

HOW TO USE THIS GUIDE BOOK

The ABCs book (About Broward County) is a resource for:

- People considering employment with Broward County
- Current employees

It is divided into two sections:

- ABCs discusses general employment information in standard “ABC” alphabetical format
- Your Benefits & You introduces, summarizes and describes employee benefit and insurance options that are:
 - Provided by the County
 - Available for purchase on a “pre-tax” basis
 - Available for purchase on an “after-tax” basis

The ABCs of County Employment

A

Accrued Leave

When using accrued leave, an employee must take a minimum of 30 minutes. Before an employee will be considered for leave without pay, all applicable accrued leave must be exhausted. Requests for leave must be submitted in advance to the Division for approval and will be granted in accordance with the Division’s operational needs. Employees covered by a collective bargaining agreement are subject to the provisions of the applicable Collective Bargaining Agreement.

Address Changes

Submit address changes to your division’s Payroll Liaison on the appropriate form. Check the address on your paystub to make sure the change has been processed correctly. Failure to maintain your current address can delay your receipt of time-sensitive information, such as FRS statements, benefits ID cards and benefit-related information. Employees who have applied for positions on-line at www.broward.org/careers should make the necessary changes to their personal profile on-line.

Administrative Leave (See Job Basis Leave)

Alternate Duty

Alternate duty is a return-to-work program for employees injured in the course of employment. The program may provide temporary work assignments consistent with the attending physician’s orders during recuperation. Employees are expected to accept alternate duty assignments or face a reduction in workers’ compensation benefits. Alternate duty is administered by the Risk Management Division.

Americans with Disabilities Act (ADA)

The ADA provides protection from disability-based discrimination in all aspects of employment. Qualified employees or applicants with disabilities may request reasonable accommodations to perform the essential functions of a job. Contact the Office of Equal Opportunity (OEO) to request a reasonable accommodation.

The ADA also requires all County facilities, programs, services and activities to be accessible to individuals with disabilities. To report that a County facility, program, service or activity is inaccessible, contact the Disability Affairs Section of the Office of Equal Opportunity at **954-357-6500**.

Additional information about the ADA can be found at the Office of Equal Opportunity’s web site: www.broward.org/eo.

Anniversary Date

The date your employment begins and that date each following year is considered to be your anniversary date. Anniversary dates may change when an employee is promoted, demoted or on leave without pay, as well as for other reasons. Call Human Resources’ Compensation Section at **954-357-6438**.

Annual Leave

Benefit-eligible employees begin to accrue annual leave immediately upon employment. Employees in part-time 20+ hour positions accrue annual leave in proportion to their scheduled hours, subject to approval by the Office of Budget Services. No more than 280 hours of annual leave can be carried over each year.

Benefit-eligible employees whose positions are covered by a collective bargaining agreement should consult their collective bargaining agreement for the applicable annual leave provisions.

Benefit-eligible employees whose positions are not covered by a collective bargaining agreement accrue annual leave as shown below:

County Service	Accrual Rate
Less than 5 years	80 hours per year (3.0769 hours per pay period)
5 to 10 years	120 hours per year (4.6153 hours per pay period)
10 + years	160 hours per year (6.1538 hours per pay period)

Annual Leave Cash-Out

Call Employee Benefit Services for information about payout of annual leave upon entering DROP.

Unrepresented Employees: Benefit-eligible employees whose positions are not covered by a collective bargaining agreement (or where a collective bargaining agreement specifically provides for annual leave cash out as described herein) can cash out accrued annual leave once per calendar year up to a maximum before-tax amount of \$4,000. In order to be eligible for cash out, an employee must have used a minimum of 80 hours of leave (job basis and/or annual leave) during the preceding 12-month period. A balance of 40 hours must remain after the cash out.

Represented Employees: Benefit-eligible employees whose positions are covered by a collective bargaining agreement can cash out accrued annual leave once each calendar year to pay for expenses related to education or career development and for computer purchases. The maximum before-tax amount that can be cashed out is \$2,000 per calendar year, subject to policy limitations.

Excess Annual Leave Cash-out:

Unrepresented Employees: Unrepresented employees who have an accrued annual leave balance in excess of 280 hours at the end of the last pay period of the calendar year shall have all hours beyond 280 hours automatically cashed out provided that the employee has used at least 80 hours of leave (all annual leave or a combination of annual leave and job basis leave) during that calendar year. If an otherwise eligible employee has not used 80 hours of leave during that calendar year, the accrued annual leave in excess of 280 hours will be forfeited. Contact Compensation Section with any questions.

Represented Employees: Employees should refer to their applicable collective bargaining agreement for the excess annual leave policy. Contact Employee/Labor Relations with any questions.

At-Will Employment

Effective October 1, 2000, all new appointments have been classified as exempt from Civil Service; appointees are "at will" and serve at the pleasure of the appointing authority, except as provided by any collective bargaining agreements.

Automobile Accidents

Employees involved in an automobile accident while driving in the course of conducting County business must report the accident to their supervisor and to the Risk Management Division immediately. A Loss Notice and Accident Report must be completed within 24 hours of the accident and forwarded to the Risk Management Division. After any accident, the police must be contacted and a police report must be requested and completed. If a citation is issued in connection with an accident while driving a County vehicle, employees will be represented by the County Attorney's office.

Automobile Accident Review Committee

This committee reviews accidents involving County vehicles and drivers to determine if accidents were preventable. The committee may recommend corrective action to prevent or minimize the frequency or severity of future accidents. The Automobile Accident Review Committee is administered by the Safety & Occupational Health Section of the Risk Management Division.

B

Bargaining Units (See Union Representation)

BC 102-102

The BC 102-102 is the form used for all human resource functions, such as: hiring, leaves of absence, promotions and terminations. Employing agencies complete a BC 102-102 and submit it to the Office of Budget Services which forwards it to the Division of Human Resources for approval and processing. Questions about the status of such transactions should be forwarded to your Division, which will contact Human Resources or Payroll.

Bereavement Leave

Benefit-eligible employees may receive bereavement leave to attend the funeral of a member of their immediate family. Should the death occur in Florida, up to 3 regularly scheduled workdays of paid leave are provided. Should it occur out of state, up to two 2 additional regularly scheduled workdays of paid leave are provided. Employees in a collective bargaining unit should consult their collective bargaining agreement. Immediate family is generally defined as:

- spouse/registered domestic partner
- child/stepchild
- brother/sister
- stepsister/stepbrother
- parent/stepparent
- grandparent
- grandchild
- father-in-law/mother-in-law
- son-in-law/daughter-in-law
- brother-in-law/sister-in-law
- a person determined by the Human Resources Director to be “in loco parentis” (in the place of a parent) or another relative domiciled in the employee’s household

Block Budgeting

A process by which employees in primarily designated entry-level positions may be non-competitively promoted to the next level job classification. The complete block budgeting guidelines can be found at <http://bc-net/Agencies/humanresources/Pages/blockbudgeting.aspx>.

Broward County Facts

Broward County is the second largest of 67 counties and one of the fastest growing metropolitan areas in Florida, home to 1.7 million people. For more information on Broward County, visit www.broward.org and click on “About Broward County.” To learn about Broward County’s diversity, visit www.broward.org/celebratingdiversity.

Broward County Government

County government is established under the authority of the State Constitution and the County Charter. The Charter and the Administrative Code established the functions of the County government and the personnel system. These documents are available in most County administrative offices, on Broward County’s web site, and the governmental document section of the Broward County Library.

Bus Passes

Passes for the County’s mass transit bus system are available to employees at discounted rates. BUZPASS allows employees to pay for monthly bus passes through payroll deductions on a pre-tax basis. Contact Mass Transit at **954-357-8400** for additional information. See also Tri-Rail Passes.

C

Cafeteria Benefit Plan (See Part II)

Career Change Opportunities

The County encourages employees to participate in career enhancing training opportunities and employment exams for which they may qualify. Job announcements are available at www.broward.org/careers. For training opportunities, contact Human Resources’ Learning and Organizational Development Section.

Civil Service (See At-Will Employment)**Communications (See Employee Communications)****Compensatory Time (See Overtime)****Computer Software**

Broward County employees shall use only that software properly procured by their Agency in accordance with the license agreement. Failure to comply with this policy may lead to serious disciplinary action, including termination of employment and/or possible civil or criminal charges. Broward County Administrative Code Section 22.147 provides specific rules pertaining to proprietary software purchased and-or developed by Broward County employees; sales of such software; duplication of licensed software; actions to be taken in case of violation of such licensed software.

Computer Usage (Computer Desktops, Laptops, Handheld Devices, Servers and Data and Voice Communications Equipment)

Computer desktops, laptop computers, handheld devices, data and voice communications equipment and servers leased, purchased or rented by Broward County are to be used for business purposes only. This hardware may not be used for personal business or non-governmental *purposes including knowingly connecting to the Broward County wireless Hot Spot, other wireless Hot Spots or PROXIES for the purposes of by-passing the County network safeguards.*

Employees should have no expectation of privacy in terms of searches of County property, including computer hard drives, floppy disks, thumb drives and servers. County licensed software must be used in accordance with the provisions of the particular license agreement. Inappropriate use of County computer equipment, including e-mail, to transmit messages that include racial, religious or gender epithets, obscene material or materials for the personal benefit of individuals is prohibited. Any employee learning of software misuse within County government must notify in writing the department, division, or office director of the involved employee(s). Employees may be subject to serious disciplinary action for violation of these policies, including possible termination.

Conflict of Interest (See Public Employment, Ethics and Conflict Of Interest)**Conviction Disclosure**

This policy applies to all convictions and pleas of nolo contendere (no contest), which occurred after March 14, 1996, whether or not adjudication was withheld.

All employees are required to disclose to the director of the agency in which they work any of the following:

- Felony conviction
- Misdemeanor conviction
- Criminal infraction conviction
- Pleas of guilty
- Pleas of nolo contendere (no contest)

The disclosure must be made within 5 working days of the date of the conviction or plea of nolo contendere, whether or not adjudication was withheld.

The agency director must consult immediately with the Director of Human Resources to determine if the nature and recency of the conviction or plea of nolo contendere requires follow-up employment actions as appropriate.

Failure to comply with this requirement may constitute grounds for severe disciplinary action, up to and including termination. This is part of the County's effort to maintain a safe work environment.

County Cars and Vehicles

Any employee who needs to drive a County car or vehicle must have a valid Florida driver's license and be authorized to drive by the Safety & Occupational Health Section of the Risk Management Division. In addition, they may only operate vehicles for which they have been trained and for which they have the proper class of license. See also County Property; refer also to the Employee Safety and Health Handbook distributed by the Risk Management Division. See also Driver Authorization.

County Property

Property owned by the County, including vehicles, computers, e-mail, Internet access, telephones, fax or copy machines, etc., is to be used for official County business. Employees are entrusted to use County equipment properly and safely. Abuse or misuse of County property may be cause for disciplinary action. Any County property under the control of an employee is subject to inspection; as such, employees should have no expectation of privacy of personal information or property maintained on or in County-issued property or equipment, including computer systems or e-mail. See also Sunshine Law.

Credit Union

All County employees and their family members are eligible for membership in the state-chartered City County Credit Union (CCCU). The Credit Union provides members the opportunity to save for the future, take advantage of competitive loan programs and enjoy many free and low-cost services. Benefit-eligible employees can also use direct deposit to have their paychecks sent to the Credit Union automatically or arrange for deposits to their Credit Union accounts through payroll deduction.

Accounts are easily accessible through ATM machines located in several County buildings and through Call-24, a bank-by-phone system. CCCU has eight locations in Broward County. Visit a CCCU branch to open your account or call CCCU at **954-745-2400**. Contact Payroll regarding direct deposit or payroll deduction.

Criminal Background Check

Criminal background checks are conducted by the Safety & Occupational Health Section of the Risk Management Division for new hires and may be conducted for other employment related matters.

Criminal History Disclosure (See Conviction Disclosure)**Customer Service Professional Program**

This innovative program builds on basic SUNsational Service® training. Certification is obtained by demonstrating proficiency in seven critical service areas. College courses, Learning and Organizational Development courses, in-house training courses and life experiences are all eligible for acceptance by the Program Administrator. Within each service area, applicants must demonstrate proficiency in five competencies. An essay of at least 200 words is required for life experiences relating to the competency to which it will apply. Contact Learning and Organizational Development for additional information.

D**Direct Deposit**

Employees are encouraged to take advantage of direct deposit of paychecks, through which paycheck funds are deposited directly each payday into the account you specify. Direct Deposit forms are available on the BC-Net or by contacting Payroll.

Discrimination (See Equal Employment Opportunity)**Domestic Partner**

The Broward County Board of County Commissioners recognizes that there are many individuals who establish and maintain a significant personal, emotional and economic relationship with another individual, often living in a committed family relationship, outside the bounds of traditional marriage. As such, the County has created a system for such relationships to be registered and recognized. In addition, the County extends certain employee benefits to the registered domestic partners of Broward County employees. County employees can elect insurance coverage for their domestic partner and use all forms of leave provided by the County to care for their domestic partner or the dependent of the domestic partner, as applicable. When an application for domestic partnership registration is recorded with the Broward County Records Division, it becomes a public record and can be viewed by anyone.

- Domestic partners must meet the following requirements to register their partnership:
- Each party must be at least 18 years old and competent to contract
- Neither person may be married nor a partner in another domestic partner relationship
- Neither person's consent to the domestic partner relationship may be obtained by force, duress or fraud
- Each person must agree to be jointly responsible for each other's basic food and shelter
- Both parties must be domiciled in Broward County or one of the parties must be employed by the Broward County Board of County Commissioners

Donated Leave Program (See Your Benefits & You)

Driver Authorization

Employees must receive authorization to drive County or personal vehicles in the course of County business. Driver Authorization requires personal insurance limits for driving a personal car on County business. Continued authorization is subject to the maintenance of proper licenses and a satisfactory driving record as reported by the State and County. Continued employment in jobs that require an employee to drive is subject to the maintenance of driver authorization. Refer also to the Employee Safety and Health Manual distributed by the Risk Management Division. See also County Cars and Vehicles

Drug-Free Workplace

The County is committed to providing a workplace free from the effects of the misuse or abuse of controlled substances and alcohol. This includes not only drug and alcohol testing but also substance abuse treatment programs coordinated by the Employee Assistance Program. Some federal and state regulations require random drug and alcohol testing for certain job classifications, such as bus operators and commercial driver's license holders. Such testing is administered by Employee/Labor Relations. Voluntary self-referral to EAP for substance abuse assessment and referral for treatment is confidential.

Educational Leave

Paid leave from work is available to benefit-eligible employees attending occupationally related course work or other training not otherwise sponsored by the County, which is only available during working hours. Course work which qualifies for educational leave provides education and/or training which is directly related and clearly needed on the job. Contact Learning and Organizational Development for exclusions and additional information.

Email and Internet

As a precondition to using the Email and Internet services, County employees must read and acknowledge an understanding of the County's E-mail and Internet Usage Policies. The acknowledgement of understanding form must be signed and forwarded to their agency's Information Security Officer.

Use of Email and access to the Internet is a privilege, not a right. All employee use of Email and Internet service must be in direct support of the mission and priorities of the County. Information sent over the Internet may be considered public information as defined by the Public Records Act, Section 119, Florida Statutes.

Employees who do not comply with the proper use of Email and Internet services as stated in the County policies may have their Email and Internet privileges revoked and could face disciplinary procedures as described in the policies. See also Computer Usage, Computer Software and Public Records.

Emergency Service Workers

All County employees are automatically emergency service workers. County employees are subject to being called to work in the event of a disaster, such as a hurricane, and are expected to perform emergency service duties, as assigned.

Employee Assistance Program – EAP

The County's EAP is designed to provide confidential assistance, free of charge, to employees who are experiencing personal problems by providing professional consultation, assessment and referral services. EAP can assist with most problems affecting the quality of life at home and on the job. EAP services are available to employees, their families, registered domestic partners and retirees.

Employee Communications

Broward County Office of Public Communications uses a variety of ways to distribute information to over 6,000 employees working for the County. The employee newsletter, *eCountyLine* is produced every two weeks and distributed via email on paydays. *eCountyLine* includes important and interesting information for employees, including benefits news, agency news, news about employee accomplishments and achievements, learning opportunities and technology tips, and a message from the County Administrator. Each Tuesday, employees receive *Sun E-News*, an electronic newsletter with late-breaking news and upcoming events. Daily news and convenient Web site links can be found on the BC-Net, Broward County's employee intranet site. The BC-Net is your "Connection to Employee Information" including postings of *eCountyLine* and *Sun E-News*, links to agency sites, the employee phone directory, forms and other helpful resources. The Office of Public Communications encourages employee contributions of news. Call **954-357-6990** or email publicinfo@broward.org.

Broward County has an Emergency Communication Plan posted on www.broward.org. The plan was established to ensure there is a coordinated and effective plan to communicate general emergency information work status and work assignments to Broward County employees before, during and after an emergency. It is each employee's responsibility to be familiar with the plan. For the convenience of employees who do not have access to a computer at work, *E-CountyLine*, the Employee Emergency Communications Plan and employee benefits information is posted on www.broward.org. Click on Broward County Employees.

Employee Recognition

The County honors full-time employees for length of service as they complete five-year increments of employment.

- At five (5) years of service, a certificate is sent to the employing agency
- At 10 and 15 years of service, eligible employees are invited, and may invite guests to attend, a brief ceremony where certificates are presented by the County Administrator or his/her designee.
- Beginning with 20 years of service, eligible employees are invited, and may invite guests to attend a Commission meeting to be presented with a certificate. At 20, 25, 30, 35, 40, or 45 years, etc., up to 8 hours of leave is added to the annual leave accrual for eligible employees. These hours are awarded in the beginning of the month that follows the month in which the designated year of service is attained.

The program is administered by the Compensation Section of the Division of Human Resources.

Employment Career Testing

Employees may be allowed to participate in County employment examinations, subject to supervisor's approval, during work hours without loss of pay.

Employment Issues Training

All newly hired employees are required to attend "Employment Issues: How Does This Affect Me?" within one year from their date of hire. This three-hour class introduces employees to key policies and offers a forum for discussion and questions. Thereafter, employees are required to complete an Employment Issues refresher training class offered in odd number fiscal years. The Learning and Organizational Development Section of Human Resources offers refresher courses through classroom training, on-line, and independent study. Each employee's training transcript serves as the official record of completion of this mandated training.

Everyone is responsible for helping Broward County government maintain a safe working environment that is free from all forms of discrimination, harassment and retaliation. It is also the County's expectation that employees will serve the public with honesty and integrity.

Employment of Relatives (See Nepotism)

Equal Employment Opportunity

The County is committed to its policy of providing equal employment opportunities and equal access to all applicants and employees. Employment decisions are made without regard to an individual's race, color, religion, sex, national origin, age, disability, sexual orientation, marital status, political affiliation, familial status, pregnancy, or gender identity and expression.

This means that employment and promotion decisions will be based only on consideration of the job-related qualifications of applicants and employees and the needs of the County. The County will ensure that all other personnel activities, such as benefits, County-sponsored training, and social or recreational programs, are established and administered in the same manner.

Retaliation against individuals who exercise their rights or file a complaint under the County's Equal Opportunity Policy is also prohibited.

Any person who believes that he or she has been discriminated against based on any of the above categories may file an internal complaint with the Office of Equal Opportunity at **954-357-7800**.

For more information about the Office of Equal Opportunity, visit our web site: www.broward.org/eeo.htm.

Ethics (See Public Employment, Ethics and Conflict Of Interest)

F

Facilitation: Facilitation Skills Training Program and Broward County Facilitators Group

Broward County employees apply to participate in the Facilitation Skills Training (FST) Program. Selected participants are required to complete six modules of coursework, one practice, and field work facilitation delivery to agencies requesting facilitation services.

Broward County Facilitators (BCF) are graduates of the Facilitation Skills Training Program who design and deliver two facilitation events a year for Broward County agencies on a no fee basis in order to maintain their BCF status. Facilitation services provided assist Broward County agencies with assessment, analysis, visioning, planning, and mapping.

FST and BCF facilitators are volunteers who perform all facilitation work in addition to their regular work duties. In return, they receive facilitation skill development and opportunities to demonstrate leadership and build credibility within the organization.

These programs are administered by the Learning and Organizational Development Section of Human Resources.

Fair Labor Standards Act (FLSA) (See Also Overtime)

The Fair Labor Standards Act (FLSA) is a federal law which requires that most employees in the United States be paid at least the federal minimum wage (currently \$6.55 per hour) for all hours worked and overtime pay at time and one-half the regular rate of pay for all hours worked over 40 hours in a workweek. However, employees who meet certain tests regarding their job duties and who are paid on a salaried basis not less than \$455 per week (\$23,660 per year) are exempt from the FLSA's overtime provisions.

It is the County's policy to comply with the FLSA's overtime provisions. Therefore, the County prohibits any improper deductions from the salaries of employees who are exempt from the FLSA's overtime provisions. Reports of improper deductions will be promptly investigated. If it is determined that an improper deduction has occurred, the affected employee shall be reimbursed.

Any FLSA exempt employee who believes that he/she has been subjected to an improper pay deduction shall notify the Director of Human Resources in writing within 30 calendar days of the date when he/she knew, or should have known, of the alleged improper pay deduction. The written notification should describe specifically the basis of the alleged improper pay deduction. The Director of Human Resources will review the circumstances and make a written determination within 30 calendar days of receipt of the notice. In the event it is determined that an FLSA exempt employee's pay has been deducted improperly, the affected employee shall be reimbursed.

All questions concerning FLSA should be referred to the Compensation Section of the Human Resources Division at **954-357-6438**.

Family Illness Leave

40 hours of an employee's sick leave can be taken to care for a family member's illness.

Benefit-eligible employees may use up to 40 hours of their accrued sick leave per year as family illness leave in the event of actual sickness or injury of an immediate family member. Immediate family is defined as the employee's spouse, registered domestic partner, parent, child, spouse or domestic partner's child, stepchild or a person determined by the Human Resources Director to be "in loco parentis" (in place of a parent.)

FMLA (See Your Benefits and You)

Funeral Leave (See Bereavement Leave)

G

Grievances, Appeals from Discipline or Resolution of Complaints

When misunderstandings develop, employees should make every effort to informally discuss and resolve concerns with their immediate supervisors. If issues cannot be resolved at that level, employees may be able to pursue matters formally through the appropriate grievance procedure. Procedures and time limits for filing grievances vary among the different bargaining units, so contact Employee/Labor Relations at **954-357-6006** for information on the applicable procedures.

H

Harassment

Harassment is a form of misconduct that undermines an employee's dignity, debilitates morale, and damages the integrity of the employment relationship. The term refers to verbal and physical conduct that denigrates or shows hostility or aversion toward an individual because of one or more prohibited factors such as race, color, religion, sex. (with or without sexual conduct), age, national origin, marital status, sexual orientation, political affiliation, disability, familial status, pregnancy, or gender identify and expression and, therefore, interferes with an individual's work effectiveness.

All employees have the right to work in an environment free from all forms of discrimination and conduct which can be considered harassing, coercive, or disruptive, including sexual harassment. Such conduct is strictly prohibited and will not be tolerated. The County will take prompt, remedial action in response to employee complaints of harassment.

If you feel that you have been the recipient of harassing behavior by a supervisor, non-supervisor, vendor, clients or members of the public, you should report it immediately to your supervisor, someone in the supervisory chain, or contact the Office of Equal Opportunity (OEO) at **954-357-6500**. If your supervisor is the source of the harassing conduct, report the behavior to that person's supervisor or to OEO. OEO will promptly investigate your complaint and take the appropriate steps necessary to remedy the situation.

The County will permit no employment-based retaliation against any individual who has made a complaint of harassment or who has testified, assisted or participated in any way in the complaint of harassment. Any employee who feels he or she has been retaliated against for exercising his or her rights should report such actions to OEO immediately.

HIPAA (Also See Your Benefits & You)

HIPAA stands for the "Health Insurance Portability and Accountability Act" of 1996. The original purpose of HIPAA was to make health insurance more "portable," so that workers could take their health insurance with them when they moved from one job to another, without losing health coverage. The scope of HIPAA was broadened to require the health care industry to adhere to uniform codes and forms when sending electronic transactions. Uniform transactions were designed to help streamline the processing and use of health data and claims, and contribute to better, more accessible care. The scope of HIPAA also was broadened to better protect the privacy of people's health care information, while allowing individuals to obtain greater access to their own health care information.

Broward County respects the privacy and security of legally-protected health information, and understands the importance of keeping this information confidential and secure. Certain divisions or division sections within the County have access to "protected health information" or "PHI." Protected Health Information is generally any individually identifiable health information that is transmitted or maintained by electronic or other media that relates to an individual's past, present or future physical or mental health, treatment, payment for services or health care operations. The following divisions or division sections are called "covered components," because they have access to the PHI and are covered by the HIPAA rules and regulations: the Elderly and Veterans Services Division; the Employee Benefits Section of the Human Resources Division; and the Substance Abuse Section of the Substance Abuse and Health Care Services Division.

All Broward County employees receive basic awareness training in HIPAA, which will be updated as required by law. Employees who work for the covered components and certain support agencies receive more extensive training to better enable them to comply with HIPAA.

For more information about HIPAA or to get a copy of the County's HIPAA Policies and Procedures, employees may contact Broward County's Privacy Officer at **954-357-6500**.

Holidays

Benefit-eligible employees receive up to nine (9) paid fixed holidays and two (2) personal days each year, including most national holidays. Personal days are calculated as follows, for each personal day...

- full-time benefit-eligible employees on an 8-hour/5-day work schedule receive 8 hours
- full-time benefit-eligible employees on a 10-hour/4-day work schedule receive 10 hours
- part-time 20+ hour benefit-eligible employees receive 4 or 5 hours, depending on work schedules.

To provide increased flexibility, for most employees personal days are in the form of annual leave, which may be used in less than full day increments. Bargaining unit employees should consult the applicable collective bargaining agreement for their holiday schedules. The annual holiday schedule for 2009 is:

New Year's Day	Thursday, January 1st
Martin Luther King, Jr. Day	Monday, January 19th
Memorial Day	Monday, May 25th
Independence Day (Observed)	Friday, July 3rd
Labor Day	Monday, September 7th
Veterans Day	Wednesday, November 11th
Thanksgiving Day	Thursday, November 26th
Day After Thanksgiving	Friday, November 27th
Christmas Day	Friday, December 25th
16 hours Annual Leave - 2 Days, Employee Choice*	

THE HOLIDAY SCHEDULE IS IN ACCORDANCE WITH HOLIDAYS AS ESTABLISHED BY THE BOARD OF COUNTY COMMISSIONERS

*Unrepresented employees will receive a credit of 16 hours of annual leave which will be reflected in the annual leave balances for a pay period in January established by Accounting/Payroll Central.

Pursuant to Administrative Code, Section 4-6: Whenever a holiday falls on a Saturday, the preceding Friday shall be designated as a substitute holiday and observed as the official holiday for that year. When the holiday falls on a Sunday, the following Monday shall be designated as the official holiday for that year.

Housing Finance Assistance

Broward County sponsors programs which are administered by the Housing Finance and Community Development Division, to provide guidance and financial assistance with low interest loans to help qualified individuals purchase a home. You are welcome to visit the web site at www.broward.org/housing to select a registered lender to start the process or you may call the office at **954-765-5311** for additional information.

Human Resources, Division of

The Division of Human Resources is the central human resource agency for all organizational units under the jurisdiction of the County Commission and the County Administrator. In addition to the administration unit, there are six sections in the division. The locations, contacts and responsibilities of each area are described below:

Administration

Room 508, Governmental Center

James R. Acton, Jr., Director **954-357-6002** jacton@broward.org
 Kevin B. Kelleher, Assistant Director **954-357-6006** kkelleher@broward.org

Compensation

Room 508, Governmental Center

Sharon Woods, Manager **954-357-6438** swoods@broward.org

Responsible for: classification and compensation issues (proper pay, pay ranges, salary surveys, job classifications, Combined Pay Plan); BC 102 processing (pay increases and other personnel transactions); personnel file maintenance; FLSA; and service award recognition program.

Employee Assistance Program

1317 S.E. 4th Avenue, Fort Lauderdale

Patricia Erichsen, Manager **954-765-4220** perichsen@broward.org

Responsible for: assessment and referral services, crisis intervention, transformation development, prevention/education services and supervisory consultation.

Employee Benefit Services

Room 514, Governmental Center

Karen A. Ruh, Manager **954-357-6700** kruh@broward.org

Responsible for: County Cafeteria Benefit Plan and all employee & retiree insurance benefit & wellness programs, donated leave program, FMLA, leave without pay, health and lifestyle education programs, new hire benefit orientation, retirement planning and processing, COBRA, and benefit related file retention.

Employee/Labor Relations

Room 508, Governmental Center

Allen Wilson, Manager **954-357-6006** awilson@broward.org

Responsible for: disciplinary actions, drug and alcohol testing policy administration, grievance administration, labor contract negotiation and administration and performance appraisal system administration.

Learning and Organizational Development

Room 508, Governmental Center

Susan DellCioppia, Manager **954-357-6001** sdellcioppia@broward.org

Responsible for: Facilitation Skills program, Broward County Facilitators Network, Computer Based Learning, educational leave, Employee Essentials New Hire Orientation, Institute for Learning and Organizational Development, Emerging Leaders, FastForward, mandatory training, operational training, Positive Start, Public Service Intern program, SUNsational Service®, training calendar, training resource management, training registration and records management, tuition reimbursement, and workforce development.

Staffing Services

Annex B, Governmental Center

Michael Chasin, Manager

954-357-6020 mchasin@broward.org

Responsible for: appointment review including transfers, promotions and demotions, promotion and career counseling, recruitment, job announcements, application and examination.

Identification Badges

Employees, except those in temporary positions, are issued identification badges when they attend the Employee Essentials new hire orientation. Employees are expected to have their employment identification in their possession and visible during work hours. Employees must return identification badges to their division when leaving County employment. Employees who have lost or need their ID card replaced should have their manager send an email requesting a replacement ID card to benefits@broward.org. Contact Employee Benefit Services for assistance with ID cards.

Injuries

The County expects all employees to work in a safe manner and to report on-the-job injuries to a supervisor promptly. The Safety & Occupational Health Section of the Risk Management Division investigates accidents and injuries and makes recommendations to prevent recurrence. Safety violations or the occurrence of preventable injuries may result in progressive corrective action. All Workers' Compensation injuries should be reported to the Workers' Compensation Section of the Risk Management Division at the numbers below and the County's Managed Care Provider, presently Amerisys, at 1-800-455-2081.

For Claims Involving Lost Time:

A – C 954-357-5534

D – H 954-357-7211

I – P 954-357-7223

Q – Z 954-357-7213

For Medical Only Claims:

A – L 954-357-6783

M – Z 954-357-6168

You may also reach the Risk Management Supervisor at 954-357-6097.

Contact Risk Management for more information.

Institute for Learning and Organizational Development

Broward County's Institute for Learning and Organizational Development is the vehicle that drives workforce planning in our organization. Administered by the Learning and Organizational Development Section, the Institute provides educational support, internal consulting, organizational learning, partnering, resource management, succession management, and performance training and development. Its annual training schedule offers courses in support of the continuous development of all County employees.

Internet (see Email and Internet)

As a precondition to using the Internet, County employees must agree to, sign and forward to their agency's Information Security Officer a copy of the County's Internet Usage Policy. Remember that the use of the network is a privilege, not a right. All employee use of the Internet service must be to further the mission and priorities of the County. All information sent over the Internet is public information as defined by the Public Records Act, Section 119, and Florida Statutes. Employees who abuse the network may have their Internet privileges revoked and face disciplinary procedures as described in the policy. All downloads of shareware and freeware software, data, graphics, voice and video files must be in support of agency mission priorities and be scanned for viruses. Personal or recreational use of the Internet, even after hours, is forbidden. See also Computer Usage & Public Records.

J

Job Announcements

The County encourages employees to seek career advancement and to explore other career opportunities in the County. Career opportunities are available on-line at www.broward.org/careers.

Job Basis Leave

Additional leave time is allocated to eligible employees in positions exempt from overtime. The purpose of this leave is to compensate exempt employees who are not eligible for overtime pay.

Job basis leave is requested and approved in the same manner as annual leave; however, this leave cannot carry over from one calendar year to the next, nor can the unused value be cashed out.

Eligible employees in positions exempt from the overtime provisions of the Fair Labor Standards Act (FLSA) receive job basis leave as follows:

- Current full-time employees in job basis-eligible positions as of January 1 of a calendar year will have 40 hours available for use beginning in January of each year. (Eligible part-time 20+ hour employees will have 20 hours available for use.)
- Full-time employees hired into job basis-eligible positions, or promoted, or reclassified into a job basis-eligible position between January 1 and June 30 will have 40 hours available for use following the effective date of employment or promotion. (Eligible part-time 20+ hour employees will have 20 hours available for use.)
- Full-time employees hired into job basis-eligible positions, or promoted, or reclassified into a job basis-eligible position between July 1 and December 31 will have 20 hours available for use following the effective date of employment or promotion. (Eligible part-time 20+ hour employees will have 10 hours available for use.)

Job Hotline and Internet Site

The Job Hotline can be accessed 24 hours a day, 7 days a week, by calling **954-357-JOBS**. Callers will hear a recording that lists job classifications for which employment applications are currently being accepted. Job announcements are also available on the Internet at www.broward.org/careers. For additional information about job specifications and pay plans click on "Human Resources Division."

Jury Duty and Civil Leave

Jury duty is recognized as a civic responsibility. The County pays eligible employees their regular salary when serving on a jury or subpoenaed to appear before a public body or commission in connection with the employee's County employment, when such service coincides with, or occurs immediately before or after, his or her regular work schedule.

If employees cannot vote before or after work hours or during their lunch period, up to one hour of paid leave on election days may be granted in order to permit them to vote.



Lateness (See Tardiness)

Layoff and Recall (See Reduction In Force)

Learning and Organizational Development

Broward County's Institute for Learning and Organizational Development is the vehicle that drives workforce planning in our organization. Administered by the Learning and Organizational Development Section, the Institute provides educational support, internal consulting, organizational learning, partnering, resource management, and performance training and development. Its annual training schedule offers courses in support of the continuous development of all County employees.

Leave of Absence without Pay

Benefit-eligible employees who have completed at least six months of employment may request unpaid leave for such reasons as education, training, illness, parenting or another FMLA event as well as other personal reasons. Requests for leave must be in writing. Leaves of absence without pay of up to 90 calendar days can be approved by the director of the employing agency. Leaves of absence of more than 90 calendar days must be approved by the County Administrator. Leave without Pay is not an entitlement and is subject to the operational needs of the Division.

To keep insurance coverages in force, employees are expected to continue to pay for their benefits while on leave without pay. Employees should discuss Leave without Pay that is expected to last longer than two pay periods with Employee Benefit Services prior to the leave. Health Insurance subsidies are continued for up to seven pay periods while on approved leave of absence without pay.

Living Wage

On October 8, 2002, the Broward County Board of County Commissioners approved a “Living Wage” ordinance which, among other things, requires that Broward County pay its Full-Time and Part-Time 20 benefit eligible employees a minimum wage. As of October 2007 this wage is set at \$11.07 per hour.

M

Mail

Employees should not use County addresses to receive or send personal mail. Receiving and sending (unless you drop your mail into a USPS mail drop located on County property) personal mail at County work locations not only creates a cost to the County for processing it, but the mail could be considered a public record and be subject to the Public Records Act. See also Public Records.

Mandatory Training

Mandatory training is defined by County policy. Learning and Organizational Development administers these programs.

Every new employee must complete Employee Essentials new hire orientation on his/her first day.

Every new employee must complete Employment Issues New Hire training within one year from his/her date of hire.

Every employee must complete Employment Issues Refresher training each odd numbered fiscal year.

Every employee must complete “SUNsational Service®,” a customer service basic training program that sets the standards for service excellence at all levels of the organization, within one year from his/her hire date.

Employees in job classifications that involve supervision as a part of their regularly assigned duties, are required to complete the supervisory development program, “Positive Start.”

Medical Exams

County employees are subject to pre-placement (post-offer) occupational medical exams, including a medical questionnaire, a medical examination, and drug screening as appropriate to their position.

Promotional and lateral transfers may require additional occupational medical exams, depending on the potential occupational risks associated with their new position.

Other medical exams may include: periodic exams, follow-ups after prolonged illness or impairment, fit-for-duty assessments, and ‘for cause’ drug and alcohol testing.

Employees should report any on-the-job exposures to chemicals or communicable disease to their supervisor and/or the Safety & Occupational Health and Workers’ Compensation sections of the Risk Management Division along with the County’s Managed Care provider Amerisys, at **1-800-455-2081**.

Military Leave

Under federal and state law, benefit-eligible employees who are members of Reserve and National Guard units are entitled to leave for military training and to receive supplemental pay if activated for federal or state emergency service as provided by applicable laws. Employees should contact Employee Benefit Services to discuss benefit plan options prior to beginning the leave and upon return from the leave. The military leave program is administered by Staffing Services.

N

Nepotism

“Nepotism” is giving preference in employment or work assignments to individuals because they are related to an employee by blood or marriage, and is not practiced by the County. The County does welcome applications from relatives of employees; however, to avoid a possible conflict of interest, a charge of nepotism, or a violation of County ethics policies, employees and job candidates are asked to disclose if they have relatives working for the County.

Each situation is reviewed to ensure that no conflict results. Generally, employees may not work in positions that either supervise or influence the employment activity of a relative and may not be promoted to such positions. Staffing Services administers this policy.

New Hire Employee Essentials Program

Employee Essentials is a mandatory, one-day orientation program designed for new employees to learn about Broward County's mission, values, goals and expectations, and review and choose their benefits.

O

Outside Employment

Working for another employer while employed by the County could present a possible conflict of interest. Outside employment must be disclosed and reviewed to ensure that no conflict results. Therefore, County employees may only engage in outside employment, including working as a consultant, with the appropriate approvals prior to the start of the outside employment. Employees must complete and submit an Outside Employment Request form and submit it to their supervisor for appropriate handling. Approving authority is delegated to department, division and office directors. The privilege of outside employment is subject to revocation.

Overtime

It is the County's policy to avoid overtime work whenever possible. Employees in classes that are not exempt from the overtime provisions of the Fair Labor Standards Act (FLSA) will receive the appropriate overtime pay when overtime is worked, in accordance with the FLSA, the appropriate collective bargaining agreement, and/or the appropriate County policy. All overtime work must be authorized and approved in advance. Compensatory time off may be substituted for overtime pay at the appropriate overtime rate of pay, at management's option and with the employee's agreement. Compensatory time off must be submitted on a Compensation Time Earned form. Employees covered by a collective bargaining agreement are subject to the provisions of the applicable Collective Bargaining Agreement.

P

Parking

Free parking is provided to all employees. Employees who carpool and park in the garage adjacent to the Governmental Center may apply for a car pool permit to have access to the special carpool parking area located on the second floor. For more information, call Facilities Management.

Pay Increases

A pay increase is not an entitlement; employees are eligible for annual increases governed by the performance evaluation program and/or applicable collective bargaining agreements. The Compensation Section of Human Resources processes pay increases.

Pay Period

The County pay period is 14-days (biweekly,) resulting in 26 paychecks annually. For most employees, the pay period begins on Sunday and ends two weeks later on Saturday.

Payday

Payday is the Friday following the end of a pay period. Once established in a pay cycle, employees can expect to receive a paycheck every other Friday for time worked during that pay period. Employees can arrange for direct deposit of payroll checks through Payroll.

Payroll Central Office

The Payroll Central office is located in Room 203 on the second floor of the Governmental Center. Contact them at **954-357-7190** for assistance with payroll and Deferred Compensation questions.

Performance Evaluations

Most employees receive a formal, written evaluation of their work performance prior to their completion of the first six months of employment (or probation period, if applicable) and annually thereafter. The performance evaluation is intended to inform employees of how well they are performing their work and how they can improve their work performance. In some cases, the performance appraisal is the basis of recommendation for pay increases.

Personal Days (See Holidays)

Personal Registrar

Personal Registrar is an online program, found on the BC-Net, which allows employees to register for training classes and view their training transcripts from any County computer. Employees can also check the status of a training request that is made, authorized, and confirmed on-line.

Political Activity (See Public Office)**Positive Start Program**

Newly promoted, first time supervisors or those who are new to supervision in Broward County are required to successfully complete a 16-module training program called “Positive Start.” This program is offered through Learning and Organizational Development and addresses the behavioral and technical skills necessary to be effective in a supervisory role. Current supervisors and managers are welcome to participate to refresh their skills and exchange knowledge, experience and expertise with Broward County’s future leaders.

Privacy Statement

See Health Insurance Portability and Accountability Act (HIPAA) General Awareness statement at the front of the book.

Promotional Opportunities

The County supports career advancement by encouraging employees to take examinations in areas for which they may qualify. Career opportunities are available on-line at www.broward.org/careers.

Public Employment, Ethics and Conflict of Interest

Employees of the County are personally and professionally obligated to serve the public with honesty and integrity. It is essential that we maintain the trust of the public, the County Commission, and our co-workers as thousands of decisions affecting operation of County programs are made.

Central to the standard of ethical conduct is the County’s policy that no officer or employee will have any interest, financial or otherwise, direct or indirect, engage in any business transaction or professional activity or incur any obligation, of any nature, which is in conflict with the discharge of that person’s duties in the public interest.

County employment is not to be used for unauthorized personal gain. Any conflict between personal interests and official responsibility is to be resolved by consciously avoiding possible conflicts or disclosing the basis of a conflict or possible conflict to a supervisor so that, if necessary, decisions can be reviewed or made by others.

Employees are not to accept or solicit gifts. Offered gifts are to be politely and respectfully declined. In some circumstances, it may not be possible to return a gift without causing embarrassment, or the gift may be a consumable item that cannot be returned easily. In such cases, employees should rely on sound conservative judgment and consultation with their supervisor.

Allegations of wrongdoing by County employees (“Whistle Blower” complaints) or retaliation against a whistle blower should be submitted in writing to the County Administrator for investigation by the Office of Equal Opportunity. Broward County’s Whistle Blower Protection Program forbids any retaliation or adverse personnel action against whistle blowers who act in good faith.

Public Office

Employees seeking elected public office:

- are responsible for avoiding the appearance or reality of a conflict of interest between their employment with the County and their candidacy
- may not engage in any activity related to seeking the office during work hours
- may not engage in any activity which might constitute inappropriate use of County time and resources or lead to the impression that the County government endorses their candidacy
- may need to take reasonable steps to minimize the potential for conflict of interest, i.e., use of annual leave, job basis leave, personal days, work schedule adjustment or unpaid leave of absence, in keeping with County policies and subject to required approvals.

Public Records

The Florida Constitution and the Florida Public Records Act grant every person the right to inspect or copy any public record made or received in connection with official County business, including personnel records. The Florida Public Records Act provides a few, limited, exemptions to the requirement to allow access to public records. Social security numbers for all employees are confidential and exempt from the public records law. The home address and phone number of employees in certain job classifications are also exempt. Contact the Compensation Section of Human Resources for additional information. See also Sunshine Law.

Public Service Intern Program

Graduating high school seniors may be eligible to be nominated by their school for one-year public service internships. During the internship, they gain work experience, perform responsible full-time work, earn a good entry-level salary, and receive County benefits. Learning and Organizational Development administers this program.

R

Recall

When a reduction in force occurs, those laid off may have a right to recall for a period of one year from the date of separation. Consult the applicable labor agreement for further information. Any recall is subject to the existence of a vacancy in the same classification and division from which the employee was laid off and the employee meeting the minimum qualifications in effect at the time of recall.

Reduction in Force

If it is necessary to eliminate a position due to lack of work or lack of funds, County reduction in force policies apply to most employees. The policies ensure fair, uniform procedures to determine who is affected and how the reduction takes place. Employees covered by a collective bargaining agreement should consult their agreement for applicable policies and procedures.

Resignation of Employment

Employees are expected to give written notice of their intent to resign from County employment at least two (2) weeks prior to the planned date of separation. Once management has accepted a resignation, it cannot be withdrawn without specific approval of the appointing authority. Contact Employee Benefit Services for related information on continuation of benefits.

Responsibility to Serve the Public

Serving the public is the primary focus of County government and all County employees share in this responsibility. As public servants, we are obligated to provide the best possible service to our employers, the citizens of our community. To meet our obligation to the public, as County employees, we must:

- work productively and effectively each workday
- work cooperatively with fellow employees, supervisors and the public
- offer suggestions for improvement in work methods and approaches
- keep physically and mentally healthy
- work safely at all times

Right to Work

The State Constitution established Florida as a 'right to work' state. This means that no one's right to work can be denied or abridged because of membership or non-membership in a labor union. In addition, employees have the right to join or not join unions, free of coercion.

S

Safety

The County wants to ensure a safe and healthy work environment for all employees. Safety is everyone's responsibility, and the County expects all employees to get involved. Employees who see an unsafe condition or work practice, no matter how small it may seem, should report it to a supervisor or the Safety & Occupational Health Section of the Risk Management Division. Refer also to the Employee Safety and Health Manual distributed by Risk Management. Contact the Safety & Occupational Health Section for further information.

Salary Ranges

Salary ranges (minimums and maximums) for each job classification are established by the Commission following a recommendation from Human Resources/Compensation or in conjunction with the approval of a collective bargaining agreement.

Seasonal Positions

The County employs individuals in seasonal positions. These individuals may be recalled to work each 'season' to perform work during a temporary or transitory peak period that recurs as a result of events such as tax collection or recreation programs. Individuals in seasonal positions may not work more than the equivalent of six months in any 12-month period.

Searches

Everyone is concerned about personal security and the security of the workplace. Workplace security is a responsibility shared by the County and all employees. The County may request the cooperation of an employee in agreeing to a search of personal property such as packages, briefcases, purses and similar containers as well as private vehicles parked on County property. County supervisory and managerial employees have the right to enter or search County property with or without notice, including desks, lockers, computers, phones and e-mail. Generally, there shall be no expectation of privacy while on any County property or of any property brought onto County premises. This delicate balance between privacy and security is something important to everyone and cooperation is needed from all employees. Contact Employee/Labor Relations for further information. Refer also to Policy Opposing Workplace Violence.

Seat Belts

Employees are expected to use seat belts when driving County or private vehicles in the course of County business. Employees who sustain an injury(ies) in a vehicular accident while driving a County or personal vehicle in the course of conducting County business may forfeit supplemental disability leave and partial workers' compensation benefits if it is determined that seat belts were not being worn. Refer also to Risk Management's Employee Safety and Health Handbook.

The County's basic life insurance and employee optional life insurance programs include additional benefits if death occurs as a result of an automobile accident and the employee was wearing a seat belt at the time of death. Contact Employee Benefit Services for additional information.

Separation from County Employment

When an employee separates from County employment, he or she may be eligible to receive a cash payout for the remainder of accrued annual leave and a percentage of accrued sick leave (to a maximum of 960 hours for most employees.) The percentage of sick leave varies based on reason for separation and procedural or collective bargaining agreement requirements. Contact Employee/Labor Relations for further information.

Contact Employee Benefit Services for information on continuation of benefits. See also Resignation of Employment.

Sexual Harassment (See Harassment)

All employees must complete employment issues/harassment training within the first year of employment and refresher training as scheduled. Please refer to Employment Issues Training.

Sick Leave

Benefit-eligible employees begin to accrue sick leave immediately upon employment. Most full-time employees accrue eight hours of sick leave each full month of work time (consult any applicable collective bargaining agreement.) Sick Leave is used for absence from work due to the employee's personal illness or injury. Sick Leave may also be used for employee medical, dental, optical or other health-related appointments which could only be scheduled during work hours or where a County physician requires the employee to be absent. Employees may be required to submit documentation for approval of sick leave in accordance with the County's Sick Leave Monitoring policy. Abuse/misuse of sick leave may result in disciplinary action.

Sick Leave Bonus Day

Benefit-eligible employees earn a sick leave bonus day for any period of 13 consecutive pay periods in which no sick leave has been taken. Consult any applicable collective bargaining agreement for further information.

Sick Leave Conversion

Eligible employees may participate in a voluntary program that allows them to convert qualified sick leave hours into annual leave hours, usually on a two-to-one ratio, once annually. Contact Employee/Labor Relations and consult any applicable collective bargaining agreement. See also Separation of County Employment.

Smoking

Smoking is not permitted in County buildings or in County vehicles.

Social Security

Employee contributions to Social Security are matched by the County. Social Security rates are set by Congress and are based on a percentage of annual salary. Employees and the County pay no Social Security on benefit premiums paid on a pre-tax basis; on amounts allocated to Medical Expense or Dependent Care Flexible Spending Accounts; or on the Health Reimbursement Account under the CDH plan.

Social Security Number, Collection of

Broward County collects your social security number for a number of different purposes. The Florida Public Records Law (specifically, section 119.071(5)3.a., Florida Statutes (2007)), requires the County to give you this written statement explaining the purpose and authority for collecting your social security number. Each agency is responsible for notification and purpose of collection.

Broward County collects your Social Security Number in the performance of a duty or responsibility the County must complete in accordance with law or business necessity. In the event a law does not specifically provide the County with the authority to collect your Social Security Number, it is imperative that the County collect your Social Security Number and this is expressly provided in 119.07(5)2.a.

Starting Salary

The starting salary for a new appointment is dependent upon qualifications but cannot exceed the maximum of the range of the classification. Starting salary upon upward reclassification or promotion is normally a 7.5% increase above the employee's existing salary or the minimum rate for the new classification, whichever is greater, provided that the adjusted rate does not exceed the maximum of the range of the new classification. Bargaining unit employees should consult the applicable collective bargaining agreement regarding the promotional increase.

Student Positions

The County employs students who are at least 16 years of age and who are enrolled in state licensed schools, in job classifications for which they are qualified. Student openings are announced periodically and are available at www.broward.org/careers. For additional information, please contact Staffing Services at 954-357-6444.

Sunshine Law

The State of Florida has enacted a law that makes governmental proceedings (official meetings) open to the public. This law is commonly referred to as the Sunshine Law and is equally applicable to elected and appointed boards and has been applied to any gathering of two or more members of the same board to discuss matters that are anticipated to come before the board for action. See also Public Records.

SUNsational Service™

SUNsational Service® is the County's customer service program and is administered by Learning and Organizational Development. It is mandatory for all employees and should be completed within one year of hire.

The program sets the 10 Standards of Customer Service Excellence for dealing with internal and external customers. It introduces the 10 standards, gives guidelines for facilitating face-to-face, telephone and written communications, demonstrates active listening skills, and recognizes the impact of service excellence. The goal of SUNsational Service® is to positively change our culture and the level of service experienced by every citizen and guest of the County.

SUNsational Service® Level II

SUNsational Service® Level II (SUN II) is the County's customer-centered process and is administered by the Learning and Organizational Development Section of Human Resources. Agencies can request to participate in SUN II by contacting the Learning and Organizational Development Section of Human Resources.

SUN II raises the bar that was set by SUNsational Service®. SUN II is an agency-driven and ongoing process that begins with identifying customer service improvement (CSI) areas. Once the CSI areas are identified, SUN II facilitators take the agency through a cycle of assessment, implementation, and evaluation during which recognition is given for ongoing customer service improvements. Once the first cycle of SUN II is complete, the agency begins another cycle, continuously improving customer service. SUN II leverages existing resources and allows for creating new process tools.

T

Tardiness

Employees in positions not exempt from the overtime requirement of the Fair Labor Standards Act may be docked for absences due to tardiness (late arrival.) In all cases, it is the employee's responsibility to report to work on time without regard to whether or not he or she is docked for tardiness. Excessive tardiness may be cause for disciplinary action, up to and including termination.

Telecommuting

Telecommuting is a voluntary work assignment program. It gives managers the ability and employees the privilege of developing alternate approved work sites from which they can perform certain tasks. Additional information about telecommuting is maintained in each department, division and office. Decisions regarding approval of participation or continued participation in telecommuting as a work assignment are at the sole discretion of the County.

Training Programs

The County sponsors a variety of classes to address the professional growth needs of employees and the developmental needs of the organization through classroom and electronic delivery. In addition:

- Job-specific or specialized training, usually technical in nature, is available upon request. The Learning and Organizational Development Manager administers, and serves as the County resource approver for operational training requests.
- Some safety and occupational health training programs are provided by the Safety & Occupational Health Section of the Risk Management Division.
- Training for employees who have job-related PC software needs is provided through Enterprise Technology Services.
- Health education, family and lifestyle workshops are sponsored by Employee Benefit Services.

Tri-Rail Passes

Tri-Rail's Employer Discount Program allows employees to pay for monthly Tri-Rail passes through payroll deductions on a pre-tax basis. Call the Accounting Division at **954-357-7190** for more information. See also Bus Passes.

Tuition Reimbursement

Reimbursement of tuition, at in-state public institution rates, is available to benefit-eligible employees for degree related and vocational coursework taken at institutions licensed by the Florida Department of Education or operated by the State of Florida. The coursework and/or degree must be relevant to the employee's official job duties. Employees covered by a collective bargaining unit should consult their collective bargaining agreement regarding specific provisions. Learning and Organizational Development administers this program and can be contacted at **954-357-6001**.

U

Unemployment Compensation

Former employees may file for unemployment compensation. The program is administered by Employee/Labor Relations.

Union Representation

About 80% of the County work force is divided into 8 bargaining units for the purpose of union representation. Bargaining units are determined by the Public Employees Relations Commission of the State of Florida by grouping job classifications that typically perform similar types of work. Employees in job classes grouped in a bargaining unit have the right to join or not to join the union representing the unit and to make this decision without any coercion or harassment. In accordance with Florida law, employees in job classes included in a bargaining unit are subject to the provisions contained in their collective bargaining agreement, whether or not they decide to join the union representing the unit.

V

Vacation

Because service to the public must continue year-round, it is not possible to allow everyone to take a vacation at the same time. For this reason, vacation schedules must be approved. See also Annual Leave.

W

Weapons

Employee possession of, use of, or threat to use a deadly weapon, is forbidden at any County job site, on County-owned leased or rented property including County vehicles. An exception exists when possession or use of such a weapon is a necessary and County-approved requirement of the job, such as with law enforcement officers. A "deadly weapon" includes all firearms and explosive devices, as well as other objects or tools (such as knives, pepper spray or screwdrivers) when, in the County's judgment, these objects are brandished or used in a violent, threatening, aggressive or offensive manner in relation to the facts of a given situation. See also Workplace Violence.

Whistle Blower Protection

Employees are encouraged to bring allegations of wrongdoing or malfeasance on the part of Broward County, its officers, employees and independent contractors, to the attention of County government. Employees will be free from retaliation as a result of bringing forward such allegations or participating in investigations of such allegations. No employee will be discharged, suspended, demoted or subjected to other adverse personnel action because he or she acted in good faith to bring allegations of wrongdoing to the attention of the County pursuant to this policy. Retaliation based on opposition to unlawful discrimination in employment or promotion, or based upon participation in any proceeding of inquiry into allegations of such discrimination, is expressly prohibited and should be reported in writing to the County Administrator.

Work Hour Adjustment

Full-time benefit-eligible employees who work a 5-day/8-hour schedule or a 4-day/10-hour schedule receive a half an hour adjustment per day, subject to collective bargaining agreement provisions. The work hour adjustment increases full-time employees' paid hours to 40 hours per week, as follows:

- Employees who work 5 days a week, 8 hours per day, with a 1-hour meal break daily log 37.5 work hours each week. Two and a half hours (a half hour each day for five days) are awarded through the work hour adjustment. These full-time employees are paid for 40 hours.

-or -

- Employees who work 4 days a week, 10 hours a day, with a 1-hour meal break daily log 38 work hours each week. Two hours (a half hour each day for four days) are awarded through the work hour adjustment. These full-time employees are paid for 40 hours.

Work Schedule

The work schedule of most County agencies is either:

1. 5 days a week, 8 hours per day, with a 1-hour meal break daily

-or -

2. 4 days a week, 10 hours a day, with a 1-hour meal break daily

Some agencies have a different length workday and workweek. Meal periods are not considered to be time worked. Schedules for operations staffed around the clock vary according to the services provided by the unit. Questions about work schedules should be directed to the appropriate supervisor.

Workers' Compensation

If an injury requires medical attention, emergency assistance should be called if necessary. Less urgent care and care after the emergency will be coordinated through the Medical Care Management Provider as outlined by the Workers' Compensation Section of Risk Management.

Employees are required to report all work-related injuries to their supervisor as soon as possible no matter how minor the injury. The Division should report the injury to Risk Management within 24 hours after the employee notifies them of their injury.

Benefit-eligible employees on extended workers' compensation leave should contact Employee Benefit Services at **954-357-6700** for information on continuation of benefits.

Workplace Violence

It is the County's policy to maintain a workplace free from violence or from the threat of violence by any employee, customer, vendor or member of the general public. Violence or the threat of violence by any employee is unacceptable and will subject the employee to serious disciplinary action, which may include dismissal even following a first offense, and possible criminal charges. It is the goal of the County to provide a workplace that is safe and free from attacks, harassment, property crimes, threats or acts of violence. Additionally, the County will work with law enforcement to prosecute citizens who commit violent acts against employees.

Enforcing and supporting this policy is a shared responsibility between the County and every County employee. Every employee is expected to understand this policy, report acts or threats of violence to the Human Resources Director, and cooperate with County officials in policy enforcement. See also Weapons