



# The City of New Britain Employee Handbook



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# Welcome to City Hall



As the proud Mayor of the great City of New Britain, I recognize that we can only fulfill our goals and objectives through the dedicated work of our most important resource – our employees.

If you are a new employee, congratulations! Welcome to our team. If you are a current employee, I appreciate the contributions you make to this City every work day by providing the best services to our residents and visitors.

The strength and vitality that the City of New Britain enjoys today is due in no small part to the many contributions you make. The City benefits greatly from the dedication and professionalism that each of you bring to the workplace. Your unique skillsets are vital to our everyday success and your work each day helps us to provide services of the highest quality to our customers.

Our goal is to operate our City government in a professional, customer-focused, trustworthy and transparent manner. To accomplish that goal, I ask each employee to do his or her best work every day, working as a team to foster a supportive and cohesive work environment.

I am committed to providing our employees with a diverse, professional and safe workplace. We place a high value on customer service; this is something more than just what you offer, customer service is an attitude that all employees should share. I take great pride in providing our employees with the resources they need to be successful and build a strong team.

As one of those resources, this handbook is meant to serve as a guide about our culture, how we conduct business, and what you can expect as we work together to provide exceptional and professional government services to our community. I rely on your commitment to the team and your dedication in serving our residents. In joining our workforce here at City Hall, I trust you will share these core values with me.

Welcome to the team!

Sincerely,

A handwritten signature in blue ink that reads "Erin E. Stewart". The signature is fluid and cursive, written in a professional style.

Erin E. Stewart  
Mayor

# Important Contacts



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Your mental health is important to us.  
The City's Employee Assistance Program (EAP) can help you cope  
with stress, anxiety, and change.

## HOW WE CAN HELP:

EAP is an employer sponsored benefit that is offered to you at no cost. The program includes a confidential counseling program that offers employees and their family members with assessment, brief solution-focused counseling and referral services.

For free and confidential counseling and referral,  
call Solutions EAP at 1-800-526-3485  
[www.solutionseap.com](http://www.solutionseap.com)



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## Part I: Human Resource Policies

## Section 1: Introduction

### 1.1 A Note from Corporation Counsel

This Handbook is intended as a guide for City of New Britain employees regarding the City's personnel policies and benefits. It is important to note not all employees are entitled to the benefits set forth in this handbook. Most benefits set forth herein apply only to full time permanent employees. This Handbook is not intended to be comprehensive or to address all the possible applications of, or exceptions to, the general policies and procedures. It also is not intended to replace or supersede any collective bargaining agreement or the Rules of the Civil Service Commission. You should read and become familiar with the terms of your collective bargaining agreement as well as the Rules of the Civil Service Commission. Union employees are also advised that if a conflict exists between this Handbook and your collective bargaining agreement, your collective bargaining agreement prevails.

This Handbook is provided for informational purposes only and should not be interpreted as a promise or guarantee to handle a situation in any particular way. It does not constitute a contract between the City of New Britain and its employees, and should not be construed as such. No provision or portion of this Handbook constitutes an implied or express contract, guarantee, or assurance of employment or any right to an employment-related benefits or procedure.

The policies and practices referenced in this Handbook may be changed or amended at any time, as necessary. Most policy statements in this Handbook have been paraphrased for brevity. Employment by the City of New Britain is not for a definite term and may be terminated by the City of New Britain or by the employee at any time, pursuant to law or in accordance with any applicable collective bargaining agreement.

- Office of Corporation Counsel



## 1.2 Employee Resources

**A: Where Can I Find a Copy of My Contract?** You can obtain a copy of your contract from your Union President and/or the Human Resources Department.

**B: City Hall Flow Chart - City Organization Chart 1-25-21.pdf**

## Section 2: Hours of Work

### 2.1 Hours of Work

Standard business hours for City Hall are 8:15 a.m. to 4:00 p.m. with a minimum of 7.25 hours of work per day and 36.25 hours of work per week. Hours of work vary based upon assignment. Please refer to your collective bargaining agreement for your specific hours of work.

### 2.2 Documentation of Hours of Work

All employees are expected to work the requisite amount of hours per day or take accrued leave for any time not at work.

### 2.3 Inclement Weather and Emergency Closings

Employees generally are expected to report to work as assigned and make every reasonable effort to arrive on time whenever there is inclement weather. Employees should not assume that the City will open late, close early or close in general as a result of inclement weather, but rather should assume that the City will be open for regular business hours. For the purpose of this section essential personnel includes: Public Works, Police, Dispatch and Fire uniform employees. Nonessential personnel are all other City employees. If severe weather conditions prevent non-essential employees from coming to work or arriving on time, you must notify your supervisor as soon as possible. If you are unable to report to work due to the severity of the weather or other emergency, your absence may be excused upon the recommendation of your supervisor, and you will be charged personal, or vacation leave. Essential employees who are needed for public safety or emergency situations must report to work as directed by their supervisor. It is the City's policy that no additional compensation or time off will be given to essential employees for the hours they worked that non-essential employees were excused.

## Section 3: Workplace Standards

The City would like to ensure orderly operations and provide the best possible work environment. Please follow the following rules of conduct while on city premises, attending city functions, or otherwise performing work-related activity.

### 3.1 Safety

While the City cannot guarantee to protect any employee from willful or reckless acts by third parties or other employees, preventing workplace accidents and ensuring a safe, clean, and healthy work environment for employees and visitors is of the utmost importance. All employees are expected to comply with applicable safety, health and security rules, regulations, policies, and laws that apply to the City.

### 3.2 Absenteeism and Tardiness

All employees are expected to report to work in a timely manner. We understand that occasionally you may need to be absent from work for a variety of reasons. Request for leave should be provided with sufficient notice to your supervisor to ensure that the department has adequate coverage and you have sufficient accrued time. Absenteeism for illness, or family care should be reported to your supervisor at the first reasonable opportunity. Please refer to your collective bargaining agreement for notice requirements. For unforeseeable leave, notice should be provided as soon as possible.

### 3.3 ID Badges & Key Card Access

City Hall employees must wear city-issued ID badges at all times while walking around City Hall. The photo and QR code will be provided through the IT Division. A separate key card can be obtained through the Facilities and Energy Division. These badges allow you access to the parking garage, restrooms, your office and other specified areas as allowed by the Facilities and Energy Division. A \$10 charge will be imposed for lost cards. Please, report a lost card immediately to Facilities and Energy Division.

### 3.4 Standards of Dress

The City expects our employees to dress in appropriate business attire when reporting to work. It is extremely important that our employees present a professional image to the public. Personal attire is expected to be professional, neat, and clean. Employees who are required to wear uniforms and/or safety equipment are required to report to work dressed appropriately and to use the personal protective equipment as provided and/or required. This policy applies to all personnel.

### 3.5 Alcohol and Drug-free Workplace

In accordance with the federal Drug-Free Workplace Act, and as part of the City's commitment to maintain a safe, healthy, and efficient work environment, we must insure that all worksites are free from the effects of drugs, alcohol and cannabis use. The City follows the definition of controlled substances set forth in the federal Controlled Substance Act, therefore the use of any controlled substance while at work or reporting to work under the influence of any controlled substance as defined in the Controlled Substance Act, including cannabis, whether for nonmedical or medical reasons, is considered a violation of the federal Drug-Free Workplace Act.

Employees who are under the influence of drugs, alcohol or cannabis products, or who take or consume drugs, alcohol or cannabis products while on duty present a safety risk to themselves, fellow employees and the public, and limit the city's ability to provide quality service.

Therefore, employees are prohibited from reporting to work or working while under the influence of illegal or unauthorized drugs, alcohol or cannabis products. The use, consumption, possession, manufacture, distribution, purchase, sale or offer of illegal or unauthorized drugs, alcohol or cannabis products on City property, while on duty, or while operating a vehicle or machine leased or owned by the City is also strictly prohibited. Further, no employee may be under the influence of any illegal or unauthorized drugs, alcohol or cannabis products while in the workplace, while on duty, or while operating a vehicle or equipment owned or leased by the City. These prohibitions extend to an employee's personal vehicle located on City property or in any vehicle engaged in City business. Any violation will be just cause for administrative action or discipline up to and including termination.

The City WILL NOT tolerate any use or consumption of any cannabis product while on duty or reporting to work under the influence of any cannabis product. Any employee who uses or consumes any cannabis products on duty or when operating a City vehicle will be subject to administrative action or discipline, up to and including termination. In addition, any employee who reports to work under the influence of any cannabis products will be subject to administrative action or discipline, up to and including termination solely on the basis of a positive test. The City will comply with any drug testing policy negotiated with a bargaining unit. For any employee who is subject to random drug test in conjunction with the Department of Transportation requirements, the City has a ZERO tolerance policy. Any employee who is convicted of violating laws regarding the use of illegal drugs or alcohol must promptly (within five (5) calendar days), provide written notice of the conviction to their Department Head. In addition, employees must notify their Department Head if they are charged with a violation of any criminal law involving the use of illegal drugs or alcohol within three (3) calendar days and not later than the first half of the next workday after being charged with such an offense.

Legal drugs (over-the-counter and prescription drugs) are to be used only in the manner, combination, and quantity as prescribed or directed by the employee's physician. If the employee knows or has reason to believe that his/her motor coordination skills, physical or mental ability, and/or regular work activities could be impaired while taking legal drugs, the employee shall immediately notify his or her supervisor that he or she is taking a drug which may cause such impairment to their work performance, along with the nature of the impairment. The employee should not disclose the medication he or she is taking. The City may ask for a medical certification from the employee's treating physician regarding the employee's ability to safely and efficiently perform his or her job duties with or without any work restrictions. The City will make a determination whether reasonable accommodations can be made, including if the employer's job assignment should temporarily change during treatment. Employees must keep all prescribed medicine in its original container, which identifies the drug, date of prescription and prescribing doctor.

### 3.6 Smoke-Free Workplace

In accordance with Connecticut State Law (the Clean Air Act) and City Policy, smoking is not permitted in any City building or within 25 feet of any doorway, window, or air intake vent or any City building, City vehicle, or on City property. Smoking "breaks" shall only occur on approved breaks and smoking in general shall not interfere with an employees' overall productivity.(Section 2-8 of the Code of Ordinances)

### 3.7 Work Relationships

Relationships of a romantic or personal nature in the workplace can interfere with the work environment. Therefore, employees who are engaged in a personal or romantic relationship must be careful not to display the relationship in a way that could interfere with their work, the work of others, or create an uncomfortable environment for others. Supervisors should not engage in personal or romantic relationships with employees under their supervision – such relationships raise issues of fairness. If such personal relationships exist, they should be disclosed to the Human Resources Director.

### 3.8 Information Technology

#### Use of Computer Systems and Electronic Mail

The City's computer network, electronic information, and communication systems are owned and maintained by the City of New Britain for work-related business purposes. There is no expectation of privacy in any information or activity conducted, sent, performed, viewed or stored on City owned equipment or City provided network and internet access.

## Use of Telephones

The City of New Britain telephone equipment system is intended for work-related or business calls. Personal phone calls, other than calls of short duration for a specific purpose, should be limited to designated break times, except in the cases of emergency or other serious situations that need immediate attention. The same discretion applies to the use of cellular phones, including texting. In addition, anyone operating a City vehicle must not use a cellular phone while driving unless using a hands-free device.

## Notice Concerning Electronic Monitoring

As a safety measure, and in accordance with the requirements of Connecticut state law, City employees should recognize that their work activities and communications may be subject to electronic monitoring. Electronic equipment that may be monitored includes, but is not limited to, telephones, mobile devices, computer files, security video surveillance and e-mails. Employees should not have any expectation of privacy while using the City's electronic equipment. In the event a telephone device is recorded for quality assurance purposes the user will be notified and a warning will be affixed to the handset. This notice does not apply to phones in the public safety telecommunications center and the corresponding Emergency Operations Center.

## Section 4: Non-Discrimination

Maintaining a positive and inclusive work environment is an essential component of the City's success. For this reason, it is important that employees consistently treat co-workers and the public, in a courteous and respectful manner. We also believe that a diverse workforce enhances the quality of our work environment and service to residents and visitors. We value treating individuals with respect without regard to other differences, including education, economic status, family background, perspectives or other individual characteristics. Treating each individual as a person worthy of respect goes a long way towards creating a higher performing, innovative, and harmonious workplace. The City of New Britain does not and shall not discriminate based on race, color, religion (creed), gender, gender expression, age, national origin (ancestry), disability, marital status, sexual orientation, or military status, in any of its activities or operations. These activities include, but are not limited to, hiring and firing employees, selection of volunteers and vendors, and provision of services. The City of New Britain is committed to providing an inclusive and welcoming environment for all employees, clients, volunteers, subcontractors, and vendors.

### 4.1 Affirmative Action

Our Affirmative Action policy is focused on the employment and advancement of minorities and women in an attempt to overcome the effects of past or present discrimination or barriers to equal opportunity. Affirmative Action strives to provide full and fair treatment of African Americans, Hispanics, Women, persons with disabilities and other affected groups found to be underutilized in all levels of the work force.

In Affirmative Action, race, sexual orientation, national origin and gender identity are taken into account.

The City of New Britain recognizes its responsibility to uphold the principles of Affirmative Action and is committed to ensuring that these principles are upheld with conviction and intensive effort. Therefore the City has implemented programs in order to address such discrimination and achieve Affirmative Action goals and objectives.

#### 4.2 Equal Employment Opportunity:

The City of New Britain is committed to providing Equal Employment Opportunities for all of its employees and applicants. Equal Employment Opportunity means considering individuals for employment regardless of their race, color, sex, sexual orientation, gender identity or expression, national origin, ancestry, religion, age, physical disability, mental disability, intellectual disability, marital status, present or past history of mental disorder, learning disability or criminal record. The City recognizes its obligation and is committed to ensuring that no person shall be excluded from participation in, denied the benefits of, or otherwise be discriminated against under any program. Employment decisions will be based on individuals' qualifications and the City's business/operational needs.

## Section 5: Standards of Conduct

The City of New Britain takes great pride in the quality of its services to the residents and visitors. As an important foundation of our success, we must all strive to maintain a positive and productive work environment. Public employees hold a position of trust with responsibilities that require them to observe the highest ethical standards.

#### 5.1 City Code of Ethics and Conduct:

The City of New Britain takes great pride in the quality of its services to the residents and visitors. As an important foundation of our success, we must all strive to maintain a positive and productive work environment. We must also strive to maintain the public's trust and to avoid any appearance of inappropriate use of City time, vehicles or equipment. Our purpose in defining expectations of behavior and adopting certain work rules is to minimize conflict and the need for corrective action among employees.

Public sector employees are held to higher standard of conduct. Therefore respect for the City's reputation, interests and success requires all of us to maintain a high standard of ethical conduct. Public employees hold a position of trust with responsibilities that require them to observe the highest ethical standards. Each employee is expected to conduct his or her personal affairs in a manner that avoids any conflict of interest or impropriety, or the appearance of a conflict of interest or impropriety, between those affairs and the employee's work, including their working relationships with other employees, members of the public, or others.

Each employee should become familiar with the Code of Ethics found in Sections 2-446 to 2-454 of the New Britain Code of Ordinances.

## 5.2 Discipline and Work Regulations

While we generally follow the concept of progressive discipline as outlined in the applicable collective bargaining agreement, depending on the nature of the conduct, a serious infraction may lead to suspension or termination of employment, even for a first-time offense. Factors that may be considered in determining the appropriate corrective action include: the seriousness of the conduct, an employee's employment record, an employee's honesty, willingness and ability to correct conduct and corrective action taken with respect to similar conduct by other employees.

In all cases, no corrective action will be imposed without just cause in accordance with the collective bargaining agreements.

Desired and expected behaviors include but are not limited to:

- Treating fellow employees, residents, visitors, and others with courtesy and respect;
- Performing job duties and assignments to meet or exceed performance standards;
- Following instructions and directions given by a supervisor;
- Knowing and complying with safety rules and ethical standards;
- Complying with City policies and department work rules;
- Continuing to improve and develop work knowledge and skills;
- Efficient use of time, resources and supplies;
- Performing work duties diligently during the work day except when on an authorized break;
- Seeking solutions and innovation for problems or conflict;
- Not speaking disparagingly about other employees;
- Communicating openly about issues, ideas and problems; and
- Collaboration, teamwork, and mutual support for colleagues.

Unacceptable behaviors which could result in corrective action or termination of employment include but are not limited to:

- Falsification of work records, including timesheets
- Violation of another employee's privacy rights
- Engaging in harassing, intimidating, threatening, or disruptive conduct while at work
- Dishonesty
- Excessive absenteeism

- Engaging in disorderly conduct, fighting or attempting to fight, or poor conduct that violates common decency
- Insubordination, including refusing to follow supervisor's instructions regarding job-related matters; and
- Violation of any City policy or department work rule;
- Prohibited political activity as defined by applicable law;
- Commission of a criminal or immoral act;
- Conduct unbecoming an employee of the City of New Britain;
- Two successive performance evaluation ratings below 70 or "unsatisfactory" provided the Appointing Authority has notified the employee in writing immediately following the first rating of less than 70 or "unsatisfactory";
- Intoxication, substance abuse, or unseemly conduct on duty or elsewhere so as to reflect discredit upon the City;
- Neglect or misuse of any city property, equipment, materials or supplies;
- Fraud or collusion in connection with any examination or appointment in the classified service;
- Deliberate violation of any law or rule pertaining to or affecting employment in the city service;
- Neglect of duty;
- Misrepresentation or falsification of an employment or examination application or other document relating thereto;

### 5.3 Issued City Policies

The City of New Britain has issued the following policies:

#### Violence in the Workplace Prevention Policy

The City of New Britain has a "zero tolerance" workplace violence policy. Any violation of this policy will result in termination of employment. No employee other than authorized law enforcement officers may bring firearms or deadly weapons into the workplace or any work-related setting. If you feel that you have experienced or witnessed any threats or violence in the workplace, you must immediately notify your supervisor or the Human Resources Director. The City policy prohibits retaliation against anyone who has reported workplace violence. Please read the City's Violence in the Workplace Policy, which is attached hereto Workplace Violence Policy Statement.pdf.

#### Reporting Procedure

**Emergency Situations:** Any employee who believes that there is a serious threat to his/her safety or the safety of others that requires immediate attention should contact 911. The employee must also contact his/her immediate supervisor or the



- Civil Service/Human Resources Department at (860) 826-3404.
- Non-Emergency Situations: Any employee who feels subjected to or witnesses violent, threatening, harassing, or intimidating behavior in the workplace should immediately report the incident or statement to his/her supervisor or Department Head, or the Civil Service/Human Resources Department at (860) 826-3404.
- Supervisors/Managers Responsibilities: Any manager or supervisor who receives a report of violent, threatening, harassing, or intimidating behavior shall immediately contact the Civil Service/Human Resources Department at (860) 826-3404 so that office may evaluate, investigate, and take appropriate action.

#### Sexual Harassment Policy:

The City of New Britain is committed to providing a work environment in which employees are treated with dignity and respect, and are provided a work environment that is free of any form of harassment in the workplace.

Sexual harassment is illegal and prohibited by the Connecticut Discrimination Employment Practices Act (Section 46a-60(a) (8) of the Connecticut General Statutes and Title VII of the Civil Rights act of 1964, (Title 42 United States Code Section 2000e et seq.)

Sexual harassment means “any unwelcome sexual advances or requests for sexual favors or any conduct of a sexual nature when:

- 1) Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment;
- 2) Submission to or rejection of such conduct by any individual is used as the basis for employment decisions affecting such individual; or
- 3) Such conduct has the purpose or effect of substantially interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.”

Examples of Sexual Harassment include but are not limited to:

- Unwelcome sexual advances
- Suggestive or lewd remarks
- Unwanted hugs, touches, kisses
- Requests for sexual favors
- Retaliation for complaining about sexual harassment
- Derogatory or pornographic posters, cartoons, or drawings

The City of New Britain strictly prohibits harassment and any other forms of discrimination, including but not limited to harassment based on race, color, national origin, ancestry, citizenship status, sex, sexual orientation, gender identity or expression, pregnancy, marital status, parental status, religion, age, disability, past or present service in the uniformed services of the United States, genetic makeup, or any other legally protected basis. The City also prohibits any form of harassment against any employee or applicant for employment, or by an employee against anyone, including anyone with whom we do business, residents or visitors, regardless of whether the victim is a member of a protected class.

All supervisors and employees are required to maintain a work environment free from such discrimination, harassment and intimidation. The City will investigate all complaints of discrimination or harassment and preserve confidentiality to the maximum extent possible. Any employee who violated this policy may be subject to discipline, up to and including termination of employment.

To view the city's complete policy on Sexual Harassment, [click here Sexual Harassment Policy.pdf](#)

#### Use of City Computer Policy:

The City computer systems are to be used for the sole purpose of transacting City business; exceptions must be approved by the Department Directors and City Managers. The Information Technology Division will provide input as to the request for licensing, security, and compatibility of usage. For the complete policy, [click here ComputerInternetEmailUse.pdf](#)

#### 5.4 Disciplinary Process

Each collective bargaining agreement outlines the disciplinary process. It is suggested that employees become familiar with his or her collective bargaining agreement.

#### 5.5 Use of City Resources

Employees may not use City resources, including property, equipment, or consumable supplies, for private benefit or gain. All use of City property, equipment and consumable supplies must be related to the furtherance of the employee's work for the City of New Britain.

#### 5.6 Customer Service

The City of New Britain is devoted to maintaining its quality customer service. Please keep in mind that every interaction you have with the public or another employee reflects on the reputation of the City of New Britain.

## Section 6: Employment and Termination

Our selection process is based on guidelines and practices that are designed to screen applicants and identify those individuals who will best contribute to our overall success.

### 6.1 Employment Eligibility and Background Verification

The City of New Britain strives to fill each open position with the most qualified candidate available for the position. This means the candidate selected has been determined to most closely match the requirements of the position. Our selection process is based on guidelines and practices that are designed to screen applicants and identify those individuals who will best contribute to our overall success, consistent with our commitment to equal employment opportunity as expressed above.

In addition to a rigorous screening process, the City will also conduct criminal background checks and reference checks on all candidates it selects to hire. Candidates who are offered employment will undergo a post offer pre-employment medical examination and drug test. All new hires will be required to submit proof of eligibility to work in the United States consistent with federal law.

### 6.2 Employment Probationary Period

All employees must successfully complete a probationary period as set forth in the applicable collective bargaining agreement. This is a time when supervisors can determine if newly hired employees can perform their job, and perform to a standard adequate for permanent employment with us.

### 6.3 Personnel and Medical Files

Employee personnel records are maintained in the Human Resources Department in a central file. Medical records are maintained in separate, secure files in accordance with federal and state law. You may view the contents of your personnel file upon request with reasonable notice.

Personnel files are considered public records. Written request to view any employee's personnel files is required. The employee will receive notice of any such request. Any medical or confidential information (such as Social Security number) will be redacted in accordance with law.

It is your responsibility to notify the Human Resources Department whenever there are any changes in home address, telephone numbers, marital status, number of dependents or children, death of a family member covered under the City's medical insurance, beneficiary for life insurance, or emergency contact(s).

## 6.4 Termination of Employment

### Resignation/Retirement

It is requested that employees who decide to resign or retire from employment provide their supervisors with a minimum of two weeks written notice but thirty (30) days' notice of resignation is preferred. If the employee wishes to retract their resignation or retirement it must be done within 48 hours of the written notice to the supervisor. This notice allows the City to plan an orderly transition of duties with less interruption to operations.

### Termination/Layoff

If it becomes necessary for the City to terminate the employment of an employee, notice will be given to the employee in writing. Prior disciplinary actions and conferences with supervisors may inform employees that termination of employment could result from failure to correct unacceptable behavior or performance.

If termination of employment is based on business reasons such as reorganization or reduction in work force (layoff), notice will be given as permitted by circumstances and/or as required by law and applicable collective bargaining agreements.

### Final Compensation and Benefits

Employees who are terminated or laid off will receive their final paycheck in accordance with city practice. Employees who resign or retire will receive their final paycheck within two weeks of their last day.

Each employee who separates from employment will be provided with information about extension of health insurance benefits under COBRA, information concerning the Health Insurance Portability and Accountability Act (HIPAA), eligibility for continuation of benefits, applicable retirement/pension information, information about conversion of life insurance policies, sick and/or vacation payout, and unemployment benefits information.

### Return of Property

On or before their last workday, exiting employees must return all City property in their possession, including:

- Keys, key cards and badges;
- Files, computer disks, and other City business-related information or records, whether in printed or computer format;
- Communications equipment including cellphones, portable radios and accessories.
- Any City equipment such as vehicles, cameras, laptops, tablets and accessories.

## Exit Interviews

Employees who resign or retire may be asked to participate in an exit interview. These interviews are voluntary and are conducted to obtain employees' honest opinions and evaluation of their work experiences as part of our ongoing effort to improve the City and its workplace.

## Section 7: Employee Development & Performance

### 7.1 Performance Appraisals

The City of New Britain has an Employee Performance Evaluation System through which an employee's performance will be reviewed in the categories of productivity, reporting to work, promptness, knowledge of work, dependability, initiative, working relationship, and overall. The purpose of the evaluation system is to provide clear, achievable, measurable, results-oriented performance objectives and to identify any corrective action needed when an employee has not accomplished an accepted performance level. The various types of evaluations include initial probationary period reviews for new employees, promotional reviews, mandatory annual performance reviews and follow up reviews where an employee receives an overall rating of needs improvement.

## Section 8: Time Away From Work

### 8.1 Holiday and Personal Leave

The Human Resources Department issues an annual memo listing the days for the following year on which holidays will be recognized by the City. In general, if a holiday falls on a Saturday, it is observed on the preceding Friday. If a holiday falls on a Sunday, it is observed on the following Monday. Consult your individual collective bargaining contracts to determine provisions concerning holiday compensation and/or compensatory time off for work performed on a holiday.

### 8.2 Vacation Leave

Vacation leave is as set forth in your collective bargaining agreement.

### 8.3 Sick Leave

Sick leave is as set forth in your collective bargaining agreement.

## 8.4 Other Paid Leave

Any other paid leave is as set forth in your collective bargaining agreement.

## 8.5 Family and Medical Leave (FMLA)

The City of New Britain follows the Federal Family and Medical Leave Act which entitles eligible employees to unpaid leave, or to substitute appropriate accrued paid leave, for up to 12 workweeks in a 12-month period for the birth of a child, and to care for a newborn child; for the placement of a son or daughter with the employee for adoption or foster care; for a spouse, son, daughter or parent of the employee who is on active duty or has been notified of an impending call or order to active duty; to care for the employee's spouse, parent, son, or daughter with a serious health condition; or when the employee is unable to work due to the employee's own serious health condition.

It is the city's practice to require the use of accrued leave for FMLA leave. Accrued leave is to be used in the following order: sick, vacation, personal, then compensatory time.

Employees who need FMLA must contact the Human Resources Department.

For more information on FMLA, go to <https://www.dol.gov/agencies/whd/fmla>

## 8.6 Other Unpaid Leave of Absence

Unpaid leave of absence for reasons other than medical is as set forth in your collective bargaining agreement.

## 8.7 Perfect Attendance

Please refer to your collective bargaining agreement.

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## Part II: Employee Benefits

## Section 9: Employee Benefits

### 9.1 Establishment and Eligibility for Benefits

Full-time employees, who work 30 hours or more per week on a regularly scheduled basis, are eligible for health insurance. Coverage for your spouse and dependents is also available; see your collective bargaining agreement. City employees are able to make a change each year during an open enrollment period which falls in the month of May with coverage becoming effective July 1st. All current city employees have the choice between the Anthem Lumenos High Deductible Health Plan (HDHP) with a Health Savings Account (HSA) and buying-up to a traditional plan.

Health insurance coverage becomes effective for a newly hired employee the first of the month following 30 consecutive days from the date of hire. For example, if you applied for coverage on May 12th, you would be covered as of July 1. Any change in coverage, such as adding or canceling family members, would occur on the first of the month following the qualifying event.

For all newly hired city employees, the only option available is the HDHP/HSA offered through ANTHEM. It is imperative that you add any new family members to your coverage, as they become eligible, by completing the proper health insurance forms. If you forget, the family member will not be covered by your health insurance and you may have to wait until the next open enrollment period to add the new member.

For additional information on health insurance, please contact the personnel department.

### 9.2 Dental Insurance

The City of New Britain has dental plans that range from basic diagnostic and preventative services which are offered with the medical coverage to a more extensive dental coverage which the employee can buy-up into at their sole cost. For a general overview of the benefits available under the city-sponsored dental plans, please contact the Human Resources/Civil Service office.

### 9.3 Health/Deal Insurance Coverage Extension (COBRA)

The Consolidated Omnibus Budget Reconciliation Act or COBRA is a law that provides employees and their insured dependents the right to keep their employer-sponsored health plan after that insurance would end due to job loss or changes in the immediate family for a limited period of 18 or 36 months. The length of time depends on the type of qualifying event that made the employee eligible for COBRA insurance continuation coverage.



Those who elect to continue coverage will be responsible for the full premium payment in addition to a 2% administrative fee. Information and premium rates for continued coverage can be obtained by contacting the Human Resources/Civil Service office. Dental coverage is a separate election and can be combined with any of the primary health plans listed above. Plan description booklets and enrollment/change forms are available in the Human Resources/Civil Service office.

Under federal and state law, the City of New Britain is required to offer covered employees and covered family members the opportunity to elect a temporary continuation of health coverage at group rates, when coverage under the plan would otherwise end due to certain qualifying events. The covered employee, spouse, or other family member has the responsibility to inform the City of New Britain of a divorce, legal separation, or a child losing dependent status under the city sponsored group health plan. This notification must be made within 60 days from the later of the date of the event or the date on which coverage would be lost because of the event. This notification must be made to your Human Resources/Civil Service office. Termination notices for dependents aging off the health plans are sent to the Human Resources/Civil Service office directly from the carriers. However, employees are still responsible for properly notifying the department.

A qualified beneficiary will have to pay all of the applicable premium plus a 2% administration charge for continuation coverage. Examples of qualifying events are: termination, lay off, divorce or legal separation and dependent child no longer qualifying as dependent. Please contact the Human Resources/Civil Service office if you have any questions.

#### 9.4 Group Life Insurance

Group Life Insurance is offered to full-time employees with coverage becoming effective on the date of hire. The amount of the basic term coverage is based upon union affiliation and the amount negotiated between the City and each Union. Each employee shall be enrolled in a group life insurance plan during the term of employment and at the time of retirement (if eligible). The City shall pay the cost of such coverage. The employee is also permitted to purchase additional life insurance at his/her own expense to a maximum as determined by each union upon hire during the first 30 days. The employee may purchase the additional life at a later time but will be required to provide evidence of insurability (EOI) to the carrier's underwriting department for approval.

#### 9.5 Retirement

The State Retirement Commission is responsible for the administration of the Connecticut Municipal Employee Retirement System (CMERS). This Commission oversees the CMERS and other State retirement systems. The State Treasurer is responsible for investing CMERS funds for the exclusive benefit of CMERS members. The Treasurer has detailed information on her website with regard to the Fund and investment information. The link is: <http://www.state.ct.us/ott/aboutpension.htm>.

A member becomes vested which means you are eligible to receive a lifetime guaranteed retirement benefit. You are vested in the CMERS upon the attainment of five (5) years of active service which are periods when you are actively working and contributing to the CMERS. You are eligible for a normal retirement if you have a total of 25 years of service credit, inclusive of aggregate service consisting of at least 5 years of continuous active service or 15 years of non-continuous active service with a CMERS participating municipality, OR you have attained age 55 with at least 5 years of continuous active service or 15 years of non-continuous active service with a CMERS participating municipality. If you leave a CMERS municipality before being vested, you may request a refund of your retirement plan contributions but not the City's contributions plus accumulated interest which would cancel your retirement service credit and you will forfeit all rights to any retirement (early, normal, disability).

You may purchase retirement credit for a number of situations including service in the military, as an employee in another municipality and with the State of Connecticut (other than temporary or contractual employment for which you received no retirement credit). While you may purchase these credits you will be expected to pay the full cost of the added retirement benefit received which usually includes interest. You must purchase this credit within a year from the date of hire. Please contact the Human Resources Office for more information. If you previously worked for the State and are a vested Tier 2A member, you cannot transfer the state service to CMERS. If however, you are a vested Tier 2 member, you must first divest from the State Employees Retirement System (SERS) in order to transfer such time into CMERS.

In order to divest, you must contact your previous Human Resources office for more information. It is advised that you become vested in CMERS before requesting a pension estimate from SERS and CMERS and making such a decision. The amount of your pension benefit depends on:

- Your years and months of service credit in the CMERS
- Your Final Average Pay (the average of your pay for your 3 highest paid years of municipal service)

Pay means annual salary or wages, including overtime, longevity, top step bonuses if applicable and temporary Workers' Compensation payments.

Employees are not covered by Social Security (other than Medicare). A CMERS member who is not covered by Social Security pays a 6.5% contribution into the pension. The employee contribution will increase every July 1st on the City's renewal until it caps out at 8% in the year 2024. Under the Windfall Elimination Provision when the employee begins to collect their CMERS pension benefit and did not pay into Social Security, their social security retirement or disability benefit may be lowered as social security tax was not pulled on the CMERS contribution.

Prior to retirement, a member must elect one of four benefit payment “options”. The optional forms of payment available are:

- Option 1: Straight Life Annuity – this option provides the highest monthly benefit for the retiree’s lifetime; all payments stop at the retiree’s death. The beneficiary would only be entitled to a lump-sum payment of the remaining employee’s contribution, if any remain in the fund.
- Option 2: 50% spouse – this option first provides a reduced monthly benefit to the retiree for life; after the retiree’s death 50% of that benefit will continue to the retiree’s surviving spouse for their lifetime.
- Option 3: 50% or 100% Survivor - this option provides a reduced monthly benefit to the retiree for life; in the event of the retiree’s death, either 50% or 100%, whichever the retiree chooses of the reduced monthly benefit will be paid to contingent annuitant for their lifetime. This contingent annuitant can be any person, including the retiree’s spouse.
- Option 4: 10 year or 20 year Period Certain – this option provides a reduced monthly benefit to the retiree for life with payments guaranteed from the retirement date for 10 or 20 years (whichever period is chosen by the retiree). If the retiree should pass away within 10 years or 20 years from their date of retirement, the remaining payment, in accordance with their selection, will be made to the listed contingent annuitant(s).

Retirement benefits are adjusted every July 1st. You will be eligible for an annual cost of living adjustment (COLA) payable on the July 1st following your retirement date and each July 1st thereafter. The COLA for non-disability retirements will range from a minimum 2.5% to a maximum of 6% based on a formula which takes into account a portion of the increase in the Consumer Price Index for the 12 months immediately preceding your COLA anniversary date. For disability retirements, the COLA will range from a minimum of 3% to a maximum of 5% based upon the performance of the fund’s investments.

Please be advised that the State Employees Retirement Commission (“Commission”) voted to clarify that the law states that an individual cannot receive a Connecticut Municipal Employees Retirement System (“CMERS”) pension benefit if he/she becomes re-employed for twenty (20) hours or more per week or more than ninety (90) working days in one calendar year, with the same municipality or any other municipality participating in CMERS, even if re-employed in a position that is not covered by CMERS.

After receiving a CMERS retirement benefit, you cannot work for any municipality on a full-time basis that has ANY of its employees enrolled in CMERS, regardless of whether the re-employed member’s position is covered by CMERS or not. It is requested that employees who decide to retire from employment provide their supervisors with a minimum of two weeks written notice, but thirty (30) days’ notice is preferred. If the employee wishes to retract their retirement it must be done within 48 hours of the written notice to the supervisor. This notice allows the City to plan an orderly transition of duties with less interruption to operations.

In addition, while the Department of Human Resources will assist with any request for an estimate of an employee's monthly pension multiple requests from the same employee cannot be entertained.

Department of Human Resources will assist with any request for an estimate of an employee's monthly pension multiple requests from the same employee cannot be entertained.

## 9.6 Employee Assistance Program (EAP)

Solutions EAP- (800) 526-3485 (General Employees + Fire Department Employees)

If you think you or a family member might need help in dealing with a personal problem such as stress, anxiety, depression and other concerns, please contact Solutions directly at (800) 526-3485.

Employees and their family members can access the EAP. Solutions EAP has a statewide and national network of professional EAP counselors. Either the employee or family member may initiate the process by calling for an appointment. The City offers the employees up to 8 paid EAP sessions per calendar year for themselves and their immediate family members. This covers the employees including the Fire Department but not the Police Department.

The EAP is strictly confidential. No one will know you have contacted EAP unless you provide written authorization. The City only gets statistics on how many members actually took advantage of the program. The program is free and available to employees and their family members.

Wheeler EAP - (800) 275-3327 (Police Department Employees only)

## 9.7 Unemployment Compensation

Any questions concerning unemployment compensation can be addressed to the State of Connecticut Department of Labor at (860) 263-6000 or you can visit their website at [www.ctdol.state.ct.us](http://www.ctdol.state.ct.us).

## 9.8 Workers' Compensation

The City of New Britain has a Third Party Administrator for Workers' Compensation which is PMA Insurance Group. Injuries sustained while at work must be reported to your department's designated Supervisor immediately. The designated supervisor will complete a first report of injury and submit to the department designated workers' compensation timekeeper.

## Section 10: Optional Insurance and Benefits Programs

### 10.1 Deferred Compensation

All full-time City employees have the option of deferring a portion of their income by payroll deduction. The primary purpose of a Deferred Compensation Plan is to allow the employee to set aside a portion of salary for retirement and reduce their gross taxable income. Federal income taxes are not paid on these deferrals until they are withdrawn. Interest and dividends are also not taxed as they accumulate. Section 457 of the Internal Revenue Code sets an upper limit on such deferred earnings. Contributions can be taken out of the Plan when the employee retires, leaves employment, or under some emergency financial situations that is referred to as a "hardship". For more information on deferring compensation, call the Human Resources/Civil Service office. The two current vendors are AIG and Empower. Employees can only contribute to one at a time.

### 10.2 Medical Flexible Spending Accounts

#### Limited FSA (Flexible Spending Account)

The open enrollment period for the Flexible Spending Account (FSA) for Limited and Dependent Care is in November, December for an effective coverage date of January 1.

#### FSA (Limited Purpose – dental and vision only)

A Limited FSA is a pre-tax benefit account used to pay for eligible dental and vision care expenses that are not covered by your health insurance plan. You can contribute up to a maximum of \$2,850 to your Flexible FSA. The new HSA-Compatible Limited FSA lets you carry over up to \$500 in account balances from one plan year to the next. The \$500 carryover from the previous year does not count against or affect the \$2,850 salary reduction limit. The convenient take care Flex Benefits Debit Card associated with your account can be used to pay for hundreds of eligible dental and vision services and products. Simply decide how much to contribute, and funds are withdrawn from your paycheck for deposit into your account before taxes are deducted. Your total annual election amount is available on day one of your plan year.

#### FSA (Dependent Care)

A Dependent Care FSA is a pre-tax benefit account used to pay for dependent care services, such as pre-school, summer day camp, before and after school programs, and child day care. You can contribute up to a maximum of \$5,000 to your Dependent Care FSA. Simply decide how much to contribute to your account each year and funds are withdrawn from each paycheck for deposit into your account before taxes are deducted. As soon as your account is funded, you can use your balance to be reimbursed for eligible dependent care expenses.

### 10.3 Supplemental Insurance Program

The following is a summary of benefits available through optional enrollment. All benefits are available on a voluntary basis and are paid entirely by the employee through the convenience of payroll deduction. If you are interested in more detailed information on any of the programs please contact the agents listed as well as the Human Resources/Civil Service office to obtain more information regarding the benefits and the enrollment process. Bear in mind that both the available benefits and the authorized vendors are subject to revision. You can get a list of current offerings from the Human Resources/Civil Service office.

#### AFLAC

Member is able to participate in the voluntary benefits available through AFLAC through the convenience of payroll deductions. All plans with the exception of the short-term disability are deducted on a pre-tax basis. The plans that are offered are:

- Short-term Disability
- Accident
- Dental
- Cancer/Specified Disease

Additional voluntary benefits and programs such as those listed below are available through payroll deductions:

- Connecticut Higher Education Trust (CHET) 529 College Savings Program offered through Fidelity Investments
- Achieve Financial Credit Union

Voluntary Donation program:

Community Services Association (CSA)

For further information, please contact the Civil Service/Personnel office.

Police Department employees and their dependents can contact Wheeler EAP to help solve personal problems that may interfere with their job, health or general well-being. Wheeler EAP is easy to access, confidential and services are provided at no cost to the employee or family. Professional counselors available to help deal with concerns such as stress management, balancing work and home, grief and loss as well as other major concerns.

For all other questions regarding benefits you can direct your questions to the Human Resources/Civil Service Office at (860) 826-3404.

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**Part III:**  
**Information for Employees on Payroll,  
Health & Safety, Labor Unions**

## Section 11: Payroll

The Finance Department is responsible for ensuring timely and accurate employee and retiree payrolls and providing responsive payee services; maintaining and enforcing payroll policies and procedures; coordinating payroll matters among all city departments ; ensuring the continued security, integrity, and effectiveness of the City's payroll systems; using technology to the greatest possible advantage in support of payroll operations; ensuring compliance with requirements of federal, state, and City taxing authorities; and managing and reconciling the City's payroll accounts.

### 11.1 Method of Payment & Payday

Employees are paid weekly. The City of New Britain's pay date is Friday unless Friday is a holiday, then it will be Thursday. All employees shall utilize direct deposit for payment.

### 11.2 Deductions

Mandatory deductions include:

- Federal and state income taxes (based on an individual's W-4 filing status; W-4 filing status may be changed at any time by filing a new W-4 form with the Payroll office);
- Medicare taxes
- Pension contributions

Routine questions about tax deductions may be directed to the payroll office. Advice on tax withholding strategies, however, should be discussed with a personal accountant or financial planner/advisor.

Pre-tax deductions are available for:

- MERS (Municipal Employees Retirement System)
- Deferred Comp (Police and Fire only)
- TSA (Empower, AIG – Voluntary Deduction)
- Group medical and dental insurance (deduction is automatic for participants in these plans);
- Health Savings Account (must be in the high deductible health plan)
- Flexible Spending Account (Limited purpose –dental & vision use only)
- Dependent care expense reimbursement account
- AFLAC Accident Policy

In addition, optional after-tax deductions are available for:

- Optional Life Insurance
- Contributions to CSA
- Parking Garage
- CHET (Connecticut Higher Education Trust)
- PAC (Police only)




- FOP (Police only)
- EMPOWER loans
- ROTH
- Unions Dues
- AFLAC – Disability Policy
- Fire & Police Extra Insurance (Fire & Police only)

### 11.3 PaySTUBS

Employees paystubs are available on line.

If there is a problem with an employee’s paystub employees are asked to contact the timekeeper in their department. The timekeeper will contact payroll to verify any additions or corrections that need to be made to the paycheck.

Sample Paystub:



City of New Britain  
27 WEST MAIN ST.  
NEW BRITAIN, CONNECTICUT 06051

Employee Name: Smith, John  
Employee ID: 011912 Period Begin: 02/28/16 Status/Exempt: Full S/O: A/O  
EFT No: 00189248  
EFT Date: 03/11/16 Period Ending: 03/05/16 Additional V.H. Fed: 10.00 State: 10.00

EARNINGS				TAXES				PRE-TAX DEDUCTIONS			
Description	Rate	Hours	YTD	Description	Rate	YTD	Description	Rate	YTD		
F/T FULLY	40.00	1,392.50	11,703.00	FEDT	20.13	267.57	REGD	69.62	922.62		
PENSION - S			134.44	SIT	67.23	924.04	TSA HYPD	160.00	1,600.00		
PENSION - S			3,381.62	STT	208.58	3,194.43					
PENSIONDB			939.93								
WOL FULLY			1,104.42								
MEAL			120.00								
SR UNED			278.50								
Other			791.08								
<b>TOTAL</b>		<b>1,392.50</b>	<b>18,453.07</b>	<b>TOTAL</b>	<b>296.00</b>	<b>4,386.04</b>	<b>TOTAL</b>	<b>239.62</b>	<b>2,522.62</b>		

211176684  
011103093

\*\*\*8800  
\*\*\*8391

60.00  
652.68

DISCLAIMER: Accruals are a guideline. They are NOT the official record.  
LEAVE Dec: Begun: Earned Used Ending  
Vacation 96.60 0.00 0.00 96.60  
Sick 578.00 0.00 0.00 578.00  
Personal 8.00 0.00 0.00 8.00

TOTAL  
TOTAL

177.26  
2,351.79


154.20  
1,541.20

EMPLOYER'S DEDUCTIONS  
MED: 20.13 267.57  
WORKCOMP 5.15 61.42  
WORKS 151.92 2,013.20  
SUNLIFE 0.00 9.60

140.00  
91.20  
50.00

NET PAY  
712.68

DETACH AT PERFORATION BEFORE DEPOSITING CHECK  
THIS IS A STATEMENT OF YOUR EARNINGS AND DEDUCTIONS



City of New Britain  
27 WEST MAIN ST.  
NEW BRITAIN, CONNECTICUT 06051

EFT NO. 00189248  
DATE 03/11/16  
\*\*\*\*\*712.68

John Smith  
100 Main St.  
New Britain CT 06050

### 11.4 Lost/Stale Dated Check

If a pay check is lost/stolen or stale dated (more than 60 days old), the employee must contact payroll. Payroll will place a stop payment on the lost check. It may take up to 10 days to replace.

In the future there may be deduction for the bank's stop payment fee from any employee's check that must be replaced. The current rate the City of New Britain is being charged is \$30.00.

It is strongly suggested that all employees enroll in direct deposit - it's safe, secure and convenient. If an employee would like to enroll in direct deposit, they should contact the payroll office to obtain a direct deposit form. Please note: There is a two week waiting period for testing of the direct deposit prior to starting.

### 11.5 Direct Deposit

Employees may elect up to four (4) direct deposits. The funds will be posted to your accounts on the pay date (Friday, unless a holiday). One of these is for HSA account, if you've elected to subscribe in the high deductible health insurance plan.

### 11.6 Questions:

If you have any question please contact the payroll office at (860) 826-3438 or (860) 826-3401.

## Section 12: Health, Security and Safety

The City of New Britain is committed to providing a safe, sanitary and healthy workplace for its employees, clients and visitors. The success of this goal depends on the awareness and personal commitment of every employee. Employees are expected to obey safety regulations and exercise caution in all work related activities. Public employees can ensure a safe and healthy workplace by working together in a collaborative manner.

### 12.1 Building Access (Off Hours)

City Hall employees must wear city-issued ID badges at all times while walking around city hall. These badges allow you access to the restrooms, your office and other specified areas as allowed by the Facilities and Energy Division. The entry ways to City Hall be locked sometime between 4:15 and 5:00pm on days that there are no scheduled late afternoon or night activities.

### 12.2 Wellness Committee

In order to become stewards and role models for our city employees and residents we have formed a Wellness Program steering committee comprised of employees who can help brainstorm ideas to continue to inspire and are ready to help make changes necessary for a healthier lifestyle. This steering committee shares ideas via emails and quarterly in person meetings. If you are interested in being part of this group please contact the Community Service Department at (860) 826-3366.

## 12.3 Safety Committee

The City of New Britain has a Safety Committee that meets to discuss issues related to the safety of buildings, the work environment, and City property. If you have any ideas or suggestions to improve the safety of the City's buildings, work environment or property, please contact the Fire Marshal or the Human Resources Director.

## 12.4 Fire Emergency Alarms

Each floor of City Hall has an evacuation captain to ensure that all employees are alerted in the event of a fire alarm or similar emergency, and can exit the building safely. Evacuation procedures are rehearsed during periodic drills. Each employee should be made aware of, and become familiar with all emergency exits. In this way, employees will not be completely unprepared in an event requiring an emergency evacuation.

In the event of an emergency, leave the building by means of the stairways – NOT THE ELEVATORS. When leaving your work areas, you should take your personal wallets and purses with you for security reasons. Proceed out of the building and continue walking until you reach the designated location. ELEVATORS SHOULD NEVER BE USED DURING A FIRE.

# Section 13: Collective Bargaining

## 13.1 Union Contracts

Bargaining unit contracts, established through the formal negotiation process, outline the terms and conditions of your employment. Familiarize yourself with your contract. Benefits and provisions vary. Contract language has been crafted to avoid disputes and eliminate misunderstandings. Contract provisions, however, may be open to interpretation and subject to the grievance and arbitration process. Please direct your questions about your union contract to your union representative.

## 13.2 Grievance Procedure

The grievance procedure is set forth in your collective bargaining agreement.

## 13.3 City Unions

- AFSCME Local 1165 - Police Department
- AFSCME Local 1186 - Public Works, Administration, Clerical
- IAFF992 - Fire Department
- AFSCME Local 1303 - 332 - Sanitarians, Building Inspectors, Technicians, Nurses
- AFSCME Local 818 - Supervisors and Managers
- UE Local 222 CILU/CIPU, Public Safety Telecommunicators

## Employee Acknowledgement

I, \_\_\_\_\_, acknowledge that I have received  
Printed Name

and understood the February 18, 2022 update of City of New Britain Employee Handbook.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date