30) days prior to the scheduled event in order for user to receive a full refund minus a \$25 service charge.

### **Food and Drink**

Food and drinks, with the exception of clear water, are not allowed in the gymnasium, Stay-N-Play, and Aerobics Studio. On occasion, special events will make special arrangements with The Keller Pointe to have food or drink. In such instances, arrangements for additional custodial support will be made.

### **Daily Use Lockers**

A limited number of day lockers are available in the men and women's locker rooms. Participants shall provide their own lock. Locks shall be removed at the end of the day. If locks are not removed, the Manager on Duty will cut the lock off at closing, collect the contents and place them in the lost and found, to be retrieved by the participants the next day. We provide keys for small lockers located on the fitness floor.

### **Lost and Found**

Items that are found in the facility should be logged on to the Lost and Found Form and put in the **Lost and Found** lockers. For items of value such as a wallet, purse, jewelry and electronic devices, contact the manager on duty so they can place it in the security safe. Place the wallet or purse in the safe in the Cash Office. Be sure to complete an INCIDENT REPORT. If a person claims such an item, please make sure they sign for it. Biweekly, items will be taken to a distribution center for donation.

### **Registration and Fees**

Customer Service Representative responsibilities may include processing registrations for programs and passes. You will be held accountable for any money taken during your shift. If there is a discrepancy between the reporting method and the monies calculated, you will be contacted. You will be held responsible for missing money and a Cash Drawer Discrepancy form must be completed, as well as face disciplinary actions.

### **Program Registration**

Ask the patron for their driver's license and check the address on the Tarrant County Appraisal Department website, [www.TAD.org](http://www.TAD.org) . City of Keller is listed on many drivers' licenses that are within Fort Worth as well as Roanoke and North Richland Hills. Employees should always double check the Tarrant County Appraisal District website for verification. Members receive member rates for programs. Enter the information into the computer and in the appropriate registration folder. Please be in the habit of double-checking the times, dates, and sessions. Most of the recreation programs have limits and ratios, so if a person is left off the registration window and they show up the day of the program, there may not be space available.

### **Program Refund Procedure**

- When a course is canceled due to low enrollment or other circumstances, individuals will be offered a transfer to another class or receive a full refund. Individuals shall be notified 24 hours prior to class if there is a cancellation.
- If a participant pays with a check, allow 10-15 business days for processing and a check shall be mailed out to the participant.
- If a participant pays with a credit card, a refund can be done that day of business, but the credit may not appear on the card for at least 3 business days.
- If a participant pays cash, then he or she shall receive a full refund as long as the transaction happened that same day, but must be handled from the same cash drawer as the transaction was handled. If the refund is requested on a different day a check can be mailed and may take up to 10-15 business days to process.
- Participant initiated refunds and transfers will only be granted when a participant submits their transfer or refund request to The Keller Pointe at least five business days prior to the starting date of the program, moves from the area or becomes ill, in which case a doctor's statement must be presented to The Keller Pointe upon request.

### **Issuing Annual Membership Cards and Fingerprint ID**

Guest must provide a picture I.D. that has their current address, preferably a driver's license. Renewals follow the same guidelines as first-time purchases.

1. Go to Contract in Spectrum, select Add New, select the membership type, then enter all personal information into the computer and select Finish. Change the expiration date to the current date plus one year and select Pay In Full. Hit Complete Contract, then take payment in POS. We take cash, Visa, Master Card, debit card or check into drawer. Take their picture.
2. Guests must be input as prospects in CRM Management. Open CRM, select Add New, input all customer contact information, including email. Select Finish to complete. Have the customer complete a liability waiver with first and last name, address, phone, city, state, and zip code and take payment by selecting the appropriate daily pass in POS and selecting your payment type.
3. Verify address in the MAPSCO or on [www.tad.org](http://www.tad.org) to ensure they are a Keller resident.



## Fitness Center Rules and Regulations

### Fitness Floor Rules and Regulations

- **YOU MUST BE 16 YEARS OF AGE OR OLDER TO BE ON OR USE THE FITNESS FLOOR without adult supervision.**
- **Children, strollers, carriers, etc. are prohibited from the fitness floor, weight area, and track**
- To use the fitness center without adult supervision you must be at least 16 years of age.
  - Teens 13-15 years of age may be allowed to use the fitness center equipment under direct parental supervision, that includes the parent ensuring the child is appropriately using the equipment, that the child is using proper body mechanics, being courteous to other members and following all other fitness floor and facility rules and regulation.
  - Teens 16-17 years of age may be allowed to use the fitness center equipment by having a parent or legal guardian sign a liability waiver
- Athletic shoes and family friendly appropriate workout attire must be worn at all times in the fitness center. Shoes must have non-marking soles and fully enclose the entire foot. No open-toe shoes.
- Please limit all cardio equipment use to 30 minutes during peak times
- Allow others to work on weight equipment and be courteous of those waiting during peak times
- Please replace all dumbbells and plates on appropriate racks when finished using them
- Do not drop or throw weights
- Wipe down equipment after each use
- Follow all instructions regarding the proper use of equipment as posted
- It is prohibited for a guest or member to conduct or solicit personal training on Keller Pointe property
- Tobacco, food, chewing gum, glass bottles, and cans are prohibited in the fitness center. Plastic water bottles are acceptable

### Track Rules and Regulations

- **YOU MUST BE 13 YEARS OF AGE OR OLDER TO BE ON OR USE THE TRACK WITHOUT ADULT SUPERVISION**
- **Children under 13 years of age MUST be under direct adult (16 years of age or older) supervision, that includes the adult ensuring the child is being courteous to members and following all other track and facility rules and regulations.**
- **Strollers, carriers, etc. are prohibited from the track at all times**
- Slower runners and walkers should stay on the inside lane
- Faster runners should run in the outer lanes and pass slower runners/walkers on the outside
- Athletic shoes and family friendly appropriate workout attire must be worn at all times on the track. Shoes must have non-marking soles and fully enclose the entire foot
- Tobacco, food, chewing gum, glass bottles, and cans are prohibited on the track. Plastic water bottles are acceptable

### Group Exercise Rules and Regulations

- **YOU MUST BE 16 YEARS OF AGE OR OLDER TO PARTICIPATE IN GROUP EXERCISE CLASSES WITHOUT ADULT SUPERVISION**
  - Teens 13 – 15 years of age may be allowed to participate in group exercise classes under direct parental supervision, that includes the parent ensuring the child is

appropriately using the equipment, that the child is using proper body mechanics, being courteous to other members and following all other group exercise and facility rules and regulation.

- Athletic shoes and family friendly appropriate workout attire must be worn at all times in the fitness center. Shoes must have non-marking soles and fully enclose the entire foot. No open-toe shoes.
- Please return all equipment to the appropriate racks and storage when finished using them
- Do not drop or throw weights
- Wipe down equipment after each use
- Follow all instructions regarding the proper use of equipment
- Tobacco, food, chewing gum, glass bottles, and cans are prohibited in group exercise classes. Plastic water bottles are acceptable

**Failure to adhere to any of the above rules, regulations, and policies will result in immediate removal from The Keller Pointe. Serious violations will result in suspension or termination of annual, monthly, or daily pass.**

### **Stay N Play Rules and Regulations**

- Parents may only leave their children for a 2-hour maximum time period
- Parents may not leave the facility if their child is in childcare
- The parent/guardian will be notified if a diaper change is needed and parents will be called to help toilet training children use the restroom if needed
- Children will not be permitted into the childcare if they are sick. This includes but is not limited to:
  - Have had a fever in the past 24 hours
  - Have anything but clear mucus
  - Have thrown up in the past 24 hours
  - Had diarrhea in the past 24 hours
  - Have a rash that has not been diagnosed or is communicable
- We are not responsible for any toys brought into Stay N Play from home
- Children will be encouraged to assist with picking up toys before leaving
- If a child begins to cry and we are unable to calm him/her down after 10 minutes, the parent will be called to the childcare area
- Corrective behavior methods may include a time-out or not allowing the child to play with a certain toy

### **Aerobic Room Rental Rules and Regulations**

**The Aerobic Room can be reserved for classes and other athletic events. The room may not be used for personal use outside of approved contracts. Doors should be secured when classes are not in session. Members can rent the Aerobic Room. Please refer to the following guidelines for rental use of the Aerobic Room:**

- All Keller Pointe facility rental policies apply
- Participants making the reservation and utilizing the studio must be 18 years of age or older. Users under the age of 18 must be accompanied by an adult for the duration of the rental
- The room reservation fee for non-members is \$40.00 per hour. A deposit of \$100.00 is required on all facility rentals but will be refunded if the area used has been left in good order

and all conditions of the contract have been met. Reservation fees and deposit are waived for all members of The Keller Pointe but limited to a maximum of 12 individuals

- Participants may only reserve the studio up to 48 hours in advance for one reservation period. No more than two reservations may be made at one time. All reservations must be completed in person at the Customer Service desk
- Reservations may only be for a maximum of one hour
- All non-member groups (min.3; max 22) must pay a \$40.00 non-refundable reservation fee. Reservations will not be confirmed until payment is received. Room rental does not include access to the fitness floor, track, pools, gymnasium, Stay N' Play and/or other rental rooms without additional charges applying.
- Participants must provide their own music and equipment. Use of The Keller Pointe stereo and/or other Keller Pointe equipment is prohibited
- Spin bike usage is prohibited
- Food and drinks are prohibited in the studio
- Non-marking athletic shoes only
- If room is available, it may be booked upon arrival
- Liability Waiver must be completed before access to the studio is made available
- Usage of the studio must be approved by The Keller Pointe
- Room may not be subleased. No additional fees may be collected or assessed to participants for activities such as, but not limited to, training, coaching, and private instruction
- The individual who makes the studio reservation must be present for the entire reservation time
- Individuals/groups may not gain access to the studio prior to reservation time and must vacate the studio at the end of the reservation time or additional fees may be applied and future reservations denied
- The studio must be left in the same original condition as it was in the beginning of the reservation or additional fees may be applied and future reservations denied
- Renter agrees to assume all responsibility for any damages resulting from their usage. The renter will be charged for repair and/or replacement

**Failure to adhere to any of the above rules, regulations, and policies will result in immediate removal from The Keller Pointe. Serious violations will result in suspension or termination of annual, monthly, or daily pass.**

## **The Aquatic Facility Rules**

### **General Rules – Indoor and Outdoor Pool Rules and Regulations**

- Children, 9 and under, must be directly supervised by those 16 years of age or older wearing a swimsuit
- All swimmers must be wearing an appropriate family friendly swimsuit.
- Cutoffs, athletic shorts, sports bras, biking tights, and leotards are prohibited
- All children not toilet trained must wear a swim diaper covered by swimsuit bottoms while in the pool.
- Running or horseplay is prohibited
- Shower with soap and rinse thoroughly before entering the pool
- Diving is prohibited
- Coast Guard approved life vest only

- For sanitary reason, all clothing and diaper changes must be made in the family changing room or locker rooms
- Use of, including but not limited to, water wings, toys, facemask that cover the nose, personal toys including rafts, inner tubes, balls, or Frisbees and small rings are strictly prohibited
- No one admitted under the influence of alcohol or other intoxicating substances
- Glass in pool area and outside sun decks is prohibited
- All coolers are subject to inspection by The Keller Pointe staff
- The Keller Pointe is not responsible for lost, stolen, or damaged personal items
- Enter vortex through the designated water entrance
- Hanging or climbing on railings or lane markers is prohibited

### **Spa/Hot Tub Rules**

- **Children under 13 years of age are prohibited from using the spa**
- The maximum recommended time limit for spa use is 15 minutes
- No oil-based products
- **CAUTION:** If you are pregnant, have high blood pressure or are on medications, consult your physician prior to use
- No more than 13 people in spa at a time
- All General Pool Rules apply

### **Slide Rules**

- A person must be 42" in height to ride indoor waterslide and 48" in height to ride outdoor waterslides
- All eyewear and floatation devices must be removed
- Only one person at a time may ride
- Ride feet first only, sitting up or lying down
- Riders must exit the catch pool quickly
- Parents are not allowed to catch children at the bottom of the slide

### **Lap Lanes**

- Lap lanes are for continuous lap swimming; please use proper lap swim etiquette
- Hanging, sitting, or climbing on lap lines, railings, or safety ropes is prohibited
- Please consult the pool schedule for lap swim availability

### **Gymnasium Rules and Regulations**

**Food and drinks of any kind, gum, etc., are prohibited in the gym. Plastic water bottles, with clear water, will be allowed in the gym.**

- Children, 9 and under, must be directly supervised by those 16 years of age or older
- Profanity is prohibited.
- Open gym schedules can change at little notice due to availability, leagues, and programs
- Personal basketballs/volleyballs, etc. are permitted, however, we are not responsible for loss or damage
- Basketballs/volleyballs may be checked out at the front desk. A valid Keller Pointe

membership card or picture identification is required in order to checkout any equipment. The person who originally checked out The Keller Pointe equipment must be the same individual to return that equipment. Failure to return the equipment may result in additional charges.

- Athletic shoes (non-marking) and family friendly appropriate gym attire must be worn at all times
- Dunking or hanging on the rim is prohibited
- Horseplay, fighting, swearing, abusive language and/or destruction of property are prohibited throughout The Keller Pointe
- Lockers are for daily use only. The Keller Pointe personnel will remove all locks at the end of each day. The Keller Pointe is not responsible for lost or stolen property
- Pick-up basketball games are allowed, however, the rules listed below must be followed:
  - Players must be at least 16 years of age. Players 16 & 17 years old must have a liability waiver on file through a membership or purchased a day pass.
  - Each player must sign up in an available spot on the board to play pick-up games
  - You **CANNOT** sign up on behalf of another player present or not present. Players abusing this will be unable to play for the duration of the session. Any players erasing names will also be unable to play for the duration of the session
  - When there are less than 5 players waiting, any unassigned spots will be determined by a shoot off between players from the losing team on the court. Shots will be taken from the top of the key
  - No player, at any time, can select a teammate from the pool of players – waiting or playing. The board signup is the only way teams are determined and you're responsible for signing up on the board
  - When there are less than 10 players, only half-court will be made available for play
  - **Players will be ejected from a game for unsportsmanlike conduct. Any situation that the Manager on Duty deems unsportsmanlike may be cause for ejection**
  - Any player who verbally abuses a player, staff member, or spectator during a game will be subject to suspension or removal at the Manager on Duty's discretion
  - Physical abuse of a player, staff member, or spectator will result in REMOVAL of that/those player(s) from The Keller Pointe for at least a one-year period and possible legal action
  - Anyone ejected from a game (player or spectator) for poor behavior must leave the facility property immediately. If they do not, or if they leave and/or return later, the Keller Police department will be contacted to remove the individual(s). That person will be subject to suspension from The Keller Pointe for a period to be determined by The Keller Pointe Manager
  - Participants will be held accountable for any destruction or damage to property caused by their actions. Participants will not be allowed back to play until the property damage is paid for in full to The Keller Pointe.
  - The use of any abusive or profane language will result in an automatic ejection and one-week suspension
- You risk losing your facility membership if your card is used by anyone other than yourself and/or you fail to comply with the above stated rules.

*Failure to adhere to any of the above rules, regulations, and policies will result in immediate removal from The Keller Pointe. Serious violations will result in suspension or termination of annual, monthly, or daily pass.*

### **Administration Policies**

#### **Mail Room Procedures**

- All mail (personal or business) must include a Return Address.
- All personal mail must be pre-stamped and include correct postage, and place in the proper place, stamped.
- Please verify that all mail is properly and correctly addressed.
- If envelopes are to be sealed, all back flaps should be up and bundled together loosely.
- Large envelopes should be sealed.
- Certified mail "proof of mailing" receipts must include the department name highlighted.
- Please call (#4063) or (#4067) before noon for large special mailings. Assistance may be necessary to process same-day large special mailings.
- Boxes/packages should be properly stuffed and sealed; however, please leave an open area in the upper right-hand corner of the box/package for postage. Remove all old address labels from boxes/packages.
- Mail is due in the mailroom by 3:00 p.m. each day for same-day processing.

#### **Signage Postings**

- All notice and marketing must be *approved by the Keller Pointe Manager* before copies are made and distributed.
- All notices that are posted must be laminated.

#### **Deposit Transport Procedure**

##### **The Keller Pointe**

Deposits are picked up by armored car representative Monday-Friday. Designated Pointe employees will open the safe for the officer and give the representative the deposit. The representative will sign and date the deposit book and the book is then returned to the safe.

##### **No Deposit Transport:**

Deposits will not be transported on Saturdays or Sundays.

##### **Notification Contact:**

Finance/Purchasing Manager – Pamela McGee (817) 743-4028

#### **Operating Procedures**

The following is a list of responsibilities that should be handled during shifts.

1. Greet each member or guest promptly and individually.
2. Be proactive.
3. Make it personal – use member or guest names regularly and anticipate their needs (towels, locks, keyboards, etc.).
4. Be positive – a positive attitude will go a long way!

5. Be professional – be in uniform only at work, arrive on time, complete duties as assigned, be knowledgeable about our programming and services.
6. Utilize the 10-foot rule – greet each person within a 10-foot radius.

### **Patrolling Areas**

Customer Service Representatives and Assistants, Childcare Attendants, Recreation Assistants, Head Lifeguards and Lifeguards not performing lifeguarding duties need to patrol areas when supervisor is not able. Employees should patrol every 30 minutes and more often during peak times. When patrolling, there are certain things that you should look for:

### **Gymnasium**

- Make sure that participants are wearing proper shoes (non-marking)
- Check for items that are placed on court floors. If there are items, which may be a safety hazard, pick them up and place along walls out of dangers way. Advise participants of any items that are moved.
- Check for scuffs on court and wipe off as needed.
- Pick up all trash and dry mop courts if necessary.

### **Restrooms and Locker Rooms**

- Pick up trash and throw away.
- If items are left behind, pick up and log onto Lost and Found Form.
- Mop wet spots and place caution cone out.
- Spot sweep floors if needed.
- Report any toilets or urinals that are not flushing automatically.

### **Weight Room**

- Bags are prohibited in weight room.
- Children under the age of 13 are prohibited. Children ages 13-15 may use the fitness floor once they have completed an orientation with Customer Service Representative. The orientation should be noted on the child's account. Please ask participants to make other arrangements.
- Music should be kept at a reasonable level.
- Cardio equipment use is limited to 30 minutes if the equipment is in demand.
- Participants should use clips for free weights. Participants should rack their own weights and place equipment back in the appropriate area.

## **Administrative Forms Index**

### **General Forms**

1. Employee Information Report
2. City of Keller Parks and Recreation Department Initial Review
3. City of Keller Parks and Recreation Department Performance Review
4. Authorization Agreement for Direct Deposit

### **Risk Management Forms**

1. Accident Investigation
2. Procedure for Reporting An Accident and/or Equipment Damage
3. Procedure for Reporting on the Job Injuries

4. Equipment Damage Report
5. Employer's First Report of Injury or Illness
6. Employee Report of Incident
7. Supervisor Report of Incident
8. City of Keller Doctor's Release
9. General Public Accident/Incident Report