



**TOWN OF WEDDINGTON**  
**SPECIAL TOWN COUNCIL MEETING**  
**2016 RETREAT**  
 February 18 and 19, 2016  
 Firethorne Country Club  
 1108 Firethorne Club Drive, Marvin, NC 28173

**Thursday, February 18, 2016**

<b>Breakfast Snacks</b>	<b>8:30 – 9:00</b>
<b>Welcome and Agenda Review</b>	<b>9:00 – 9:30</b>
<ol style="list-style-type: none"> <li>1. Agenda Review – Michelle Nance</li> <li>2. Ice Breaker</li> <li>3. Successes, priorities review</li> </ol>	
<b>Personnel Policy Review</b>	<b>9:30 – 10:10</b>
<ol style="list-style-type: none"> <li>1. <a href="#">Physicals &amp; drug testing policy</a></li> <li>2. <a href="#">Review benefits/compensation; update job descriptions &amp; salary bands</a></li> <li>3. <a href="#">Annual reviews/ Management By Objectives (MBO) for staff</a></li> </ol>	
<b>Break</b>	<b>10:10-10:25</b>
<b>External Communications</b>	<b>10:25-12:15</b>
<ol style="list-style-type: none"> <li>1. School Update and Discussion – John Collins</li> <li>2. NCDOT Roads Update &amp; Discussion - Lee Ainsworth</li> <li>3. <a href="#">WCVFD Status and Budget Update - Chief McLendon</a></li> <li>4. Union County update &amp; Discussion - Commissioner Richard Helms</li> </ol>	
<b>Lunch Break</b>	<b>12:15-1:00</b>
<b>Growth Issues (Part I)</b>	<b>1:00-2:30</b>
<ol style="list-style-type: none"> <li>1. Transportation Planning (part I)- CRTPO Coordination</li> <li>2. Sewer and/or Water Expansion (Antioch Woods, etc.)</li> <li>3. Discussion: Basing an ambulance in western Union County</li> <li>4. Public Safety/Transportation Committee (role and direction) - Marcos Bilbao           <ol style="list-style-type: none"> <li>a. Road issues &amp; funding</li> <li>b. Radar schedules and reports</li> <li>c. Safety tips (open cars &amp; garages, car/deer collisions)</li> <li>d. Street lighting</li> <li>e. Deputy data analysis</li> <li>f. Crash/incidence mapping</li> </ol> </li> </ol>	
<b>Break</b>	<b>2:30-2:45</b>
<b>Internal Communications</b>	<b>2:45-4:45</b>
<ol style="list-style-type: none"> <li>1. <a href="#">Facebook policy</a> [Mayor, 5 mins]</li> <li>2. Speakers for HOA meetings [Mayor, 5 mins]</li> <li>3. Grow the Sunshine List (include in tax statement) [Mayor, 5 mins]</li> <li>4. <a href="#">Public Records Policy</a></li> <li>5. Overall Best Practices and Expectations</li> </ol>	
<b>Day 1 Wrap Up</b>	<b>4:45-5:00</b>



January 18, 2016

**Re: Important Reminder about Your Wellness Requirements**

Dear Health Plan Member:

As you are aware, the Municipal Insurance Trust Board of Trustees has had wellness requirements in place for the last two years. This will continue for the 2016 calendar year as well. These requirements are designed to help members become healthier and to better control the premium costs for all participants. The deadline for meeting these requirements is **December 31, 2016\***, to avoid having your premium increase by 10% beginning in July 2017.

For your reference, the following is a complete listing of the wellness requirements:

- Have an **annual physical examination** performed by either your primary care physician or by participating in any other on-site wellness screening program supported by your employer.
- Receive the following **age appropriate\*\* screenings**:
  - **Mammogram** every year for females ages 45 through 55; mammogram every other year for females over age 55 (*Please note that this requirement has changed since 2015.*)
  - **Colonoscopy** every 10 years for both males and females over 50
  - **Pap Smear** every 3 years for females over 18
- Participate in the **Personal Care Management (PCM) health coaching program** if you are contacted by a MedCost PCM nurse.

\*If you are an employee or spouse with a medical coverage effective date of 7/1/2016 or later, you have until the end of the next calendar year (12/31/2017) to fulfill the requirements

\*\*If your birthday in 2016 makes you eligible for an age appropriate screening, the following rules apply:

- If your birthday occurs prior to 7/1, you will have to meet the age appropriate screening requirements in the same calendar year. *Example* 50<sup>th</sup> birthday 05/06/2016, colonoscopy screening requirement must be met by 12/31/2016
- If your birthday occurs on or after 7/1, you will have until the end of the next calendar year to fulfill the requirement. *Example* 50<sup>th</sup> birthday 11/12/2016, colonoscopy screening requirement must be met by 12/31/2017

If you have questions about documentation for any of the requirements, please contact MedCost Customer Service at 1-800-795-1023

Sincerely,

MedCost Benefit Services and  
North Carolina League of Municipalities

## WESTERN UNION COUNTY MUNICIPALITIES COMPARATIVE DATA

<u>TOWN</u>	<u>Council Members***</u>	<u>2014 Popul.</u>	<u>2013 Popul.</u>	<u>Square Miles</u>	<u>Tax Rate</u>	<u>Date Incorp.</u>	<u>Median Age**</u>	<u>Median Hsld Income**</u>	<u>Per Capita Hsld Income**</u>	<u>Home Price**</u>
Indian Trail	5	36,300	35,494	15.2	18.5	1907	34.2	\$63,779	\$26,530	\$169,757
Monroe	6	34,300	33,975	24.6	58.6*	1843	33.9	\$42,132	\$19,490	\$146,349
Stallings	6	15,400	14,645	7.9	21.5	1975	41.3	\$76,596	\$34,967	\$206,935
Waxhaw	5	12,700	11,295	11.5	36.0	1889	35.2	\$74,484	\$28,447	\$227,982
Weddington	4	11,300	10,101	15.8	5.2*	1983	44.8	\$136,277	\$53,902	\$385,052
Wesley Chapel	4	8,900	8,015	8.4	1.7	1998	39.1	\$86,247	\$34,757	\$295,748
Marvin	4	6,600	5,931	3.9	5.0	1994	36.5	\$156,644	\$57,570	\$559,727
Mineral Springs	6	3,000	2,793	7.6	2.5	1999	42.9	\$51,625	\$23,108	\$163,758
<b>Union County</b>	<b>5</b>	<b>218,500</b>		<b>637</b>	<b>76.1</b>	<b>1842</b>	<b>36.0</b>	<b>\$63,355</b>	<b>\$30,169</b>	<b>\$191,100</b>

### NOTES

Source: city-data.com

\* includes fire protection

\*\* 2013 data

\*\*\* excludes the mayor

### Other Municipalities

Fairview  
Hemby Bridge  
Lake Park  
Marshville  
Mint Hill  
Unionville  
Wingate

# STAFFING AND COMPENSATION ANALYSIS

POSITION	FULL OR PART TIME						COMPENSATION						BENEFITS						
	WD	WX	MV	WC	ST	MS	WD	WX	MV	WC	ST	MS	WD	WX	MV	WC	ST	MS	
Town Manager		FT			FT			\$165K			?			1,2,3,4,5			1,2,3,4,5		
Town Administrator	FT		FT	FT	FT	FT	\$71K		\$68K	\$62K	\$92K	\$62K	1,2,3,4,5		1,2,3,4,5	1,3,4	1,2,3,4,5	3	
Town Clerk		FT	FT		FT			\$52K	\$62K		\$73K			1,2,3,4,5	1,2,3,4,5		1,2,3,4,5		
Town Planner	FT	FT		Contr	FT		\$56K	\$60K		\$59K	\$73K		1,2,3,4,5	1,2,3,4,5			1,2,3,4,5		
Finance Officer	PT		PT		FT	PT	\$75K		\$60K		\$66K	\$61K					1,2,3,4,5	3	
Tax Collector	PT	FT	PT	Contr	Contr	Contr	\$48K	\$58K	\$32K	1.5%	1.5%	1.5%	1,2,3,4,5	1,2,3,4,5					
Admin. Assistant	PT	FT	PT	PT	FT	PT	\$38K	\$37K	\$32K	\$31K	\$39K	\$31K	1,2,3,4,5	1,2,3,4,5		4	1,2,3,4,5		
<b>FT/PT/Contract</b>	<b>2/3/0</b>	<b>5/0/0</b>	<b>2/3/0</b>	<b>1/1/2</b>	<b>6/0/1</b>	<b>1/2/1</b>													
<b>Other</b>	<b>3</b>	<b>58</b>	<b>1</b>	<b>1</b>	<b>29+4</b>	<b>0</b>													

**Weddington**

Town Administrator is also the Town Clerk  
 Finance Officer is 4 hrs/wk at \$37.34/hr  
 Tax Collector is 32 hrs/wk at \$23.90/hr  
 Admin. Assistant is 20 hrs/wk at \$18.92/hr  
**Other** - 3 contract deputies

**Waxhaw**

Town Manager is also the Finance Officer  
**Other** - 28 in police dept & 30 in other depts.

**Marvin**

Town Administrator is also the Town Planner  
 Finance Officer is 12 hrs/wk at \$30/hr  
 Tax Collector is 15 hrs/wk at \$16/hr  
 Admin. Assistant is 15 hrs/wk at \$16/hr  
**Other** - 1 contract deputy

**NOTE:** Part time compensation is "annualized" at 2,000 hrs/yr.

**Wesley Chapel**

Town Administrator is also the town clerk & finance officer.  
 Planner is contracted for approx 67 hrs/mos at \$72.97/hr  
 Admin Assistant is 12 hrs/week at \$15.50/hr  
 Tax Collector is contracted to county at 1.5% of Ad Val  
**Other** - 1 contract deputy

**Stallings**

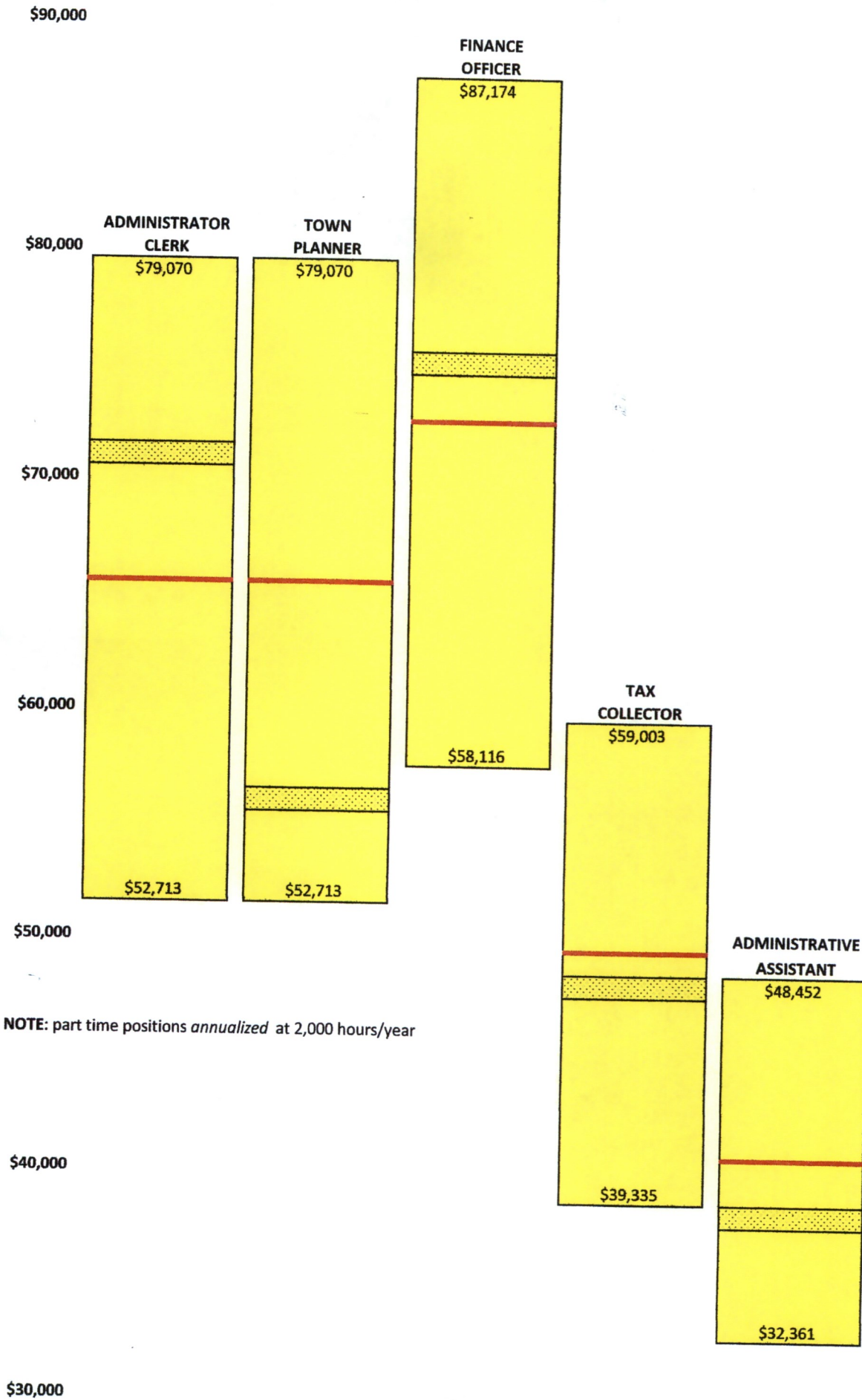
Tax Collector is contracted to county at 1.5% of Ad Val  
**Other** - 23 in police dept. & 6 in other depts  
 plus 4 PT people

**Mineral Springs**

Town Administrator is also Town Clerk & Planner  
 Finance officer also does building & Trail maintenance  
 Tax Collector is contracted to county at 1.5% of Ad Val  
 Admin. Assistant is 12-15hrs/wk at \$15.91/hr

- 1 = medical
- 2 = 401K
- 3 = retirement (NCLGERS)
- 4 = vacation days (10-20)
- 5 = sick days (12)

# SALARY BANDS and MIDPOINTS



NOTE: part time positions *annualized* at 2,000 hours/year

# Management by Objectives (MBO)

is a personnel management technique where managers and employees work together to set, record and monitor goals for a specific period of time. Organizational goals and planning flow top-down through the organization and are translated into personal goals for organizational members

## Key Concepts

The core concept of MBO is planning, which means that an organization and its members are not merely reacting to events and problems but are instead being proactive. MBO requires that employees set measurable personal goals based upon the organizational goals. For example, a goal for a civil engineer may be to complete the infrastructure of a housing division within the next twelve months. The personal goal aligns with the organizational goal of completing the subdivision.

MBO is a supervised and managed activity so that all of the individual goals can be coordinated to work towards the overall organizational goal. You can think of an individual, personal goal as one piece of a puzzle that must fit together with all of the other pieces to form the complete puzzle: the organizational goal. Goals are set down in writing annually and are continually monitored by managers to check progress. Rewards are based upon goal achievement.

## Advantages

MBO has some distinct advantages. It provides a means to identify and plan for achievement of goals. If you don't know what your goals are, you will not be able to achieve them. Planning permits proactive behavior and a disciplined approach to goal achievement. It also allows you to prepare for contingencies and roadblocks that may hinder the plan. Goals are measurable so that they can be assessed and adjusted easily. Organizations can also gain more efficiency, save resources, and increase organizational morale if goals are properly set, managed, and achieved.

## Disadvantages

However, MBO is not without disadvantages. Application of MBO takes concerted effort. You cannot rely upon a thoughtless, mechanical approach, and you should note that some tasks are so simple that setting goals makes little sense and becomes more of a silly, annual ritual. For example, if your job is snapping two pieces of a product together on an assembly line, setting individual goals for your work isn't really necessary.

There is often a focus on mere goal setting rather than developing a plan that can be implemented. The organization often fails to take into account environmental factors that hinder goal achievement, such as lack of resources or management support. Organizations may also fail to monitor for changes, which may require modification of goals or even make them irrelevant. Finally, there is the issue of plain human neglect - failing to follow through on the goal.

# TOWN OF WEDDINGTON

## Employee Handbook

*Adopted October 8, 2007*

*Amended and Adopted by Resolution January 14, 2008*

*Amended with the Adoption of The MAPS Group Recommendations on 7/13/09*

### **IMPORTANT NOTICE/EMPLOYEE ACKNOWLEDGMENT**

I ACKNOWLEDGE THAT I HAVE RECEIVED AND REVIEWED A COPY OF THE TOWN OF WEDDINGTON'S ("THE TOWN") EMPLOYEE HANDBOOK. I UNDERSTAND THAT THE POLICIES CONTAINED IN THIS EMPLOYEE HANDBOOK SUPERCEDE AND REPLACE ANY AND ALL PRIOR POLICIES OR PRACTICES OF THE TOWN. I UNDERSTAND THAT IT IS MY RESPONSIBILITY TO READ AND COMPLY WITH THE PROVISIONS OF THE EMPLOYEE HANDBOOK.

I ACKNOWLEDGE THAT I HAVE REVIEWED THE TOWN'S ANTI-HARASSMENT POLICY. I FURTHER ACKNOWLEDGE THAT THE POLICY HAS BEEN EXPLAINED TO ME, THAT I HAVE BEEN GIVEN AN OPPORTUNITY TO ASK ANY QUESTIONS I MAY HAVE, AND THAT I UNDERSTAND ITS TERMS AND PROVISIONS.

I ACKNOWLEDGE THAT THIS EMPLOYEE HANDBOOK IS MERELY A STATEMENT OF POLICIES AND DOES NOT CONSTITUTE A CONTRACT OF EMPLOYMENT, EXPRESS OR IMPLIED, BETWEEN ME AND THE TOWN. I UNDERSTAND THAT NOTHING CONTAINED IN THE HANDBOOK MAY BE CONSTRUED AS CREATING A PROMISE OF FUTURE BENEFITS OR A BINDING CONTRACT WITH THE TOWN FOR BENEFITS OR FOR ANY OTHER PURPOSE. I UNDERSTAND THAT THE TOWN IS AN "AT-WILL" EMPLOYER AND AS SUCH, EMPLOYMENT WITH THE TOWN IS NOT FOR A FIXED TERM OR DEFINITE PERIOD AND EITHER I OR THE TOWN CAN TERMINATE THE EMPLOYMENT RELATIONSHIP AT ANY TIME, FOR ANY REASON NOT PROHIBITED BY LAW, WITH OR WITHOUT PRIOR NOTICE. NO SUPERVISOR OR OTHER REPRESENTATIVE OF THE TOWN HAS THE AUTHORITY TO ENTER INTO ANY AGREEMENT FOR EMPLOYMENT FOR ANY SPECIFIED PERIOD, OR TO MAKE ANY AGREEMENT CONTRARY TO THE ABOVE, UNLESS EXPRESSED IN WRITING, WITH THE UNDERSTANDING SPECIFICALLY SET FORTH AND SIGNED BY MYSELF AND THE TOWN COUNCIL.

I AGREE THAT IF THERE IS ANY POLICY OR PROVISION IN THE HANDBOOK THAT I DO NOT UNDERSTAND, I WILL SEEK CLARIFICATION FROM MY SUPERVISOR OR THE TOWN ADMINISTRATOR. I UNDERSTAND THAT THIS HANDBOOK IS A GENERAL GUIDE TO THE TOWN'S POLICIES AND PRACTICES. I ALSO UNDERSTAND THAT THESE POLICIES AND PROCEDURES MAY BE EVALUATED, AND THAT THE TOWN RESERVES THE RIGHT TO INTERPRET, AMEND, MODIFY OR TERMINATE THEM AT ANY TIME, WITH OR WITHOUT NOTICE.

\_\_\_\_\_  
DATE

\_\_\_\_\_  
EMPLOYEE NAME (PRINTED)

\_\_\_\_\_  
EMPLOYEE SIGNATURE

# TOWN OF WEDDINGTON

## Employee Handbook

### Index

<u>IMPORTANT NOTICE/EMPLOYEE ACKNOWLEDGMENT</u> .....	1
Index .....	2
Purpose.....	4
Open Door Policy .....	4
Supervision/Management .....	4
Equal Employment Opportunity.....	4
Anti-Harassment .....	5
Introductory Period .....	6
Performance Evaluations .....	6
Pay for Hours Worked and Work Hours.....	6
Time Keeping Procedures.....	7
Change of Personal Data.....	7
Personnel Records.....	8
Destruction of Records .....	8
Town Property .....	8
Dress Policy .....	9
Employment Status .....	9
Vacation .....	9
Holidays .....	10
Sick Time Policy.....	10
Leaves of Absence .....	11
I.    Leave for Jury Duty/Compliance with a Subpoena .....	11
II.   Bereavement/Funeral Leave .....	11
III.  Military Leaves Of Absence .....	11
IV.   Parental Leave.....	11
V.    Leave for Birth of Child or Adoption/Foster Placement .....	12
Group Insurance.....	12
Short Term Disability .....	12
Absences and Tardiness.....	12
Rules of Conduct.....	13
Corrective Action Procedure.....	14
Drug/Alcohol Policy .....	14
Smoking/Tobacco Policy .....	15
Weapon-Free Workplace Policy.....	15
Telephone Policy .....	16
E-mail, Internet, Computer, and Voice Mail Communications .....	17
Gifts and Favors.....	17
Conflict of Interest .....	18
Political Activity .....	18
Inclement Weather .....	18
Travel Policy .....	19



Credit Card Policy..... 19  
Personal Information Destruction Policy..... 20

## **Purpose**

The purpose of this Handbook is to give each employee basic procedures and policies from which to meet the expectations of the Town, its vendors, customers, co-workers, and guests. This Handbook contains the basic rules that the Town expects its employees to abide by in order to create a safe, productive work climate. Finally, this Handbook will define the standards each employee will be expected to demonstrate when representing the Town. (NOTE: Throughout this Handbook, an employee is referred to in the masculine gender - i.e. he, his. No gender bias is intended.)

## **Open Door Policy**

Policies, rules and procedures are designed with the benefit of both the employee and the Town in mind. Employees who believe they have been treated unfairly or in a manner inconsistent with established policies are encouraged to communicate this to their supervisor, the Town Administrator, the Town Mayor or the Town Council.

Management will protect each employee's right to discuss a problem or concern without fear of reprisal on any issue related to pay, hours, working conditions, working relationships, and Town policy and procedure.

## **Supervision/Management**

Each employee is responsible to a direct supervisor and should ensure that he is made aware of this person and/or his designee in the absence of this person.

All directives outlined by the supervisor are to be carried out unless such directives would compromise the safety of the employee, representative, co-workers or others and/or may violate federal, state or local laws or regulations. Failure to cooperate with the supervisor will result in disciplinary action up to and including termination of employment.

## **Equal Employment Opportunity**

The Town is committed to the principles and spirit of equal employment opportunity. Our employment policy and practice is to recruit and employ the most qualified applicants available and to give equal employment opportunity to all qualified persons without regard to race, color, religion, sex, national origin, age, disability, veteran status, or any other characteristic protected by law.

This policy of equal employment opportunity extends to all aspects of employment, including, but not limited to, recruitment, hiring, training, promotion, transfer, reassignment, demotion, discipline, discharge, performance evaluation, compensation and benefits. In addition, it is the policy of the Town to provide a work environment that is free from unlawful harassment and discrimination. In accordance with this policy, anyone found to be engaging in any type of unlawful harassment or discrimination may be subject to disciplinary action, up to and including termination.

## Anti-Harassment

It is the Town's policy to provide an environment that is free from unlawful harassment. Therefore, all forms of harassment related to an employee's race, color, religion, sex, national origin, age, disability, veteran status, or any other characteristic protected by law constitute violations of this policy.

Harassment includes, but is not limited to remarks, jokes, written materials, symbols, paraphernalia, clothing or other verbal or physical conduct which may intimidate, ridicule, demean or belittle a person because of their race, color, religion, sex, national origin, age, disability, veteran status, or any other characteristic protected by law.

Sexual harassment includes unwelcome sexual advances; requests for sexual favors; and other verbal or physical conduct of a sexual nature, as well as behavior, remarks, jokes or innuendos that intimidate, ridicule, demean or belittle a person on the basis of their gender (regardless of whether the remarks are sexually provocative or suggestive of sexual acts).

Harassment occurs when:

- Submission to and/or tolerance of the unwelcome conduct is explicitly or implicitly made a term or condition of a person's employment;
- An employee's submission to, tolerance of, and/or rejection of such unwelcome conduct is used as the basis of employment decisions that affect the employee; or
- Such conduct has the purpose or effect of unreasonably interfering with an employee's work performance or creates an intimidating, hostile or offensive work environment.

It is important to remember that behavior which one individual considers innocent or harmless may be regarded as unlawful harassment by another person. Beyond being in violation of the Town's policy, harassment of a sexual nature or based on some other protected characteristic is against the law, and the Town will not tolerate such harassment of its employees by anyone, including officials of the Town, other employees or individuals conducting business with the Town. Any employee who violates this harassment policy or the Town's commitment to equal employment opportunity will be subject to disciplinary action, up to and including termination of employment.

If at any time an employee feels that he has been subjected to or has observed verbal or physical harassment, of a sexual nature or otherwise, the employee must report such conduct to his immediate supervisor immediately so that an investigation can be initiated and appropriate action can be taken. If for any reason the employee does not feel comfortable contacting his immediate supervisor about the matter, the employee must report the matter to the Town Administrator, Town Mayor or Town Council. The confidentiality of all such inquiries and reports will be respected to the fullest extent possible.

Retaliation against employees who make complaints under this policy is expressly prohibited.

## **Introductory Period**

The initial introductory period of employment is for a period of ninety (90) days. During this period and at any time thereafter, the Town reserves the right to terminate the employment relationship for any reason or no reason. Any benefits to which the employee may be entitled will begin accruing the first full month of employment. Unsatisfactory attendance, conduct, and/or performance during this period and at any time thereafter may result in immediate termination. The initial introductory period does not alter the “at-will” employment relationship.

## **Performance Evaluations**

Feedback and evaluations of performance, attendance, teamwork, and general attitude are on-going throughout employment. A formal, written evaluation may be conducted following the completion of an initial 90-day probationary period and an increase of up to 5% may be considered. A formal, written annual evaluation of prior year performance should be conducted at or near the end of the 1<sup>st</sup> quarter of each calendar year.

Any changes in compensation should *not* be expected to coincide with a formal, written evaluation. Any changes in compensation may be made when business conditions merit such a change.

## **Pay for Hours Worked and Work Hours**

Work hours and break times should be scheduled based on the assignment and by the supervisor responsible for the schedule with hours scheduled 12-40 hours per week, more or less as needed. When assigned to a non-exempt/hourly position, one and one-half the base hourly rate will be paid for hours worked which exceed 40 hours in a work week, in accordance with all Federal and State wage and hour guidelines. When overtime is needed, vacation, sick leave, funeral leave, military leave, and paid holidays are not considered “hours worked” in the computation of overtime.

Other than meal breaks, which are unpaid, each employee is entitled to a 15 minute paid break in the morning and afternoon.

Pay periods are twice a month or once a month depending on employee. At the employee’s consent, pay checks are distributed by direct deposit to the employee’s specific account. Check stubs are available. Paychecks will not be released to anyone other than the employee without the employee’s written consent and proper identification presented by the authorized party.

If an employee requests that his check be mailed, it will be sent via U.S. Postal Service. A lost or stolen check will be investigated before a new check is authorized. If the check was lost or stolen after release to the employee, the employee may be responsible for any fees associated with replacing the check - i.e. stop payment fees.

Employees are classified and paid in accordance with the Fair Labor Standards Act (“FLSA”). Employees who are classified as non-exempt are required to keep a time sheet, which may be obtained from the Town Administrator. Hours of work should be reported according to the procedures explained at the time of hire.

Where appropriate, exempt employees who are absent from work will receive deductions from their salary in no less than full day increments. For example, if an exempt employee is absent from work for one and one-half days and has no paid leave available, the Town will only deduct for the one full-day absence. If the Town makes an improper deduction from an exempt employee's paycheck and such error is brought to the attention of the Town's Finance Officer or Town Administrator, the Town will immediately reimburse the employee for such improper deduction.

Due to changing business conditions, start times and days of the employee's normal work schedule must remain flexible.

### **Time Keeping Procedures**

The Town Administrator will validate each time record per pay period. It is the employee's responsibility to ensure that time records are reported accurately and completely. Any misrepresentation of time records could result in disciplinary action up to and including termination and/or criminal prosecution.

Should the employee feel his pay is in error, he is required to report the discrepancy within five (5) business days. All discrepancies will be investigated and if necessary, changes will be reflected in the next scheduled pay check.

Accurately recording time worked is the responsibility of every employee. NO employee shall ever fill out another employee's time record.

When operating requirements or other business needs cannot be met during scheduled working hours, employees may be required to work overtime hours. When possible, advance notification of these mandatory assignments may be provided. All overtime work must receive the supervisor's prior authorization. Overtime assignments will be distributed as equitably as practical to employees qualified to perform the work required.

Overtime compensation is paid to all non-exempt employees in accordance with federal and state wage and hour restrictions. As required by law, overtime pay is based on actual hours worked. Time off for sick leave, vacation, holidays or any leave of absence will not be considered hours worked for purposes of performing overtime calculations.

Failure to work scheduled overtime or overtime worked without prior authorization from the employee's supervisor may result in disciplinary action, up to and including possible termination of employment.

### **Change of Personal Data**

The employee is responsible to make certain that his personal information is current and correct. Should the employee change his personal data, including but not limited to, his address, phone number, marital status, dependents, etc., he should notify the Town in writing within two (2) weeks of any such change.

Failure to notify the Town of a change in status may result in an employee not receiving information which may affect his pay, benefits or employment status. It is always in an employee's best interest to keep their employer aware of all changes in status.

### **Personnel Records**

Personnel records will be maintained by the Town Administrator. The Town shall maintain in personnel records only information that is necessary and relevant to accomplishing legitimate personnel administration needs or as otherwise required by law.

The following information on each employee is a matter of public record:

- name;
- age;
- date of original employment or appointment to service;
- current position title;
- current salary;
- date and amount of the most recent increase or decrease in salary;
- date of the most recent promotion, transfer, suspension, separation, or other change in position classification;
- office to which the employee is currently assigned.

As required by N.C.G.S. Section 160A-168, any person may have access to the information listed above for the purpose of inspection, examination and copying during regular business hours, subject only to such rules and regulations for the safekeeping of public records as the Town Council may have adopted.

All information contained in an employee's personnel file, other than the information listed above, will be maintained as confidential in accordance with the requirement of N.C.G.S. Section 160A-168 and shall be open to public inspection only in accordance with the exceptions provided in N.C.G.S. Section 160A-168(A) thru (F).

Even if considered part of an employee's personnel file, as provided by N.C.G.S. Section 160A-168, certain information may not be disclosed to an employee nor to any other person.

### **Destruction of Records**

No employee may destroy, sell, loan, or otherwise dispose of any public record, except in accordance with N.C.G.S. 121-5(b).

### **Town Property**

Particular job responsibilities may require Town issued items such as keys, laptops, etc. Upon acceptance of these items, the employee will take personal responsibility for them and the employee will return them within 24 hours if his employment with the Town is terminated, voluntarily or involuntarily.

All property, including but not limited to, desks, telephones, computers and other items issued to or used by employees shall remain the property of the Town and shall be subject to inspection at any time.

### **Dress Policy**

All employees are required to present themselves professionally at all times. Attention to neatness, cleanliness, and personal hygiene is encouraged in order to promote professionalism and ensure confidence in the employee's ability to perform the assignment.

Attire during Monday, Wednesday and Friday business hours at Town Hall shall be professional attire. Acceptable professional attire includes: slacks, dresses, skirts, suits, blouses, and sweaters, but does not include: short shorts, cut-off shorts/jeans, bicycling shorts, athletic attire, halter tops, tube tops, spandex, hip huggers, any suggestive or revealing attire, any clothing with offensive language or slogans.

Attire during Tuesday and Thursday business hours at Town Hall shall be casual. Acceptable casual attire does not include: short shorts, cut-off shorts/jeans, bicycling shorts, halter tops, tube tops, spandex, hip huggers, any suggestive or revealing attire, any clothing with offensive language or slogans.

### **Employment Status**

All employment with the Town is "at will." This means that either the employee or the Town can terminate the employment relationship at any time, with or without notice, and for any reasons not prohibited by law. The following employment status terms are defined for the purpose of benefits:

*-Full-time* - at least 32 hours per week on a regular and consistent basis.

*-Part-time* - less than 32 hours per week on a regular and consistent basis.

*-Seasonal* - employed for a temporary, non-regular, limited period of time.

### **Vacation**

<b>Average Work Week Based On Previous Year</b>	<b>Hours Paid for Vacation Leave (Business Days)</b>
12 – 19 Hours	4 hours
20 – 31 Hours	6 hours
32 + Hours	8 hours

Employees may accrue up to 25 days of vacation leave in a calendar year. Vacation days accrue at the end of each month. Once an employee has accrued 25 days of vacation in a calendar year, any amount accrued over the 25 days will rollover to sick leave. Employees who resign or who are terminated will receive compensation for any accrued vacation leave.

**YEARS OF SERVICE AND VACATION ACCRUAL**

<b>Years of Service</b>	<b>Average Work Week</b>	<b>Amount of Vacation Per Year and Vacation Hours Accrued Per Month</b>
0 to 2 Years	12-19 hours	10 Business Days (3.33 a month)
	20-31 hours	10 Business Days (5.0 a month)
	32+ hours	10 Business Days (6.67 a month)
3 to 4 Years	12-19 hours	12 Business Days (4.0 a month)
	20-31 hours	12 Business Days (6.0 a month)
	32+ hours	12 Business Days (8 a month)
5 to 9 Years	12-19 hours	14 Business Days (4.67 a month)
	20-31 hours	14 Business Days (7 a month)
	32+ hours	14 Business Days (9.33 a month)
10 to 14 Years	12-19 hours	18 Business Days (6.0 a month)
	20-31 hours	18 Business Days (9.0 a month)
	32+ hours	18 Business Days (12.0 a month)
15+ Years	12-19 hours	20 Business Days (6.67 a month)
	20-31 hours	20 Business Days (10.0 a month)
	32+ hours	20 Business Days (13.33 a month)

**Holidays**

Employees working an average of twelve (12) hours a week are paid for recognized holidays. The paid holidays are determined based on Union County’s Holiday Schedule. See the Town Administrator for a list of paid holidays. Pay for the holiday is determined by the following table:

<b>Average Employee Work Week Based on Previous Year</b>	<b>Hours Paid for Holiday (Business Days)</b>
12 – 19 Hours	4 hours
20 – 31 Hours	6 hours
32 + Hours	8 hours

**Sick Time Policy**

Regardless of the number of years of service to the Town, employees scheduled 12 – 40 hours per week shall accrue up to 12 business days of sick leave per calendar year. Sick days accrue at the end of each month. Pay for the sick leave is determined by the following table:

<b>Average Work Week Based on Previous Year</b>	<b>Hours Paid for Sick Leave (Business Days)</b>
12 – 19 Hours	4 hours
20 – 31 Hours	6 hours
32 + Hours	8 hours



A doctor’s excuse will be required for employees missing 3 or more consecutive scheduled work days. Sick leave will be cumulative and may be used towards retirement consistent with the provisions of the North Carolina Local Government Employees’ Retirement System. Except when used to bridge retirement, all unused sick leave accumulated by an employee shall end and terminate without compensation when the employee resigns or is separated from the Town. The Town may accept sick leave transfers when hiring employees directly from other North Carolina governmental entities.

**SICK LEAVE ACCRUAL**

<b>Average Work Week Based on Previous Year</b>	<b>Amount of Sick Leave Per Year and Sick Hours Accrued Per Month</b>
12-19 hours	12 Business Days (4.0 a month)
20-31 hours	12 Business Days (6.0 a month)
32+ hours	12 Business Days (8.0 a month)

**Leaves of Absence**

The Town recognizes the five (5) leaves of absence as defined below. All leaves require the employee to communicate with his supervisor regarding a specified start and projected end date for the leave. This communication must occur before any authorized leave begins. While on leaves of absence, employees may continue to accrue vacation time, sick time and holiday time unless otherwise contrary to applicable law.

**I. Leave for Jury Duty/Compliance with a Subpoena.** The Town recognizes the responsibility placed on citizens to serve in the judicial system. If an employee is summoned for jury duty or subpoenaed as a witness, the employee will be granted leave to attend. Upon receipt of jury notification or subpoena, the employee is required to advise their supervisor, in writing, with a copy of the summons or subpoena.

If released from Jury Duty before the end of the normal work day, the employee is expected to call their supervisor immediately. If the employee is needed, they are expected to return to work. The Town will pay salaried and hourly employees during jury duty and/or subpoena leave.

**II. Bereavement/Funeral Leave.** The Town may grant employees up to three (3) days off with pay to attend a funeral, to arrange funeral services, or attend to family business as it relates to the loss of a member of an employee’s immediate family. Immediate family is defined as the employee’s spouse, child, step-child, parent, step-parent, parent-in-law, sibling, grandparent, or grandchild. Additional time may be granted without pay by an employee’s supervisor upon request of the employee.

**III. Military Leaves Of Absence.** Military leaves of absence are granted to eligible employees in accordance with applicable laws.

**IV. Parental Leave.** Under North Carolina law, an employee who is a parent, guardian, or person standing *in loco parentis* of a school-aged child will be granted four (4) hours of unpaid

leave per year to attend or otherwise be involved in that child's school. Leave is subject to the following conditions:

1. the Town and the employee must mutually agree upon the time for the leave;
2. the Town may require a written request for the leave at least 48 hours prior to the leave; and
3. the Town may require written verification from the school that the employee attended or was otherwise involved at that school during the time of the leave.

**V. Leave for Birth of Child or Adoption/Foster Placement.** Employees are entitled to a leave of absence without pay, not to exceed 12 weeks, for the birth of a natural child or the adoption or placement of a foster child younger than 3 years old. This period begins with the date of birth or the first day the adoptive or foster child is formally placed in the home and expires 12 weeks later. The employee must submit proof of adoption or placement of a foster child. Employees must use any available accrued vacation leave as part of this leave. If an employee is eligible for sick leave, in accordance with the sick leave policy, employees must use any available accrued sick leave as part of this leave. Employees working 30 hours or more per week who take leave for the birth of a child may be eligible for short term disability in accordance with applicable plan documents.

### **Group Insurance**

Employees may be eligible for group insurance in accordance with applicable plan documents. See the Town Administrator for more information.

### **Short Term Disability**

Employees working 30 hours or more per week may be eligible for short term disability in accordance with applicable plan documents. See the Town Administrator for more information.

### **Absences and Tardiness**

Attendance should be dependable, reliable and in accordance with set schedules. Any non-compliance with an assigned work schedule could result in disciplinary action up to and including termination of employment because it disrupts the operation of the Town and poses a hardship on co-workers. Should an employee fail to report to a scheduled work assignment (“no-show”) or incur an ‘unexcused’ absence in which he did not speak directly with his immediate supervisor, the employee may receive disciplinary action up to and including immediate termination. Employees who are absent for three (3) consecutive scheduled work days and fail to notify their immediate supervisor or the Town Administrator will be terminated from employment and classified as having resigned without notice.

An employee who is sick is expected to contact his supervisor each morning and advise him of the condition and status of returning to work. Doctor's statements may be required.

The responsibility for determining whether an absence is excused or unexcused rests with the employee's supervisor.

Rarely is tardiness excusable. If the employee will be late/tardy, they should make every effort to phone and advise their supervisor in advance of the shift. Repeated tardiness is grounds for disciplinary action up to and including termination.

## **Rules of Conduct**

All employees of the Town are expected to act with good common sense and in a completely professional manner. To ensure orderly operations and provide the safest possible work environment, the Town expects all employees to abide by certain rules of conduct.

While it is not possible to list all the forms of behavior that are considered unacceptable in the workplace, the following are examples of conduct which may result in disciplinary action in the sole and exclusive discretion of the Town, up to and including termination:

1. theft or concealment of Town property;
2. damage or abuse of Town property;
3. cash shortages or overages;
4. "no shows/no-calls";
5. insubordination;
6. fighting;
7. 'outrageous behavior';
8. violation of confidentiality;
9. violation of safety policies and procedures, which cause hazardous or dangerous situations, or failing to report, and where appropriate, correct such situations;
10. use of obscene language;
11. threatening a co-worker, supervisor, vendor, customer or guest;
12. harassment of any kind towards employees, vendors, visitors or anyone during the course of employment;
13. discrimination towards employees, vendors, visitors or anyone during the course of employment on the basis of race, color, religion, sex, national origin, age, disability, veteran status, or any other characteristic protected by law;
14. imposing deliberate stoppage or slowing of productivity or quality within the work place;
15. solicitation and/or distribution on work-site premises during any time without written authorization;

16. use, possession, or distribution of alcohol or illegal drugs while on duty or on Town property;
17. being intoxicated or under the influence of alcohol or illegal substances while on duty;
18. falsification of time on any Town records or recording the time of an employee other than yourself;
19. violation of the Town's Gifts and Favors policy;
20. violation of the Town's Conflict of Interest policy;
21. gambling or conducting illegal activities on Town property or using Town equipment to do so;
22. unauthorized use, damaging, tampering, or negligent use of Town equipment;
23. smoking or using smokeless tobacco while operating any Town vehicle;
24. unauthorized carrying of concealed weapons or other violation of any criminal law;
25. sleeping while on duty;
26. conviction of a crime;
27. forced or unauthorized access into locked areas or restricted Town property or equipment; and
28. failure to sign a Corrective Action Form regarding attendance, conduct or performance concerns.

These acts of misconduct are by no means complete, but are intended to serve as a general framework for employee conduct. The Town reserves the right, in its sole and absolute discretion, to add or delete offenses and to take such disciplinary actions, up to and including immediate termination, as are necessitated by the particular circumstances of a given case.

### **Corrective Action Procedure**

If management counsels with an employee regarding his attendance, performance or conduct, it may be documented on a Corrective Action form. The employee and the supervisor issuing the Corrective Action should sign the form. The signature of the employee does not indicate that he agrees with the action, but merely acknowledges that the discussion took place. The employee may offer information to attach to the Corrective Action document. This document will become a part of the employee's personnel file.

Should the employee refuse to sign the Corrective Action form upon request, he risks disciplinary action up to and including termination.

### **Drug/Alcohol Policy**

**Our policy is zero tolerance.**

Employees who are under the influence of alcohol, drugs, or controlled substances to the degree that it impairs judgment, performance, or behavior while on Town premises or on Town time, shall be subject to disciplinary action, up to and including termination.

Unlawful possession, use, or distribution of illicit drugs or controlled substances on Town time or on Town property shall subject the employee to termination.

Employees found to be involved with alcohol, drugs, or controlled substances on their own time may be subject to disciplinary action, up to and including termination, depending on the circumstances, job relevance or other Town/business considerations.

If a supervisor has reasonable suspicion to believe an employee is acting in an impaired or unsafe manner which may or may not result in an accident, the following actions may be taken:

1. The supervisor shall remove the individual promptly from work, regardless of whether the cause for the behavior is known to the supervisor.

2. The employee shall be referred and accompanied to a medical facility for examination and determination of the cause of the problem. This may include a mandatory drug or alcohol screen as determined by the proper authority.

3. The designated medical facility shall determine if the employee may return to work, be sent home, or submit to treatment. If substance abuse is identified, the employee may be referred for mandatory counseling and/or rehabilitation.

4. If the employee returns to work following a period of drug abuse rehabilitation, he/she shall be required to submit to mandatory, unannounced drug screens.

Employees will be required to sign a consent form authorizing drug and/or alcohol tests to be done and allowing the release of the tests to the Town.

Employees who refuse to sign the consent form or refuse to be tested shall be subject to immediate termination.

Any employee whose test results are confirmed positive shall be subject to disciplinary action up to and including termination.

The Town will follow the North Carolina Controlled Substance Examination Regulation Act with regard to all drug and alcohol testing.

**Employees shall be subject to unannounced random drug and alcohol testing.**

### **Smoking/Tobacco Policy**

Smoking and smokeless tobacco use is prohibited except in designated areas only.

### **Weapon-Free Workplace Policy**

To ensure that the Town maintains a workplace safe and free of violence for all employees, the Town prohibits the possession or use of weapons on Town property. A license to carry the weapon on Town property does not supersede Town policy. Any employee in violation of this policy will be subject to prompt disciplinary action, up to and including termination. All Town employees are subject to this provision, including contract and temporary employees, visitors and customers on Town property (with the exception of law enforcement officers). Only the Town Mayor or Town Council can grant permission for an employee to have a weapon on Town property, and such permission must be in writing. Notwithstanding the above, nothing contained herein shall prohibit a law enforcement officer from carrying a weapon on Town property.

"Town property" is defined as all Town-owned or leased buildings and surrounding areas such as sidewalks, walkways, driveways and parking lots under the Town's ownership or control. This policy applies to all Town-owned or leased vehicles and all vehicles that come onto Town property.

"Dangerous weapons" include, but are not limited to, firearms, explosives, knives and other weapons that might be considered dangerous or that could cause harm. Employees are responsible for making sure that any item possessed by the employee is not prohibited by this policy.

The Town reserves the right at any time and at its discretion to search all Town-owned or leased vehicles and all vehicles, packages, containers, briefcases, purses, lockers, desks, enclosures and persons entering its property, for the purpose of determining whether any weapon has been brought onto its property or premises in violation of this policy. Employees who fail or refuse to promptly permit a search under this policy will be subject to discipline up to and including termination.

### **Telephone Policy**

The Town recognizes that employees must occasionally place or receive personal calls on Town telephones. However, the telephone system is intended primarily to serve the needs of the business, and it is essential that personal use not interfere with that primary purpose. While at work, employees are expected to exercise the same discretion in using personal cell phones as is expected for the use of Town phones.

Excessive personal calls during the workday, regardless of phone used, can interfere with employee productivity and can be distracting to others. The Town encourages employees to limit personal calls to break times for non-emergency phone calls. Employees are therefore asked to make any non-emergency personal calls during non-work time and in non-work areas where possible, and to ensure that friends and family members are aware of the Town's policy. Flexibility may be provided in circumstances demanding immediate attention.

The Town reserves the right to restrict telephone (personal cell phone or Town phone) use that may interfere with its operations or an employee's job performance in any manner. Any violation of this policy may result in disciplinary action, up to and including termination.

The Town will not be liable for the loss of personal cellular phones brought into the workplace.

## **E-mail, Internet, Computer, and Voice Mail Communications**

The computer and other electronic communications and information systems of the Town, including voice mail, electronic mail and access to the Internet, are property of the Town and should be used for business purposes only. Although employees have passwords that restrict access to their voice mail and computers, the Town may access any files, voice mail, or e-mail messages stored on or deleted from the computer system or voice mail system. The Town reserves the right to access such information and to monitor on-line activities for business purposes.

Although the Town reserves the right to access such information, employees are strictly prohibited from accessing another employee's personal voice mail or e-mail messages without the latter's express permission. In addition, Internet, voice mail and e-mail systems are not to be used in a way that may be disruptive, offensive to others, or harmful to morale. For example, the Town prohibits the display or transmission of sexually explicit images, messages, or cartoons, or any transmission or use of voice mail, e-mail or Internet communications that contain ethnic slurs, racial epithets, or anything that may be construed as harassment or disparagement of others based on their race, color, religion, sex, national origin, age, disability, veteran status, or any other characteristic protected by law. Nor may employees use the Internet, voice mail or e-mail system to solicit or proselytize others for commercial ventures, religious or political causes, outside organizations, or other non-job-related solicitations.

Employees are responsible for maintaining the confidentiality of material on the Town's systems. Employees may not remove from the premises any hardware, software, files or data without written permission from their supervisor, the Mayor or Town Council. Copyrights and restrictions that pertain to outside materials and trade secrets shall be respected, and employees are prohibited from the unauthorized downloading of music, software or other copyright materials.

Employees are prohibited from installing any software, program, or other executable file not included in the Town approved software list. If any user has a need for a program not included in the approved software list, that employee is required to gain approval from the Town Administrator prior to installing the software, program, or other executable file.

Failure to adhere to these rules may result in discipline, up to and including termination.

## **Gifts and Favors**

No employee of the Town shall accept any gift or favor, whether in the form of service, loan, thing, or promise from any person who, to the employee's knowledge, is interested directly or indirectly in any manner whatsoever in business dealings with the Town. The following serve as exceptions, but employees should consult with the Town Administrator when in doubt as to the propriety:

- A. Advertising items or souvenirs of nominal value;
- B. Meals furnished at banquets;
- C. Honorariums for participating in meetings; and

D. Consumable gifts offered to an entire work group where rejection would damage the spirit in which the gifts were offered.

No employee shall accept any gift, or thing of value worth more than fifty dollars (\$50.00) that may tend to influence that employee in the discharge of duties. No employee shall grant in the discharge of their duties any improper favor, service, or thing of value.

Any violation of this section shall subject the employee to disciplinary action up to and including immediate termination of employment.

### **Conflict of Interest**

Employees of the public are held to higher standards and their actions shall not impact the Town negatively. No employee shall use information, confidential or otherwise, acquired during their employment with the Town for their personal gain.

An employee cannot work in a job outside of his Town job if that job either (a) is in conflict with his Town job, or (b) appears to be in conflict with his Town job, or (c) has a negative effect on his Town job.

Violations of this policy may result in disciplinary action, up to and including immediate termination.

### **Political Activity**

Every employee of the Town has a civic responsibility to support good government by every available means and in every appropriate manner. Any employee may join or affiliate with civic organizations of a partisan or political nature, may attend political meetings, and may advocate and support the principles or policies of civic or political organizations in accordance with the constitution and the laws of the State of North Carolina and the constitution and the laws of the United States of America. However, while on duty, no employee of the Town shall:

1. Engage in any political or partisan activity;
2. Use official authority or influence for the purpose of interfering with or affecting the result of an election or a nomination for office;
3. Be required as a duty or a condition of employment, promotion, or tenure of office to contribute funds for political or partisan purposes;
4. Coerce or compel contributions for political or partisan purposes by another employee of the Town; or
5. Use funds, supplies, or equipment of the Town for political or partisan purposes.

Violations of this policy may result in disciplinary action, up to and including immediate termination.

### **Inclement Weather**



It is the intent of the Town to remain open whenever possible. However, the Town does not encourage employees to travel to work when hazardous weather conditions exist. In the event of such conditions, employees will be notified by their supervisor of a cancellation or schedule change. The Town typically closes if Union County Government closes. If the Town closes, employees will be compensated for missed time. If the Town is not closed and weather conditions prevent employees from attending work, the employee must contact their supervisor IMMEDIATELY. If the Town is not closed and an employee misses work, the employee will not be paid; however, employees may elect to use vacation time for any missed work due to inclement weather.

## **Travel Policy**

Employees traveling on Town business will receive an allowance of up to \$50.00 per day for meals. Receipts for travel-related expenses are required for reimbursement. Mileage for travel will be reimbursed at the IRS rate. Where possible, employees are encouraged to stay at hotels allowing the use of government rates. If an employee has any questions regarding this policy, consult the Town Administrator.

## **Credit Card Policy**

### General

Town credit cards are intended to be used primarily for the purchase of general office supplies for the Town as well as to facilitate travel arrangements. Where possible, expenditures for office supplies should continue to be made under purchase order agreements which grant the Town discounts (i.e. Office Depot). Town credit cards are not intended to be used for the purchase of capital expenditures. Issuance of Town credit cards to employees shall require authorization by both the Finance Officer and either the Mayor or a Councilmember with check signing authority. Physical custody of Town credit cards will be maintained by the Town Administrator and will be given to employees on a need-only basis. Town credit cards may be cancelled or revoked at any time. Lost or stolen credit cards should be reported immediately to the Town Administrator. Employees receiving Town credit cards should sign a copy of the credit card policy to indicate their awareness and understanding of the policy.

### Authorized Expenditures

Credit cards are to be used for Town business expenditures only. In addition, only expenditures approved in the Town's current year budget appropriations shall be placed on the Town credit card. No automated recurring payments should be made on the Town credit card. No personal expenditures of any kind are authorized on the Town credit card. Single purchases greater than \$100 shall require advance approval from the Finance Officer. Total purchases which will exceed \$2500 also require advance approval from the Finance Officer and such approval shall be in the form of specific written authorization. Credit limits shall be set at the Finance Officer's discretion. The maximum credit limit to be placed on a Town credit card shall not exceed \$5000.

### Payment

Credit card statements will be mailed directly to the Town of Weddington. Employees must submit in a timely manner all receipts for Town credit card purchases to the Town Administrator. These receipts will be matched to the monthly credit card statements to validate the expenditures

incurred. The Finance Officer will review and approve the credit card statements and related receipts prior to payment. Employees may be required to reimburse the Town for any unauthorized expenditures or any expenditures incurred which do not have a receipt.

If an employee fails to provide timely receipts to facilitate the payment process or incurs unauthorized expenditures, the Town may revoke the employee's privilege to use a Town credit card. Use of the Town credit card for any personal expenditure will result in automatic removal of the employee as an authorized signer.

Violations of this policy may result in disciplinary action, up to and including immediate termination.

## **Personal Information Destruction Policy**

The Town shall comply with the provisions of the North Carolina Identity Theft Protection Act, N.C.G.S. 75-60 *et seq.*

### *Definition of Personal Information*

Personal Information is defined as a person's first name or first initial and last name in combination with any of the following identifying information:

- Social security or employer taxpayer identification numbers
- Driver's license, State identification card, or passport numbers
- Checking account numbers
- Savings account numbers
- Credit card numbers
- Debit card numbers
- Personal Identification Number (PIN) Code
- Electronic identification numbers, electronic mail names or addresses, Internet account numbers, or Internet identification names
- Digital signatures
- Any other numbers or information that can be used to access a person's financial resources
- Biometric data
- Fingerprints
- Passwords
- Parent's legal surname prior to marriage

Personal Information may be obtained from an employee, supplier, customer, or any person or entity doing business with the Town.

### *Destruction of Personal Information Records*

The Town has adopted the following standards for destruction of Personal Information. The standards are designed to prevent unauthorized access to or use of personal information in

connection with its disposal. The responsibility for managing the standards shall be delegated to the Town Administrator or a Policy Administrator appointed by the Town Council. The Town Administrator shall be responsible for auditing and assuring compliance with these standards, and for interpreting any portions of the standards as they may apply to specific situations.

The Town Administrator shall be responsible for providing employees with written copies of the most current version of this policy and circulating reminders to employees regarding compliance with the policy if deemed necessary by the Town Administrator. Employees shall abide and comply with the terms of the policy, and all questions regarding the policy and its application shall be submitted to the Town Administrator for review and guidance. Employees must promptly report any possible violations or deviations from the policy to the Town Administrator.

When paper records containing personal information are disposed of, they must be shredded so that the information cannot practicably be read or reconstructed.

When electronic information containing personal information is disposed of, it must be destroyed or erased so that the information cannot practicably be read or reconstructed. Simply deleting the files is not sufficient. The Town must ensure that all the information on the hard drive, computer disks and any other memory systems cannot be retrieved.

The Town Administrator shall be responsible for supervising the process of document destruction that occurs under this policy and for monitoring compliance. No employee may destroy any personal information records (paper or electronic) without prior approval from the Town Administrator.

#### Outside Disposal Services

No third party service provider shall be retained to provide document destruction or erasure of documents or other media potentially containing personal information unless the Town has conducted and documented due diligence review of such contractor's disposal procedures. Due diligence shall include one or more of the following:

- (a) Review of an independent audit of the disposal contractor's business operations;
- (b) Obtaining information about the disposal contractor from several references or other credible sources;
- (c) Requesting that the disposal contractor be certified by a recognized trade organization or other third party; or
- (d) Reviewing and evaluating the disposal contractor's security policies, competency and integrity.

#### Exceptions to Policy

The Town Administrator shall suspend the application of the policy with respect to the destruction of any records or documents in the following scenarios if litigation or a government investigation is foreseeable or imminent or if the Town's actions come under any type of outside scrutiny, including scrutiny in the press. Upon the occurrence of one of the above-referenced

events, as determined by Town Council with the advice of legal counsel, the Town Administrator shall promptly notify employees via written communication of the suspension of the policy until further notice.

If any North Carolina statute requires the mandatory disclosure of information that statute shall take precedent over the terms of this policy.



# Wesley Chapel Fire Department



# Outline

- Current Overview and Data
- Community Involvement and Department Achievements
- FY17 Preliminary Budget Proposal

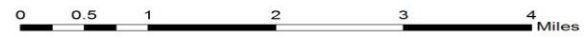
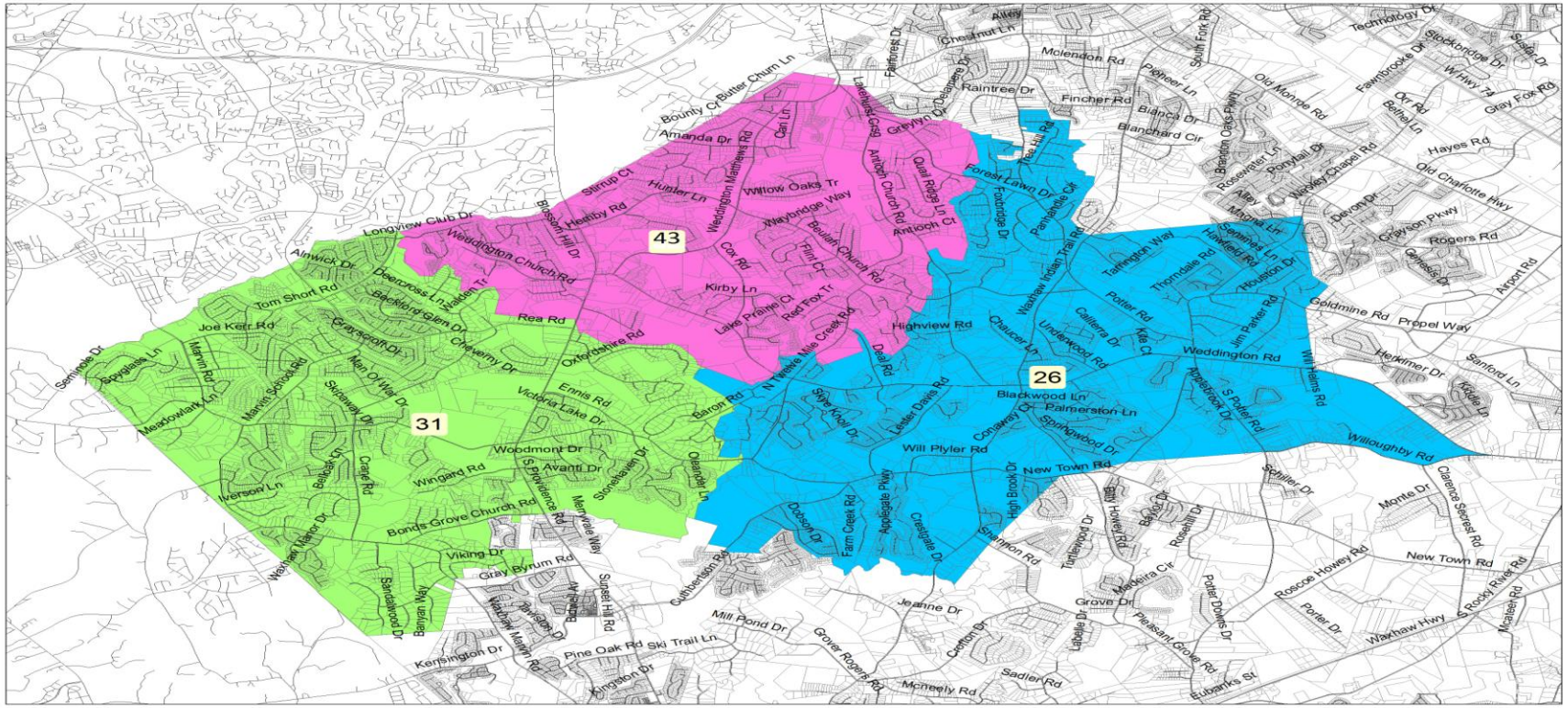


# Overview

- On July 29, 2015 the department became the primary service provider for the Town of Weddington

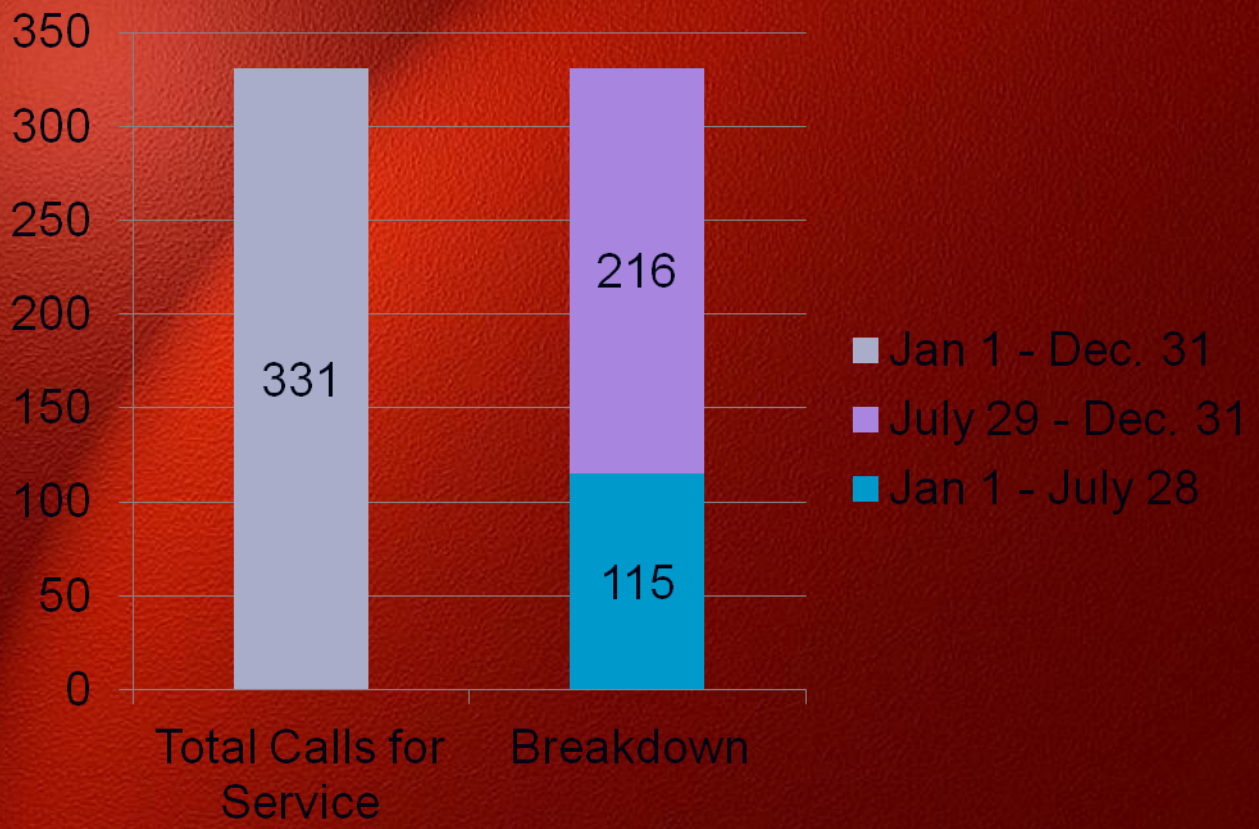
## Service Areas

- 26
- 31
- 43





# Call Volume

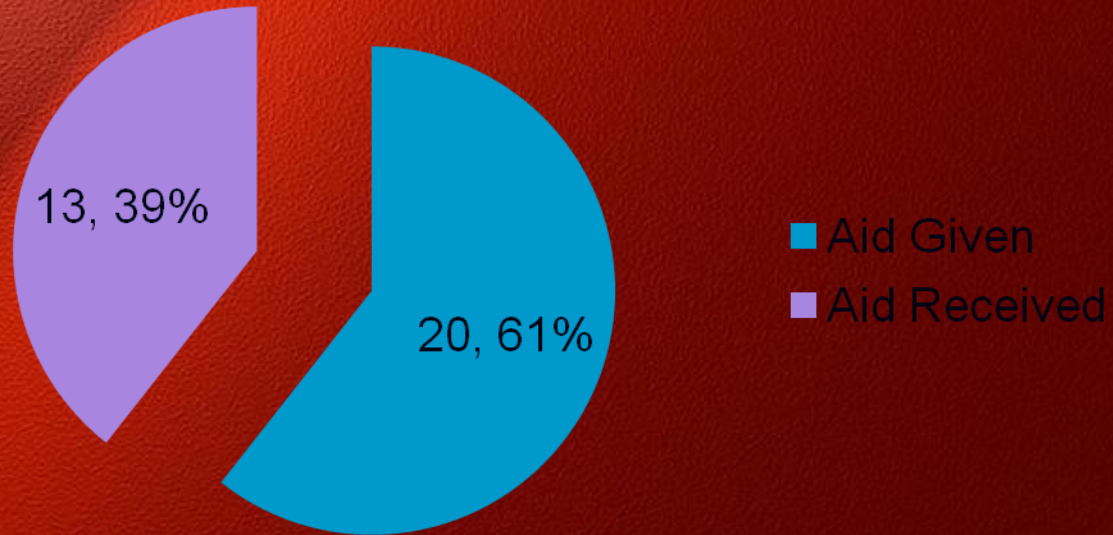






# Aid Given vs Aid Received

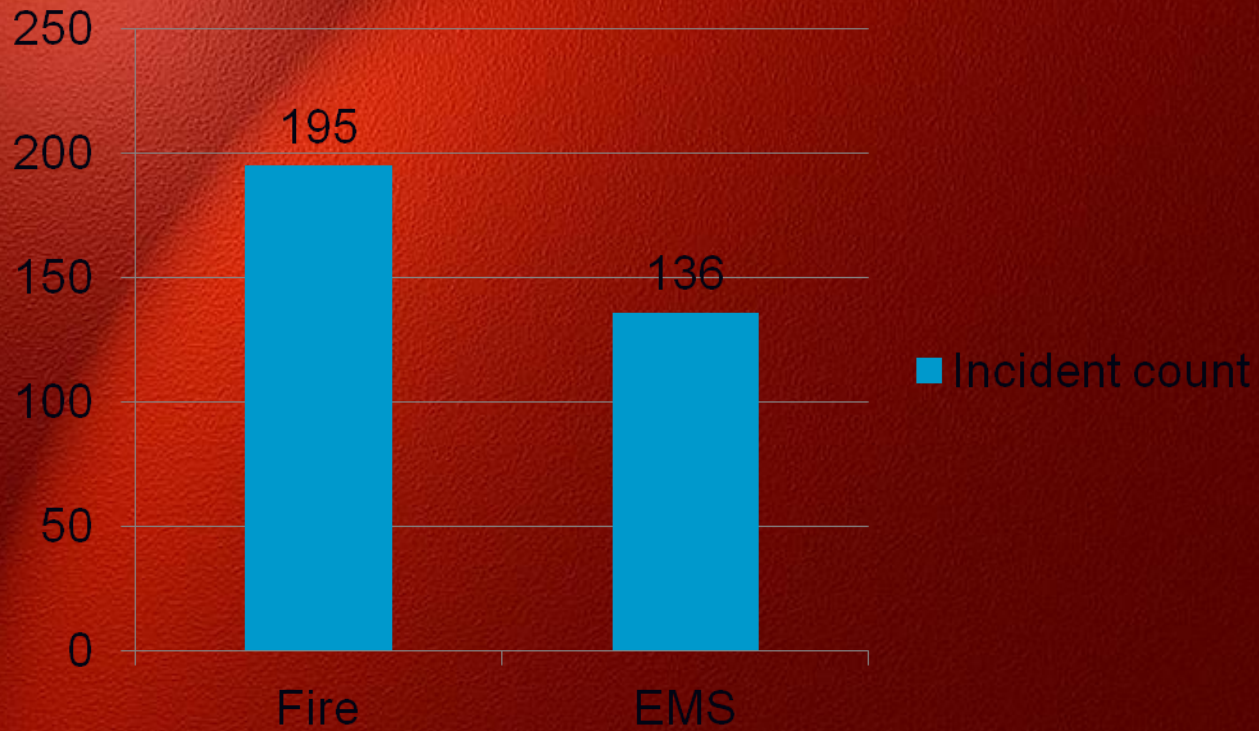
## Assistance





# Incident Type

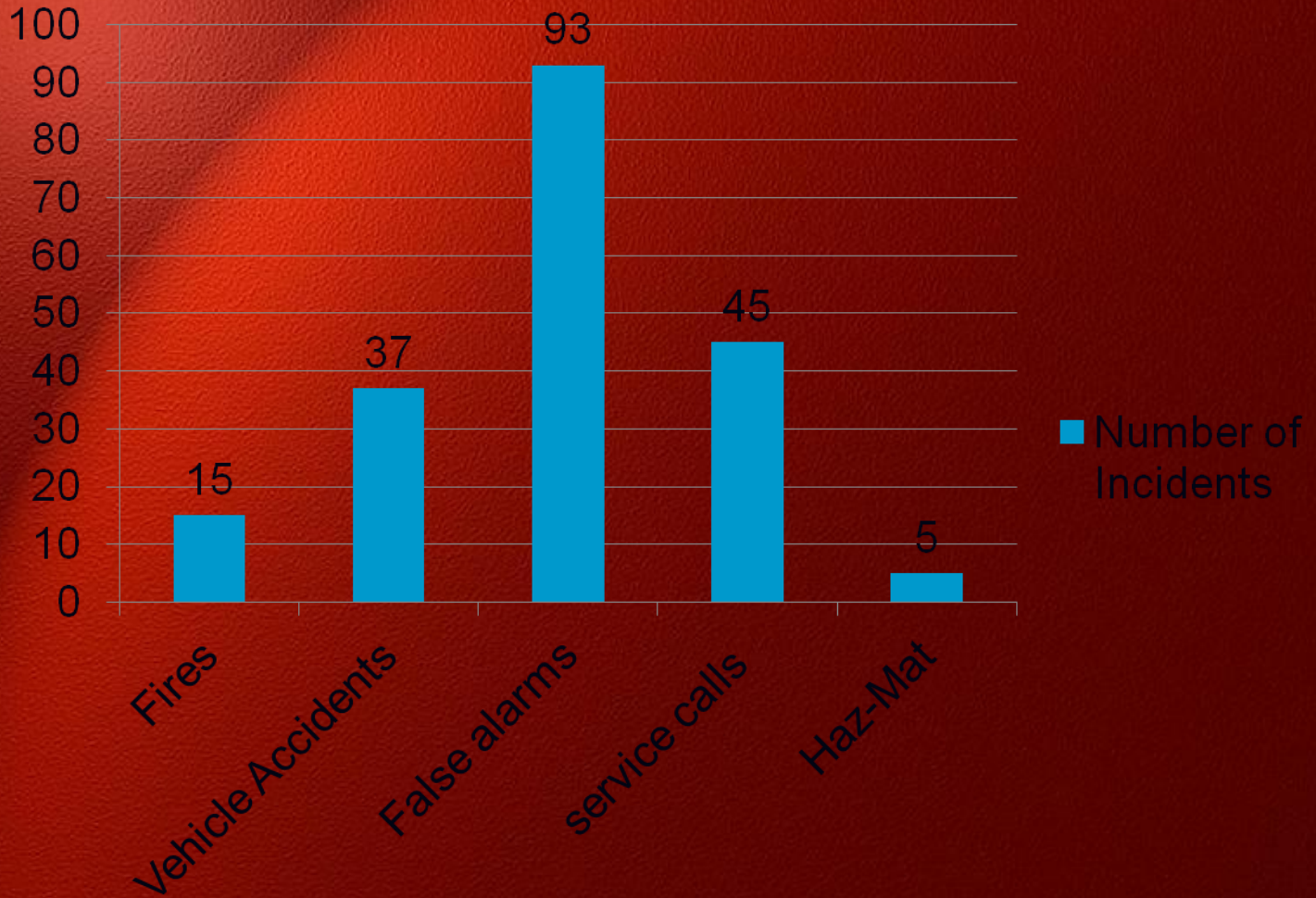
Incident count





# Incident Type (fire breakdown)

## Number of Incidents





# Wesley Chapel Fire Department

Citizen-Survey Program

*Feedback from our valuable citizens...*



## The Program...

*To seek out invaluable feedback from our customers/citizenry so we can continually improve operations with the knowledge of what's gone well, and what could be done better as identified by those that have had direct contact with our services*



# The Program



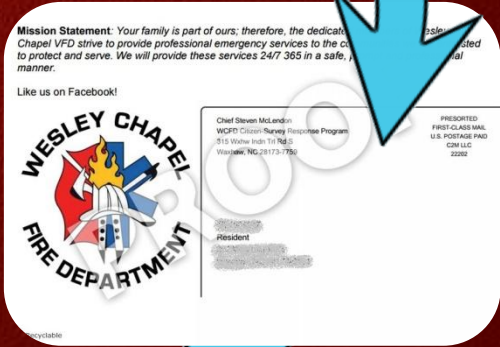
Quarterly  
(Monthly)  
Download



20% Subset  
Randomized  
Anonymous



Print Service  
Courtesy Reply Mailers



Based upon your experience with our services, please check the appropriate box and/or provide comments so we can continuously improve

**Professionalism:**  
 Outstanding  Good  Fair  Poor

**Ability to deliver services needed:**  
 Outstanding  Good  Fair  Poor

**Timeliness:**  
 Outstanding  Good  Fair  Poor

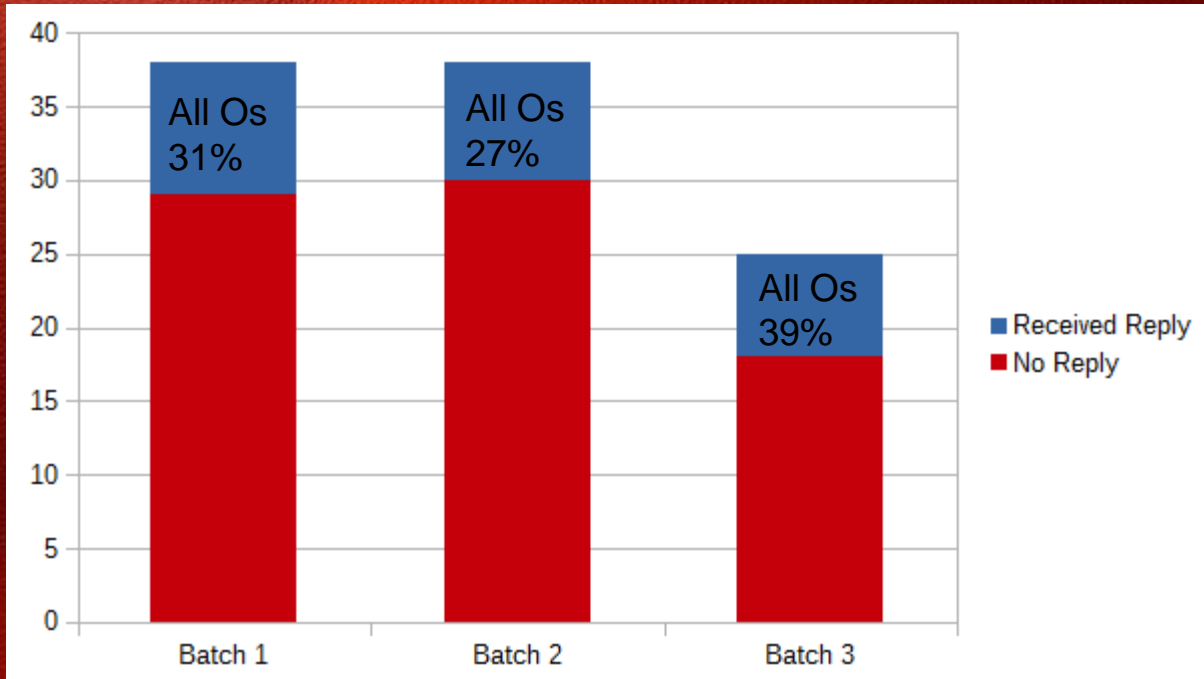
**Overall Satisfaction:**  
 Outstanding  Good  Fair  Poor

Comments:

32% Response Rate



# Results





# Sample Responses

- “Very pleased with all aspects of the services provided”
- “Everyone was very helpful and professional and took great care in getting my mom to hospital. Very pleased with service provided”
- “Your service is always good - quick, and very professional, understanding and obviously well trained workers. Wish a few doctors we've had were as good!!”
- “They treated me as if I was their mother”





# Sample Responses Continued

- “Excellent Job Done... Thank You Very Much”
- “When all my house fire alarms was sounding and I called, they were at my house immediately. The firefighters were very professional and explain everything to me at my satisfaction, Thank you!”



# The Mailer

**Mission Statement:** *Your family is part of ours; therefore, the dedicated members of Wesley Chapel VFD strive to provide professional emergency services to the communities we are entrusted to protect and serve. We will provide these services 24/7 365 in a safe, prompt and professional manner.*

Like us on Facebook!



Chief Steven McLendon  
WCFD Citizen-Survey Response Program  
315 Wxhw Indn Trl Rd S  
Waxhaw, NC 28173-7759

PRESORTED  
FIRST-CLASS MAIL  
U.S. POSTAGE PAID  
C2M LLC  
22202

[Redacted]  
Resident  
[Redacted]





# The Mailer, continued

To our valued Citizen:

Our records indicate that your address has received services from Wesley Chapel Fire Department in the last 60-120 days. In our continual effort to provide the best services to our citizens, we ask that you take a few moments and please complete the attached Customer Service Survey.

For your convenience, we have included a postmarked and addressed envelope for your survey. Your input is extremely important to us, so we please ask that you take a few moments and complete the survey.

If you have any questions, please feel free to contact the office of the Fire Chief.

Thank you,

A handwritten signature in black ink that reads "Steven McLendon".

Steven McLendon, Fire Chief  
Wesley Chapel Fire Department  
[smclendon@wesleychapelvfd.org](mailto:smclendon@wesleychapelvfd.org)



Like us on Facebook!



# The Mailer, continued

Based upon your experience with our services, please check the appropriate box and/or provide comments so we can continuously improve

**Professionalism:**

Outstanding  Good  Fair  Poor

**Ability to deliver services needed:**

Outstanding  Good  Fair  Poor

**Timeliness:**

Outstanding  Good  Fair  Poor

**Overall Satisfaction:**

Outstanding  Good  Fair  Poor

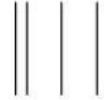
Comments:



# The Mailer, continued



*Customer Survey Response Program*



AFFIX POSTAGE  
HERE  
Post Office will not  
deliver without  
proper postage

Chief Steven McLendon  
WCFD Citizen-Survey Response Program  
315 Wxhw Indn Trl Rd S  
Waxhaw, NC 28173-7759

PROOF



## Enhancements In Progress

- Streamlined Data Reporting
- Quarterly to Monthly
- Business Reply Mail (postage free) printing permit (increase response rate)



# Questions



# Achievements

- The following are just a few of the achievements in the year 2015.





At Carolinas HealthCare System, patients are at the center of everything we do. We listen to our patients and their families and strive to meet their needs by providing personalized, compassionate healthcare.

I would like to recognize

Wesley Chapel 43 at Station 43  
(name) (facility/department)

for showing excellence in patient care  
in the following ways:

Fantastic teamwork on a cardiac arrest call!  
Smoothest cardiac arrest I have ever run.  
Keep up the good work!



## Life Saving Events

- In 2016, Wesley Chapel Fire Department received credit for the actions taken by initial EMTs to save the lives of Three citizens during cardiac arrest emergencies.
- During the annual Hearts and Hands Celebration, Eighteen (18) WCFD EMTs were recognized for assisting with these Cardiac Arrest emergencies.
- Information received from Union EMS illustrates that Wesley Chapel Fire Department had the most successful cardiac saves in Union County in 2016.



# FY17 Wesley Chapel VFD Budget Projections



## FY17 Budget Goals

- I, and the Wesley Chapel Fire Department Board of Directors, take great pride in ensuring that the towns tax base is not only professionally served but also take very seriously the stewardship of their tax dollars. To this effect, we have again striven to provide you with solid and transparent proposals during the budget process and with a laser focus; we have developed this budget in order to properly address the needs and stability of the organization while executing forward progress on our intermediate and long-term goals.



# FY17 Budget Goals

- For your reference purposes, our goals are as follows:
  - Improve safety through training and equipment
  - Implement technology upgrades to improve the efficiency of both administrative operations and response times
  - Continual evaluation of the effectiveness of firefighting and emergency management operations
  - Lower ISO rating
  - Improve management of apparatus lifecycle and replacement scheduling
  - Properly plan for and address staffing needs
  - Continue following a disciplined approach to managing the department's budget



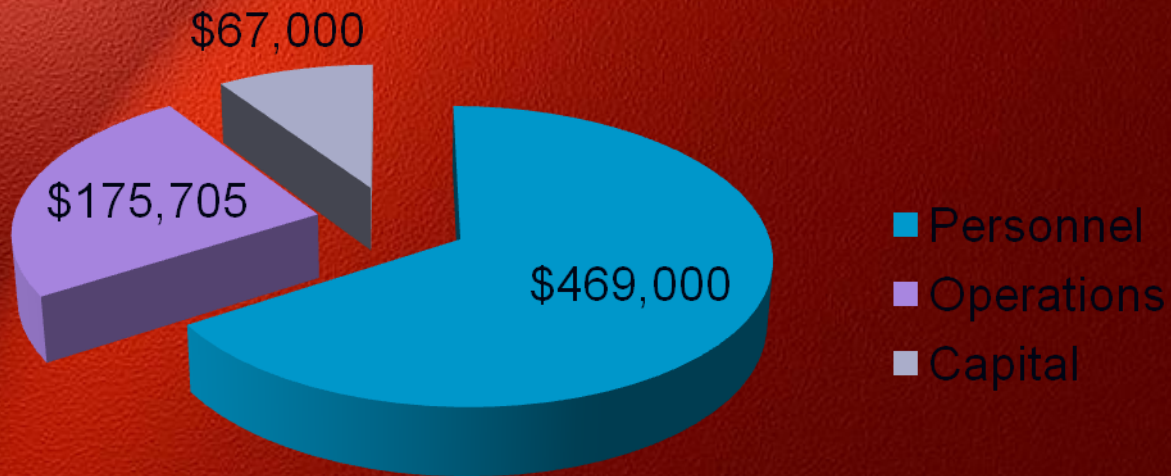
## FY17 Budget

- The department understands that the budget discussed is a projected budget and may change based upon the final growth rates and future discussions with the council.
- At this time, the Town is projecting ~2% growth over the previous cycle.
- The departments projected budget is being presented with a growth rate of 1.75%, which is lower than the projected growth by town staff.



# FY17 Budget

## Budget Projections



- FY17 Preliminary Budget is \$711,705



## FY17 Budget (Personnel)

- Continue staffing allocations for 24/7 in-station personnel.
- The same staffing model and systems for FY17 as currently in place under the FY16 cycle.
- No new positions are being added or requested.





## FY17 Budget (Operations)

- The operational budget includes items such as:
- Utilities, Insurance, Personal Protective Equipment (PPE), Medical Supplies, Fuel, Vehicle, Equipment and Building Maintenance, Small Equipment, Uniforms and other related operational expenses.



## FY17 Budget (Capital)

- In previous years, the town has allocated funding towards capital improvements, outside of the departments total operating budget.
- In the FY17 cycle, the department capital fund is inclusive to the total budget proposal.
- This allows the department to plan for upcoming capital items and creates an environment where the town does not have to budget for fire department capital outside the total fire department budget.

## Social Media Policy Examples

1. Comments posted to this page will be monitored. The Town reserves the right to remove inappropriate comments, including those that have obscene language or sexual content, threaten or defame any person or organization, violate the legal ownership interest of another party, support or oppose political candidates or ballot propositions, promote illegal activity, promote commercial services or products or are not topically related to the particular posting.

\_\_\_\_\_ Facebook administrators attempt to answer all questions and respond to all comments posted if a response is required. Please refrain from excessive banter. If a person has multiple questions on a topic and would like a more in depth explanation/discussion, please contact [kbarnhardt@admin.indiantrail.org](mailto:kbarnhardt@admin.indiantrail.org) to arrange a meeting.

The Town reserves the right to ban any person or organization from commenting and participating in this forum if the person continuously violates the policy above.

2. This site is moderated; we welcome participation of our citizens on Facebook and ask that you recognize these guidelines:
  - \* Once posted, the town reserves the right to delete comments that
    - + contain vulgar language
    - + are personal attacks of any kind
    - + are offensive comments
    - + are prejudiced or hurtful remarks made toward any ethnic, racial, or religious group
    - + are spam
    - + include sales/promotion of goods or services or links to other sites
    - + are clearly off-topic
    - + advocate illegal activity
    - + promote particular services, products, or political organizations
    - + infringe on copyrights or trademarks

Please note that the comments expressed on social networking sites (Facebook, Twitter, etc.) do not reflect the opinions and position of the Town of Matthews or its employees.

- 3.** The purpose of this site is to present matters of public interest in \_\_\_\_\_, including its many residents, businesses and visitors. We encourage you to submit your questions, comments, and concerns, but please note this is a moderated online discussion site and not a public forum.

Once posted, the county reserves the right to delete these kinds of submissions:

1. Vulgar language
2. Personal attacks of any kind
3. Comments or content that promotes, fosters, or perpetuates discrimination on the basis of race, creed, color, age, religion, gender, marital status, genetics, status with regard to public assistance, national origin, physical or intellectual disability or sexual orientation
4. Spam or unrelated links to other sites
5. Clearly off topic
6. Advocate illegal activity
7. Promote particular services, products, or political organizations
8. Infringe on copyrights or trademarks
9. Personally identifiable medical information
10. Information that may compromise the safety, security or proceedings of public systems or any criminal or civil investigations.

If there are repeated violations, then Fairfax County will ban participation on platforms that permit organizations to ban users. Please note that the comments expressed on this site do not reflect the opinions and position of the Fairfax County Government or its officers and employees. If you have any questions concerning this social media platform, please contact the [Agency Name] at (agency)

***This one is interesting because it doesn't go into detail about what makes a comment acceptable; merely discusses who will have the responsibility of approving public comments***

4. \_\_\_\_\_ comment moderators shall approve all comments that are topically related to the particular content being commented and thus within the purpose of the limited public forum, with the exception of the prohibited content including but not limited to the following:

- A. Comments not topically related to the particular content being commented upon;
- B. Profane language or content;
- C. Discourteous communications including personal attacks on an individual's character or appearance;
- D. Content that promotes, fosters, or perpetuates discrimination on the basis of race, creed, color, age, religion, gender, marital status, status with regard to public assistance, physical or mental disability, sexual identification or orientation, or national origin;
- E. Sexual content or links to sexual content;
- F. Solicitations of commerce;
- G. Conduct or encouragement of illegal activity;
- H. Information that may tend to compromise the safety or security of the public or public systems; or
- I. Content that violates a legal ownership interest of any other party

5. This page is maintained by the \_\_\_\_\_. Public comments are not permitted on the Town's Facebook page. Questions and comments may be sent to Town Hall or Town Council

DISCLAIMER

\_\_\_\_\_ Facebook page is a moderated online discussion site, and that while comments/postings will not be blocked, hidden or removed from the site based strictly on their content generally, the Town reserves

the right to block, hide or remove comments/postings that contain the following:

- Vulgar, abusive or threatening language, defamatory states or nudity in profile pictures or attachments
- *Personal attacks, hate speech or offensive terminology targeting individuals or groups of individuals*
- Suggestions or encouragement of illegal activity
- Unsolicited business proposals or endorsements/promotion of commercial services, products or entities
- Endorsements of political parties, candidates or groups
- Off-topic comments/posts, spam or links to unrelated sites.

All comments/postings shall be retained in accordance with Town policies.

# TOWN OF WEDDINGTON

## PUBLIC RECORDS REQUEST POLICY

---

**How to make a Public Records Request:** Pursuant to N.C.G.S. Chapter 132, the Town of Weddington makes available to the public all records in its custody and control that are defined as “public records” under N.C.G.S. 132-1. Any person may request public records by completing the Public Records Request Form and submitting it to the Town Administrator/Clerk, or his/her designee. These requests shall be processed, recorded, and filed by the Town Administrator/Clerk or his/her designee.

**Response to Public Records Request:** Depending upon the nature of the request, the Town may respond by:

1. Producing the record after the payment of any applicable fees (see Town fee schedule);
2. Requesting a deposit where it is estimated that the production of the record will exceed \$100 in accordance with the fee schedule;
3. Requesting clarification of the request. A request shall not be deemed complete until such clarification has been made so as to inform the Town as to which specific records are being requested; and
4. Denying the request accompanied by an explanation of the statutory basis for the denial.

Upon completion of the Public Records Request Form, the Town commits to responding to each Public Records Request by making the records available for inspection or pick-up within a reasonable time following the request given the Town’s hours of operations, staffing, scope and breadth of the request, form of retention, and necessity for consultant or contractor retention.

**Requests for Inspection:** In the event a requester requests to inspect records, the Town will notify the requestor once the records are available for inspection. If the requestor fails to make an appointment with the Town to inspect the records within fourteen (14) calendar days of being notified that the records are available for inspection: (1) the records will be returned to the originating department; and (2) the requestor will need to submit a new Public Records Request Form. To protect the confidentiality and integrity of the records stored on the Town’s computer system, in lieu of an inspection of the original electronic record, the Town reserves the right to provide a copy of any electronically-stored data. Such copy shall be either hard copy

or electronic. If the requestor requests a hard copy, the requestor shall be responsible for payment in accordance with the Town Fee Schedule.

**Fee Schedule:** The law permits the Town to charge a fee for an uncertified copy of a record that recovers the actual cost of duplicating the record. If the Town has to use an outside consultant for processing this request, the Town will charge a fee to cover the incurred expenses. If the Town needs to have an informational technology consultant to process these requests, an estimated time and cost will be given to the requestor. The associated cost will be based on the hourly rate charged for services. The requestor shall pay for the full cost of these services before the Town produces these documents. If the costs look like they may exceed the estimate, then the requestor shall be notified of the increase in costs. All fees and charges should be collected before producing the records or at the time the records are delivered.

BLACK & WHITE COPIES PER PAGE- letter or legal \$.05

COLOR COPIES PER PAGE- letter or legal \$.50

COPIES OF COMPACT DISCS- \$2 per CD.

COPIES ON FLASH DRIVE - COST OF FLASH DRIVE

(If the charge is less than \$1.99, the Town will not assess a charge.)



# TOWN OF WEDDINGTON

---

The Town of Weddington requires payment in accordance with the adopted Public Records Request Fee Schedule and the signature of the requestor prior to releasing any documents. Persons making a Public Records Requestor may obtain a copy of the adopted Public Records Request Fee Schedule from the Town Clerk or on the Town website.

Date of Request:

Name of person or group making request:

Name of person responsible for payment:

Address/phone number to contact person making request:

---

Complete description of the requested records (including title, date and location, if known):

Form of request:     Inspection     Electronic Copy     Copying

---

*Signature of requesting party*

---

*Date*

*(do not sign unless you have received the items requested above)*

---

## For office use only

Total number of copies provided:

Amount due in accordance with fee schedule: \$

Payment received (method)    Check     Cash     Money Order

Staff filling request:

Date request filled: