

# **Employee Handbook**

## **City and County of San Francisco**



Mayor Daniel Lurie

Carol Isen  
Human Resources Director

# **The Department of Human Resources**

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## **Mission**

*The Department of Human Resources recruits, engages, and develops the City's workforce to meet the expectations and service needs of San Franciscans*

## **Vision**

*We strive to provide expert human resources services through leadership, facilitation, and innovation.*

**City and County of San Francisco**

**Daniel Lurie**  
Mayor



**Department of Human Resources**

**Carol Isen**  
Human Resources Director

Dear Colleague:

As you begin your career or promote to a higher level position within the City and County of San Francisco (“City”), remember that regardless of where you work or the nature of your job assignment, public employment is a noble calling. You are part of a large team of dedicated and talented individuals striving to ensure that San Franciscans receive the highest quality services possible from their government. Indeed, our City government’s greatest asset is its workforce.

As a City employee, you are required to read this Employee Handbook. It provides you with basic information about your health care and retirement benefits, salary administration, pay periods, holidays and the civil service system. It also provides important information on the City’s commitment to diversity, our policies on workplace conduct, work schedules, safety on the job, and your obligations as a City employee.

The City’s human resources staff is here to help you with your employment-related questions. If you need further information, contact your own department’s Human Resources professionals or a representative from my staff at the Department of Human Resources.

Thank you for your commitment to public service and to the people of San Francisco. No doubt you will serve with pride, dedication, and integrity.

Sincerely,

A handwritten signature in blue ink, appearing to read "Carol Isen".

Carol Isen  
Human Resources Director

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## INTRODUCTION

The Employee Handbook is intended to educate new employees and serve as a resource for current employees. It contains information on personnel rules, policies, procedures, services and benefits, and serves as a basic reference guide. It also provides important information on the City and County of San Francisco's ("City") policies on workplace conduct, work schedules, safety on the job, and your obligations as an employee. Please read this Handbook carefully, as failure to adhere to these policies could result in discipline, up to and including termination.

While every attempt has been made to cover a variety of topics and ensure accuracy of information, this Handbook may not be entirely comprehensive or current. For example, changes to the law, policies or provisions in the City's collective bargaining agreements may have taken effect since its publication. If there is a discrepancy or omission, the current official ordinance, regulation, Civil Service Rule or respective collective bargaining agreement governs. Your department also may have specific policies that are not included in this Handbook.

This version of the Handbook supersedes all prior versions. The City reserves the right to change or modify the Handbook. Updated versions will be published on the Department of Human Resources website: [www.sfgov.org/dhr](http://www.sfgov.org/dhr). This Handbook does not constitute a contract of employment. Property or other rights in employment are governed by various collective bargaining agreements, applicable Charter provisions, City ordinances, federal and state laws, and Civil Service Rules.

Your departmental personnel officer will be able to help you in the event that you need more information about any of the topics covered in this Handbook.



## **EQUAL EMPLOYMENT OPPORTUNITY**

The City has strictly enforced policies that protect your equal employment opportunity rights and those of your co-workers.

### **Policy on Equal Employment Opportunity**

The City is committed to equal employment opportunity. It is the policy of the City to ensure:

- equal opportunity to all employees and applicants;
- that employees are selected and promoted based on merit and without discrimination; and
- that reasonable accommodations for disabilities are provided to qualified employees and applicants who require them.

The City prohibits discrimination on the basis of race, religion, sex, national origin, creed, ethnicity, age, physical or mental disability, political affiliation, sexual orientation, ancestry, color, medical condition (e.g., cancer or cancer related illness; HIV/AIDS or related conditions), genetic characteristics (e.g., non-symptomatic carriers of inheritable diseases), gender identity, marital or domestic partner status, parental status, veteran status, height, weight or any other basis protected by law.

The City also prohibits retaliation against any employee for making a good-faith complaint of discrimination or harassment, for assisting another employee in doing so, or for participating in an investigation of a discrimination or harassment complaint.

### **Policy on Equal Opportunity and Reasonable Accommodation for Individuals with Disabilities**

The City is firmly committed to equal employment opportunity for persons with disabilities in compliance with the Americans with Disabilities Act and state law. The law prohibits discrimination against persons with disabilities during the application process and in all phases of employment. It requires employers to interact with disabled employees to identify reasonable accommodations that will enable them to perform the essential functions of their jobs and to enjoy equal benefits and privileges of employment. The City will provide a reasonable accommodation for the known physical or mental disability of a qualified employee or applicant, unless doing so would pose an undue hardship or direct threat to the health or safety of the individual or others.

If you feel you need an accommodation for a disability, inform your supervisor, departmental personnel officer or reasonable accommodation coordinator immediately. Requests for accommodation will be evaluated on a case-by-case basis. If you request an accommodation, it is essential that you participate fully in the interactive process to address your request. This participation may include, but is not limited to, providing medical documentation, meeting with specialists, and identifying restrictions and possible accommodations.

### **Language Diversity**

The City recognizes that an employee's use of a language other than English is often an asset in the provision of public services. A department may limit the use of languages other than English only when necessary. In such cases, employees will be informed of the rule, including where and when it applies and the consequences for violating it.

### **Policy Prohibiting Harassment**

Harassment of City employees on the basis of sex, race, age, religion, color, national origin, ancestry, disability, medical condition, marital status, sexual orientation, gender identity or other protected category is prohibited and unlawful. Harassment consists of unwelcome visual, verbal or physical conduct engaged in on account of a person's actual or perceived membership in a protected category. City employees who are found to engage in harassment are subject to disciplinary action, up to and including termination. Harassment of employees, applicants or persons providing services to the City by contract, whether by employees or non-employees, is prohibited. This policy applies to all employees and agents of the City, including supervisory and non-supervisory employees.

City employees with supervisory responsibilities play a key role in ensuring that the workplace is free of illegal harassment. In accordance with California law, supervisory employees are required to attend a course on preventing workplace harassment every two years, and new supervisors must complete training within six months of appointment. It is the responsibility of each supervisor to comply with this requirement, and the responsibility of each department to ensure such compliance. Supervisors must take the on-line course provided through the Department of Human Resources ("DHR") or other DHR-approved group training provided through their department. For questions, please contact your departmental personnel officer.

### **Sexual Harassment**

Federal law defines sexual harassment as unsolicited and unwelcome sexual advances, requests for sexual favors and other verbal, physical, visual or written conduct of a sexual nature directed to persons of the same or opposite sex when:

- submission to such conduct is made, either explicitly or implicitly, a term or condition of employment;
- submission to or rejection of such conduct by an employee is used as a basis for employment decisions affecting the employee; or
- such conduct has the purpose or effect of substantially interfering with an employee's work performance or creating an intimidating, hostile or otherwise offensive working environment.

State law defines sexual harassment as unwanted sexual advances or verbal, visual or physical conduct of a sexual nature. These are some examples of sexual harassment:

- requests for sexual favors or unwanted sexual advances;
- offering employment benefits in exchange for sexual favors;

- making or threatening reprisals after a negative response to sexual advances;
- verbal harassment (e.g., graphic verbal commentary, derogatory comments, suggestive or obscene letters or telephone calls);
- physical harassment (e.g., assault, impeding or blocking movement, gestures or any physical interference with normal work or movements); and/or
- visual forms of harassment (e.g., leering, derogatory or sexually explicit posters, letters, poems, graffiti, cartoons, computer screen savers or drawings).

### **How to Get Help**

If you feel you are being discriminated against or harassed by anyone on the basis of any protected category, or because you complained or assisted another employee in complaining about discrimination or harassment, you should inform your supervisor or other responsible officer immediately. If you do not want to tell your supervisor, contact your departmental personnel office or the Department of Human Resources' Equal Employment Opportunity Office ("EEO").

The DHR EEO Office works to ensure equal employment opportunities of all individuals within the City service and administers EEO programs, provides assistance to departments, and investigates complaints of employment discrimination. If DHR EEO staff determines that discrimination or harassment has occurred, the City will take appropriate remedial action. You may call the DHR EEO Office for information and assistance at (415) 557-4837 or at (415) 557-4810 (TDD) if you have a hearing impairment.

For information and assistance on the complaint procedure, you may call the DHR Harassment Helpline at (415) 557-4900.

The Equal Employment Opportunity Commission ("EEOC") and the California Department of Fair Employment and Housing ("DFEH") also investigate and prosecute complaints of harassment and discrimination in employment. Employees who believe that they have been harassed or discriminated against may file a complaint with either of these agencies. Both the EEOC and the DFEH serve as neutral fact finders and attempt to help the parties voluntarily resolve disputes. The DFEH office may be reached by calling (800) 884-1684. The San Francisco office of the EEOC may be reached by calling (800) 669-4000.

### **Responsibility for Responding to and Reporting Discrimination, Retaliation, and Harassment**

All employees are encouraged to report harassing, retaliatory, or discriminatory behavior, whether directed at themselves or co-workers. Supervisory employees are required to take corrective action if employees are subjected to retaliation, discrimination or harassment on the basis of a protected category, and must report any such incidents to the department's personnel officer or EEO unit. Supervisors who fail to report such incidents are subject to discipline.

Departments are required to report all complaints of discrimination, retaliation, and harassment to the Human Resources Director within five days of becoming aware of such complaints.

**Anti-Retaliation**

The law and City policy also prohibit retaliation against any employee for opposing discriminatory practices, or for filing a complaint with, or otherwise participating in an investigation, proceeding, or hearing conducted by the EEOC or DFEH. If you believe you have been retaliated against, you may use any of the procedures under the “How to Get Help” section above “To File a Complaint.” If a complaint of retaliation is substantiated, the City will take prompt action to address and remedy it.

## INFORMATION ABOUT CITY AND COUNTY EMPLOYMENT

### **Job Opportunities**

All announcements for permanent job opportunities and civil service examinations are available online at the Department of Human Resources (“DHR”) website at [www.sfgov.org/dhr](http://www.sfgov.org/dhr). Also available online is a wide variety of information for both applicants and City employees, including employee benefits information and information about the City’s application and examination processes.

### **Classification**

Positions in the City have been classified by DHR according to their duties and responsibilities. Positions that are comparable in the type of work performed and in level of difficulty and responsibility are placed in the same classification so that they will be treated alike for purposes of recruitment, examination, transfer and pay.

DHR assigns positions to classifications. Each classification has a job code number and descriptive title, as well as a list of typical duties and responsibilities.

### **Salary Step Increases**

When you are initially employed, your salary is generally set at the first step of a typical five-step pay range. Most steps are approximately 5% higher than the previous step. Check your collective bargaining agreement for the specific terms covering advancement through the salary steps.

### **Appointment above the Entrance Rate**

For information about the criteria for hiring employees above the entry step of a classification, consult your collective bargaining agreement or, in the case of employees not covered by such an agreement, the Unrepresented Employees Ordinance. You may contact your departmental personnel officer or payroll representative for assistance.

### **Examinations**

The City is dedicated to recruiting and hiring fairly and on the basis of merit. In furtherance of this goal, the majority of City jobs are filled through the civil service examination process. Examinations are announced on a weekly basis. Each announcement will state the minimum qualifications for the position as well as the deadline for applying. Visit the DHR website at [www.sfgov.org/dhr](http://www.sfgov.org/dhr) or visit the Employment Information Center located on the 4<sup>th</sup> floor at 1 South Van Ness Avenue for more information.

### **Responsibilities of Applicants**

Applications for City positions must be filed by the time specified in the announcement. Every applicant for an examination must possess and maintain the qualifications required by law and by the examination announcement for the examination. It is essential to be honest in

filling out applications. False statements on an application or on supporting documents, or at any time during the selection process, can lead to termination of employment and restrictions on future employment with the City.

If your name, address, email address and/or telephone number changes while your application for an examination is pending, you must immediately update your online employment application profile on the DHR website at [www.sfgov.org/dhr](http://www.sfgov.org/dhr).

### **Employment of Persons with Disabilities**

Civil Service Rule 115 provides a process for individuals who are significantly disabled to become permanent City employees without going through the civil service exam process; this alternative is sometimes called the “Rule 115 Program.” This rule is not intended to preclude employment of individuals who are significantly disabled from gaining employment through regular examinations.

An informational pamphlet entitled “Rule 115 Program” is available on the DHR website at [www.sfgov.org/dhr](http://www.sfgov.org/dhr). Printed copies are also available at the DHR Employment Information Center located on the 4<sup>th</sup> floor at 1 South Van Ness Avenue. For more information, you may contact the DHR Equal Employment Opportunity Office by telephone at (415) 557-4900, or at (415) 557-4810 (TDD) if you have a hearing impairment.

## **APPOINTMENT, REFERRAL AND HIRE**

### **Types of Appointments**

The most common types of appointments are as follows:

- **Permanent**

Persons who have competed in a civil service examination and are appointed from a list of eligibles to a permanent position. Permanent employees who have successfully completed the probationary period may only be removed for cause.

- **Exempt**

Persons appointed to temporary or permanent positions exempted from civil service status in accordance with the City Charter. Exempt appointees serve at the pleasure of the appointing officer.

- **Provisional**

Provisional appointments are made when an eligible list for the classification is not available. The just cause rights of provisional employees are described in the Civil Service Rules and applicable collective bargaining agreements between the City and various unions. To become permanent, provisional employees must take a civil service exam and be selected through an open, competitive process. Accepting a provisional appointment gives the employee no right or preference to a permanent appointment.

For more information about types of appointments, refer to applicable Civil Service Rules.

### **The Referral Process**

A civil service examination enables the City to compile a list of qualified persons eligible for employment. Candidates who are successful in an examination are ranked on an eligible list according to their overall scores in the examination. Appointments to positions are made in accordance with the Certification Rule specified on the examination announcement.

If you have completed an examination process and receive notice that your name has been “referred” to a civil service position, carefully read the letter and follow ALL instructions. If you do not respond as instructed you may lose your eligibility for employment.

If you are on an adopted eligible list and you are called to active military service, you must contact the Department of Human Resources (“DHR”) Referral Office at (415) 557-4891, before or after your discharge, with proof of military service, in order to determine your eligibility to be referred for future job openings.

If you change your name, address, email address and/or telephone number and you are on a current eligible list, you must immediately update your online employment application profile on the DHR website at [www.sfgov.org/dhr](http://www.sfgov.org/dhr). If you fail to update any changes, you may not receive important and timely information regarding your eligibility for employment.

Please note that you must continue to possess the minimum qualifications as specified in the examination announcement to maintain your eligibility on a list.

### **Security Clearance**

Prior to employment in certain positions or classifications, departments may require a background review of criminal history, motor vehicle (driving) record, personnel history and employment records. The requirement for a background review will be published on the examination announcement.

### **Medical Examination**

Depending on the classification or position in which you are to be employed, you may be required to pass a medical examination, including drug testing, as a condition of employment. Most medical examinations are conducted by the Department of Public Health, at the San Francisco General Hospital Medical Center, Occupational Health Service (OHS) located in Building 9, on the 2<sup>nd</sup> floor of San Francisco General Hospital (at Potrero Avenue and 22nd Street).

### **License to Drive**

If your job duties require you to drive, you must have the appropriate licenses and maintain insurability under your department's automobile liability insurance policy. Only employees with a valid California Driver License will be authorized to operate a City and/or private vehicle. The City will use the State Department of Motor Vehicles' Pull Notice Program to obtain information about employees as actions appear on their driving records. The City will base driver-related decisions on compliance with the California Vehicle Code, as well as the City's efforts to reduce vehicular accidents and exposure to liability.

### **Conviction History Policy**

The City will review and evaluate your conviction history (and arrest history, when permitted by law), as part of the selection process and upon changes in appointment status.

If you have applied for a job where certain convictions preclude employment, the City will conduct its review at an early stage of the hiring process. If the City determines that you have a disqualifying conviction, then it will not consider you further for that job.

If you have applied for a job where there is no conviction that would automatically bar employment, the City will not review or consider your conviction history unless you become a finalist for the job. At that time, the City will determine whether there is a nexus between your conviction history and the position to which you have applied, such that your employment in that position would not be in the public interest.

The City limits disclosure of your conviction history to a need-to-know basis.



**Fingerprinting**

All employees must be fingerprinted. Fingerprints are electronically transmitted to the California Department of Justice to obtain conviction records.

## **REQUIREMENTS AT THE TIME OF HIRE**

### **Social Security Number**

You must have a Social Security number to work for the City.

### **Authorization to Work**

You must present documents to verify identity and authorization to work in the United States as required by the Immigration Reform Control Act of 1986. Failure to provide these documents may result in loss of eligibility. Acceptable verification documents are listed in the information pamphlet entitled “Federal Immigration and Naturalization Service Requirements,” available at the Department of Human Resources’ (“DHR”) Employment Information Center, located on the 4<sup>th</sup> floor at 1 South Van Ness Avenue.

Any applicant or employee seeking to have the City provide documentation to the Department of Homeland Security (including the U.S. Citizenship and Immigration Services) about possible or actual employment with the City must obtain the approval of the appointing authority of the employing department and the Human Resources Director.

### **Oath of Office**

You are required to take the Oath of Office as specified in the California State Constitution.

### **No Strike Provision**

Unless you are a uniformed member of the Police or Fire departments, you will be required to sign an acknowledgement of receipt of a copy of Charter Section A8.346 - Disciplinary Action Against Striking Employees. A separate Charter provision prohibits strikes by public safety employees. For more information, see the “Employee Obligations” section of this Handbook.

### **Acknowledgements**

In addition to the No Strike Provision, new employees may be required to sign other acknowledgements of receipt, such as those of this Employee Handbook, the City’s harassment policy, City or departmental policies regarding use of computers, and other City and departmental policies.

### **Union Dues or Fees**

If you are hired in a class represented by an organization that has an “Agency Shop” agreement with the City, you are typically required as a condition of continued employment to either join the employee organization or pay an “agency fee” as defined by state or federal law. For more information, consult your collective bargaining agreement, or contact your employee organization or departmental personnel officer.

### **Tax Forms**

You will need to fill out a Withholding Exemption Certificate (IRS form W-4), which determines the amount of taxes withheld from your paycheck. If at any time during your employment your withholding status changes (for example, if you marry, divorce or purchase a home), you should fill out a new W-4 form to ensure that the proper amount is withheld.

### **Warrant Recipient Designation**

You are required to complete a Warrant Recipient Form at the time of hire. This form designates an individual to receive your earned but unpaid wages in the event of your death.

## **AFTER YOU ARE HIRED**

### **Attendance and Punctuality**

Regular and prompt attendance is an essential requirement of your job. As a City employee, you are to report to your work station at your scheduled work time. Your time records must accurately reflect the time you start work and the number of hours worked in every work day.

All planned absences must be requested and approved in advance. If illness or some other emergency causes an unplanned or unforeseeable absence, you must notify your department as soon as possible on the first day of absence, and keep the department advised daily during the absence. In the case of an extended unforeseeable absence, you may be asked to complete forms and submit medical certifications as appropriate during your leave. Improper use of sick leave, failure to present medical certification when required, excessive absenteeism, tardiness, unauthorized absence or failure to notify your department when you are unable to report to work, may result in sick leave restriction, disciplinary action or termination.

### **Appearance and Dress Code**

As a City employee, you represent the City and your department when you are on duty and/or when you are in a City uniform. Employees are expected to be neat and clean, and to dress for work according to generally accepted business and professional standards as dictated by their work assignment and as required by their department. The City reserves the right to restrict dress for legitimate reasons relating to safety, hygiene or environmental conditions.

### **Maintenance of Minimum Qualifications**

You must possess and maintain the qualifications required by law and by the announcement of the examination under which you were appointed.

### **Business Hours**

Except as otherwise provided in a collective bargaining agreement applicable to you or based on your department's operational needs, the typical workweek is 40 hours, consisting of five workdays of eight hours each. The City's official business hours are from 8:00 a.m. to 5:00 p.m.

### **Overtime and Compensatory Time Off**

If you are required by your manager/supervisor to work overtime, contact your departmental personnel officer for information regarding your eligibility for overtime payment or compensatory time off. Employees in classifications designated "Z" are exempt from overtime under the Fair Labor Standards Act, but may be entitled to compensatory time off if provided by the collective bargaining agreement.

Further information regarding overtime and compensatory time off is contained in the various collective bargaining agreements between the City and employee organizations, located on the Department of Human Resources' ("DHR") website at [www.sfgov.org/dhr](http://www.sfgov.org/dhr).

### **Pay Periods**

Employees are paid biweekly, usually every other Tuesday. Employees are encouraged to enroll in direct deposit and to receive paystubs electronically; for more information, go to [www.sfgov.org/paystub](http://www.sfgov.org/paystub).

### **Payroll Deductions**

All employees are subject to withholding of federal and state taxes as required by law. Depending on your status (temporary or permanent), date of hire, eligibility for State Disability Insurance benefits, membership in the San Francisco Employees' Retirement System, and representation by an employee organization, deductions may also be made for health insurance, the employee pension contribution, SDI taxes, union dues or fees, Medicare Hospital Insurance and/or Social Security taxes.

You may choose to have a number of amounts withheld from your paycheck by submitting an authorization form to their departmental payroll office. For specific information, contact your departmental personnel officer or payroll office.

### **Garnishment**

If the City receives a court order to garnish your wages, the City must comply with that order. A garnishment will reduce your take-home pay. If you have questions about your paycheck, contact your departmental payroll representative.

### **Probationary Period**

All appointments to permanent civil service positions require that you serve a probationary period. The probationary period is the final and most important phase of the selection process. This period is used to evaluate your performance and suitability for the position. The duration of the probationary period is governed by the collective bargaining agreement. Absences from work will extend your probationary period. For information about the length of your probationary period, consult your departmental personnel officer or collective bargaining agreement.

The department's appointing officer may release an employee at any time during the probationary period. At the conclusion of the probationary period, your department head may recommend permanent appointment, release from the position, or an extension of the probationary period. You may also be required to serve an additional probationary period in certain circumstances, such as transferring to a different department.

## **Your Performance Plan and Appraisal**

It is the goal of the City to provide each of its employees with an annual Performance Plan and Appraisal Report (“PPAR”). The DHR official PPAR Form provides a format for the planning and appraisal process that is intended to affirm accountability, responsibility, partnership, performance agreements, self-management, learning and recognition. However, some departments may use their own templates. The performance evaluation and appraisal process is designed to provide you with clear written performance expectations and honest, timely feedback about your performance.

### **Your Performance Plan**

The performance plan covers a specific review period (the time between the beginning and ending dates of the plan) and consists of an up-to-date job description and several key performance objectives, including at least one objective for professional development.

If your supervisor prepares a performance plan for you, he or she will discuss it with you at the time that it is prepared to ensure you understand performance expectations for the review period. Your supervisor will also meet with you during the review period to review and discuss the plan and your performance. You should use these discussions to ask any questions you may have regarding the plan or your performance objectives.

### **Your Appraisal**

At the end of the review period, you and your supervisor will meet and discuss your written appraisal report. You will have an opportunity to write your own comments on your performance appraisal form or PPAR at the conclusion of the evaluation and will be asked to sign the form as an acknowledgment that you have read and discussed the appraisal with your supervisor.

If you have questions about your department’s performance appraisal process or the timing of written evaluations, consult your departmental personnel officer.

## **Change of Name and/or Address**

If you change your address and/or telephone number, you are required to immediately notify your departmental personnel officer by submitting a change of address form or a letter with your new address and telephone number. If you change your name, you must submit legal verification documents in order to update your records. If you fail to report any changes, you may not receive important and timely information regarding your employment and your health benefits.

## **Employment Verification**

The City, not the individual department, is the legal employer of all City employees. However, if you need verification of your employment, direct the request for verification to your individual department for ease of administration and to avoid delays. Be certain that a separate request to verify your employment goes to each department where you have worked.

### **Promotional Opportunities**

Permanent examination announcements, provisional job announcements and other job opportunities are posted on the DHR website at [www.sfgov.org/dhr](http://www.sfgov.org/dhr), or at the DHR Employment Information Center located on the 4<sup>th</sup> floor at 1 South Van Ness Avenue in San Francisco.

### **Telecommuting Program**

In recognition of the many benefits of telecommuting, including environmental and energy efficiencies, emergency preparedness and employee job satisfaction, the City has adopted a Telecommuting Program. You may be eligible to participate in the City's Telecommuting Program to the extent operationally feasible and consistent with the procedures, guidelines and eligibility requirements of the Telecommuting Program.

Telecommuting is a privilege, not a right or entitlement. A department can deny, modify or terminate participation at any time; however, not unreasonably.

In order to participate in the Telecommuting Program, you must review the Program Guidelines and Participation Packet, meet all eligibility criteria, understand and agree to comply with all terms and conditions of the Telecommuting Policy and Program, and receive approval from both your supervisor and your department head. The Telecommuting Policy Guidelines and Participation Packet is located on the DHR website at [www.sfgov.org/dhr](http://www.sfgov.org/dhr).

### **Workforce Development and Training**

The DHR Workforce Development Division is engaged in a variety of employee development and training initiatives, including training and coaching for supervisors and managers; training for human resources staffs citywide; coordinating interdepartmental training programs; strategic planning for the future workforce (succession planning), including implementation of workforce planning programs; collaborating with learning institutions to offer classes through the City University program; facilitating organizational development projects (e.g., team building, retreats); coordinating the PPAR Program; and coordinating Apprenticeship Programs.

The DHR Workforce Development Division is located at 1 South Van Ness Avenue, 4<sup>th</sup> floor, San Francisco, CA 94103. You can also visit the DHR website for complete information on available employee training programs at [www.sfgov.org/dhr](http://www.sfgov.org/dhr).

### **Health Service System Employee Assistance Program (EAP)**

The Employee Assistance Program ("EAP") is a free, confidential and voluntary counseling and information program for City employees, their family members and their significant others. The EAP staff are licensed professionals who provide assessment, brief therapy (up to six sessions), referrals and follow-up for individuals, couples, families and groups regarding personal or work-related issues such as stress; marital, family and relationship problems; anger management; substance abuse; work performance issues; emotional difficulties; or any concern that becomes a problem in one's life. The EAP staff is also available for mediation/conflict resolution sessions, workplace violence prevention and Critical Incident Debriefing following a traumatic incident.

The EAP also has a library of personal and worksite health and wellness topics available for City employees, including pamphlets, books, and video and audiotapes.

The EAP is part of the Health Service System. EAP offices are located at 1145 Market Street, Suite 200, San Francisco, CA, 94103; or you can call the EAP at (800) 795-2351.



## **REASSIGNMENT, TRANSFER AND RELATED PROCEDURES**

### **Requests for Transfer between Departments**

After successful completion of the probationary period, permanent appointees are eligible to request a transfer from one department to another in the same class. In order to express your interest in a transfer, you must file your Request for Transfer with each department to which you seek a transfer. If you accept a new appointment by transfer, you must give your current department 15 working days' notice. You are also subject to a new probationary period in the new department. Please refer to the collective bargaining agreement covering your class for probationary period information.

### **Reassignment of Duties within a Department**

Within a given job class in a department, there may be different positions with varying duties and schedules. You may request reassignment to a different position within your job class, or your department may reassign you at its discretion. Consult your departmental personnel officer for more information.

### **Reappointment**

An employee who has resigned with satisfactory services after completing probation may request reappointment to his or her position. Such former employees may request to reenter the City service to a vacant position in the class from which they resigned within four years from the date of resignation. Former members of the uniformed ranks of the Police and Fire departments may be reappointed within two years of the date of resignation. Former employees may request reappointment to a vacancy in any class in which the employee has completed the probationary period. The receiving department, at its discretion, may approve a request for reappointment.

### **Reinstatement**

An employee may submit a written request to return to a vacant position in a former class in which he or she completed probation. Reinstatement may require the advance approval of the current and prospective department heads, as well as the Human Resources Director.

## SEPARATION PROCEDURES

Before you leave your employment with the City, you must return all supplies, keys, identification cards (including your Disaster Service Worker identification badge), access cards and all other City property. Any materials, files, documents, or other items collected or created by you in connection with your employment remain the property of the City. You may not take any such materials, or copies of those materials, with you when you depart. Near the time of your departure, you may be asked to meet with your departmental personnel officer to review separation procedures, ensure that all property has been returned and receive information about health benefits. You will have an opportunity to ask questions regarding procedures and benefits at that time.

### **Resignation**

If you intend to resign, please provide your department with written notice at least ten working days before your planned departure. Your department will designate your services as either “satisfactory” or “unsatisfactory.” You will receive notice of this designation and information about how to appeal the designation if you are dissatisfied with it.

### **Automatic Resignation**

If you are absent from your job for any period of time without proper authorization, you may be subject to discipline. If you are absent from your job without proper authorization for more than five consecutive working days, or if you fail to return from an approved leave, your absence will be deemed an “automatic resignation.” If you receive a notice of automatic resignation and wish to appeal the determination to the Civil Service Commission, you will have fifteen days from the date on which the notice was mailed to do so. The rules regarding automatic resignation may be affected by the collective bargaining agreement between the City and your employee organization. For more information, consult your departmental personnel officer or your collective bargaining agreement.

### **Layoff**

From time to time, budgetary or operational considerations may make it necessary to reorganize, reduce work hours or lay off City employees. Determining the need for layoffs and the classifications of employees to be laid off is within the sole discretion of the City. In most instances, layoffs occur within a job class in inverse order of seniority.

If you receive a notice of layoff, or if you have questions about layoffs, please contact your departmental personnel officer. An informational guide is available on the Department of Human Resources (“DHR”) website at [www.sfgov.org/dhr](http://www.sfgov.org/dhr) or at the DHR Employment Information Center on the 4<sup>th</sup> floor at 1 South Van Ness Avenue. For questions, you can also call DHR at (415) 557-4800.

In some cases, you may be eligible for temporary continuation of health benefits after a layoff. Contact the Health Service System at (415) 554-1750 for information relating to your specific situation.

## **Termination**

The grounds and procedures for involuntary termination of employment may vary depending on whether you are an at-will employee. In most instances, at-will, probationary, temporary exempt, and some provisional employees may be terminated for no reason or any reason not prohibited by law.

For permanent civil service employees, termination must be for cause (for example, poor performance, misconduct, absenteeism, fraud, etc.). In those cases, employees for whom discharge is being considered will receive written notice of the grounds for discharge, the underlying basis, and the proposed discipline. The employee will have an opportunity to respond, assisted by a representative of the employee's choosing, prior to the final decision. You should consult the collective bargaining agreement between the City and your union for information regarding your appeal rights.

There are some offenses that are so serious in nature that an employee may be placed on administrative leave pending an investigation into such misconduct pursuant to the Charter. Such offenses include, but are not limited to, conduct involving misappropriation of public funds or property, misuse or destruction of public property, mistreatment of persons, and acts which present an immediate danger to the public health and safety.

Some represented employees may be entitled to due process protections pursuant to the terms of their collective bargaining agreement. For more information, contact your departmental personnel officer or labor representative.

## **RETIREMENT**

The City provides retirement benefits to eligible employees through the San Francisco Employees' Retirement System ("SFERS") or the California Public Employees' Retirement System ("PERS"), depending on the employee's job classification.

The terms of the plans currently administered by SFERS for active City employees are set forth in the City Charter and ordinances. SFERS publishes summary plan descriptions for each of its different retirement plans, which can be found under the "Forms and Publications" link on the SFERS website at [www.sfgov.org/sfers](http://www.sfgov.org/sfers). More information about PERS plans can be found at <http://www.calpers.ca.gov/>.

Please note that the information in this section is subject to change. You should consult with SFERS or PERS prior to making any decisions regarding your retirement or if you have any questions.

### **SFERS Eligibility and Plan Membership**

SFERS administers separate plans for safety members of the Police Department, safety members of the Fire Department, some miscellaneous safety employees, and all "miscellaneous" (non-safety) employees. These plans provide different benefits to their members. In general, police officers and firefighters become members of SFERS safety plans upon their first day of work as a police officer or a firefighter. (Employees are not members of the safety plans while they are training to become a police officer or a firefighter.) Miscellaneous employees, including some miscellaneous safety employees, become a members of SFERS when first certified from a Civil Service list as a permanent employee in a covered classification, or when appointed to a full-time permanent exempt position in a covered classification, or upon working in a temporary position in a covered classification for more than 1,040 hours in any twelve-month period.

### **Contributions to the SFERS Plan**

All members of SFERS are required to contribute a designated percentage of covered salary to SFERS. Contributions are accumulated in an individual account and earn interest which is compounded annually. Please consult with SFERS or your collective bargaining agreement for the amount you are required to contribute. Each year, every member receives a statement showing his or her account balance, including contributions plus interest.

The City also contributes to the retirement trust fund as necessary to maintain the soundness of the system. City contributions are paid directly into the SFERS Trust; they are not credited to individual member accounts.

### **Notice of Intent to Retire**

As a courtesy, please provide a minimum of two (2) weeks' notice to your supervisor regarding your intention to retire.

## **Benefits at Separation for Members of SFERS**

SFERS members who separate from city employment for reasons other than retirement have the following options upon separation:

- **Refund after Separation**  
SFERS members with less than five years of service who leave City employment for reasons other than retirement are entitled to a refund of their accumulated contributions to SFERS, including any interest those contributions accrued. Once you receive a refund of your retirement contributions, you have no right to any benefits from SFERS.
- **Vesting Allowance**  
SFERS members who leave City employment with at least 5 years of credited service may leave their contributions on deposit with SFERS and elect to receive a monthly allowance after a certain age. Please consult with SFERS for more information regarding the age requirement and the formula upon which your monthly allowance will be based

## **SFERS Death Benefit**

All of the SFERS retirement plans provide death benefits upon the death of an active or retired employee. The type and amount of the death benefit depends upon the member's plan; the member's status – whether active or retired – at the time of death; whether the member died leaving any qualified survivors; the member's beneficiary designation, in some cases; and, if the member died after retirement, whether the member elected any optional form of benefit at retirement. In the case of safety members, the amount and type of death benefit may also depend upon whether the member's death was work-related. In general, SFERS treats a member's surviving domestic partner as a surviving spouse, provided the domestic partnership is established in accordance with City law. Consult the appropriate summary plan description, or SFERS, for a detailed explanation of death benefits.

## **Community Property Laws**

California courts have recognized that retirement benefits earned during marriage are community property and are subject to division upon dissolution.

## **Reciprocal Retirement Benefits**

SFERS may provide “reciprocal” retirement benefits with PERS and certain other California public retirement systems. This means that if you work for more than one employer that participates in this reciprocal network, you may be eligible to receive a benefit based on:

1. Your years of service with each of those employers; and
2. Your highest salary earned with any of those employers.

### **External Reciprocity – Linkage of Benefits between SFERS and Other Reciprocal Plans**

You may qualify for a reciprocal retirement benefit from two or more reciprocal plans if after termination of your prior plan membership you:

1. Elect reciprocity;
2. Leave your retirement contributions with each system;
3. Become a member of a reciprocal retirement plan within six months of terminating your prior plan membership; and
4. Retire from all reciprocal plans at the same time.

For purposes of determining qualification for reciprocity, your SFERS membership ends after you are completely separated from City employment. Concurrent membership in SFERS and a reciprocal plan, including while you are on paid or unpaid leave from the City, will disqualify you from electing reciprocal membership.

### **Internal Reciprocal Benefits – Linkage of Benefits within SFERS Retirement Plans**

You qualify for internal reciprocal benefits if you remain a member of SFERS and transfer to a position covered by another SFERS plan (e.g., from a miscellaneous plan to a safety plan). Internal reciprocity also applies if you terminate employment with the City and, within six months, again become a member under another SFERS plan.

### **Redeposit and Purchase of SFERS Service**

As a member of SFERS you may:

- Elect to redeposit contributions you have previously withdrawn from SFERS, plus interest, for prior periods of membership; and
- Elect to purchase certain periods of a) eligible prior service, such as service as a temporary employee; b) service with the federal government, State of California or another eligible public agency; c) certain military service; d) union representative service; and e) unpaid parental leave with the City prior to July 1, 2003..

### **SFERS Plan Administration**

SFERS plans are administered in accordance with City Charter and City ordinances. The SFERS office is at 30 Van Ness Avenue, Suite 3000, San Francisco, 94102.

SFERS staff members are available to explain the details of SFERS benefits. The SFERS Member Services Division provides counseling on retirement applications, change of beneficiary, death benefits, and many other matters. Contact the Member Services unit at 30 Van Ness Avenue, or call (415) 487-7000, or (888) 849-0777 (toll-free in California). Summary plan descriptions and other matters relating to SFERS are available on the web under the “Forms and Publications” link on the SFERS website at [www.sfgov.org/sfers](http://www.sfgov.org/sfers).

If you become seriously ill while in City employment, contact the Member Services Division at (415) 487-7000 as soon as possible so that their staff can assist you in a timely manner on retirement-related matters.

**Deferred Compensation**

The City provides a voluntary Deferred Compensation Program (IRS section 457 plan) for eligible City employees. The SFERS Retirement Board provides direct oversight of the San Francisco Deferred Compensation Program (“SFDCP”), which is currently administered by Great-West Retirement Services.

You may obtain information regarding the City’s Deferred Compensation Program at the SFDCP office located at 30 Van Ness Avenue, Suite 3900, San Francisco, 94102.

## EMPLOYEE BENEFITS

The City provides eligible employees and their eligible dependents the opportunity to enroll in medical, dental, vision and flexible spending account benefits, administered by the Health Service System (“HSS”).

Please note that the information in this section is subject to change. You should consult with HSS if you have any questions at (415) 554-1750.

### **Eligibility**

The following employees are eligible for health coverage:

- (1) All permanent employees of the City whose normal work week at the time of inclusion in the system is not less than 20 hours;
- (2) All regularly scheduled provisional employees of the City whose normal work week at the time of inclusion in the system is not less than 20 hours; and
- (3) All other employees of the City including temporary exempt or “as needed” employees who have worked more than 1040 hours in any consecutive 12 month period, and whose normal work week at the time of inclusion in the system is not less than 20 hours.

Coverage for a new employee in category (1) or (2) listed above starts on the first day of the coverage period following his or her start work date, provided an enrollment application and other required documentation has been submitted to HSS by applicable deadlines.

Employees in category (3) must obtain a signed certification from their department’s human resources manager in order to be eligible for health coverage.

An employee’s spouse, domestic partner and children may also be eligible for coverage through HSS. If you have enrolled a domestic partner, same sex spouse and/or their children in your health plan, it is important that you seek tax advice from a qualified professional regarding the tax consequences of such enrollment. A detailed list of eligibility requirements and necessary documentation for enrolling employee dependents is available on the HSS website at [www.myhss.org/benefits/ccsf.html](http://www.myhss.org/benefits/ccsf.html).

In the event of a dissolution of a domestic partnership, legal separation or divorce, the employee’s former spouse or partner, as well as the partner’s or spouse’s children, are no longer eligible for health benefits through HSS. Employees are responsible for notifying HSS when a dependent becomes ineligible. If a member fails to notify HSS regarding an ineligible dependent, HSS may hold the member responsible for the amount of the City’s employer health premium contributions made on behalf of ineligible dependents, as well as the cost of any medical services covered.

HSS may periodically request documentation and certification of any enrolled dependent.



### **Available Plans**

Eligible employees are offered a selection of medical and dental plans, which are negotiated annually by the Health Service Board. See [www.myhss.org](http://www.myhss.org) for more information about available plans.

### **New Hire Enrollment**

To obtain coverage for themselves and their eligible dependents, new permanent and provisional employees whose normal work week is twenty (20) hours or more must submit a completed enrollment application and all required eligibility documentation to HSS within thirty (30) calendar days of the official appointment date.

New temporary exempt or “as needed” employees, whose normal work week is not less than twenty (20) hours, must work one thousand and forty (1040) hours in a consecutive twelve (12) month period in order to become eligible to enroll in health benefits. Eligible employees must submit a completed enrollment application and all required eligibility documentation, certified by the department, to HSS within thirty (30) calendar days of the date of becoming eligible for benefits.

Please be aware that eligible employees who fail to submit a completed enrollment application and all required eligibility documentation to HSS within the thirty (30) calendar day deadline will not have access to health coverage until the next annual Open Enrollment period.

### **Changing Benefit Elections**

Eligible employees may change health benefit elections annually, during Open Enrollment. Please make sure to report address changes to both HSS and your departmental personnel officer, to ensure HSS can notify you about rates and benefit changes in advance of Open Enrollment.

An employee can also change benefit elections if there is a specific qualifying event, such as a marriage, domestic partnership, birth or adoption. For a complete list of Qualifying Events visit [www.myhss.org/member\\_services/changing\\_benefit\\_elections.html](http://www.myhss.org/member_services/changing_benefit_elections.html).

### **Premiums**

The City makes a significant contribution to the cost of medical, dental and vision coverage for eligible employees and their eligible dependents. Employee premium contributions are adjusted annually and are governed by the provisions of applicable collective bargaining agreements and the City Charter.

### **Flexible Spending Accounts**

A Flexible Spending Account (“FSA”) allows employees to set aside pre-tax wages for healthcare or dependent care expenses, as permitted by federal IRS regulations. To participate in an FSA, an employee must submit an enrollment application to HSS at the time of initial enrollment or during Open Enrollment, designating the amount of the payroll

deduction to be taken on a pre-tax basis from the employee's paycheck. This contribution is deposited into the employee's individual FSA account(s). The employee must then submit claims for qualified expenses, and claims are paid from the money in the employee's FSA account(s). Per IRS rules, any funds remaining in an employee's FSA account at the end of the annual claims filing period are forfeited and cannot be refunded. Participation in an FSA requires re-enrollment on an annual basis. Visit [www.myfbmc.com/ccsf](http://www.myfbmc.com/ccsf) for more information.

### **Flexible Credits**

Employees in some classifications are eligible to participate in an IRS Section 125 cafeteria plan, which offers credits that can be applied annually to a variety of pre- and post-tax options.

### **Leaves of Absence**

Eligible employees may continue healthcare coverage during approved leaves of absence, but may be required to make healthcare insurance premium payments directly to HSS while on leave, depending on the nature and duration of the leave. A leave of absence is not a qualifying event, so benefit elections cannot be changed due to a leave. Failure to make premium payments on time will result in termination of health coverage. Employees whose coverage is terminated for failure to pay must wait to re-enroll during annual Open Enrollment for coverage at the start of the next plan year.

An eligible employee must notify HSS of an approved leave of absence at least thirty (30) days in advance of the leave (if anticipated; or as soon as possible if the leave was unexpected), and must also notify HSS of the return date prior to the end of the leave.

### **Continuation of Coverage under the Consolidated Omnibus Budget Reconciliation Act ("COBRA")**

COBRA offers employees and their covered dependents the opportunity to elect a temporary extension of healthcare coverage in certain situations that would otherwise result in the loss of coverage. COBRA qualifying events for employees include termination of employment or a reduction in hours resulting in loss of eligibility for coverage. Qualifying events for dependents include loss of coverage due to divorce and legal separation, or when a child loses dependent eligibility status. The cost of continued coverage under COBRA is paid entirely by the employee and/or dependent at a rate of 102% of the total cost of the applicable plan(s).

For more information about COBRA, including updates about federal legislation governing COBRA benefits, contact the City's COBRA benefits administrator, Fringe Benefits Management Company (FBMC), a division of WageWorks at (800) 342-8017.

### **State Disability Insurance (SDI) and Paid Family Leave**

If you are in a job classification approved for coverage under the State Disability Insurance ("SDI") program, you are eligible for SDI benefits if you become unable to work due to a non-

work related injury or illness. For more information on eligibility and benefit levels, see the state Employment Development Department's website at [www.edd.ca.gov/direp/diind.htm](http://www.edd.ca.gov/direp/diind.htm).

If you are eligible for SDI, you are also covered by the California Paid Family Leave Insurance Program ("PFL"). This program provides the same benefits as the SDI program for employees who take time off from work to care for a seriously ill child, spouse, domestic partner or parent, or to bond with a new child. Additional information about this program is available at [www.edd.ca.gov/direp/pflind.asp](http://www.edd.ca.gov/direp/pflind.asp).

You may be able to supplement your SDI or PFL payments with sick leave, vacation or other paid leave. The total amount you receive from SDI, PFL and accrued paid leave may not exceed your full salary. Please consult your collective bargaining agreement or your departmental personnel officer regarding supplementing SDI or PFL payments with accrued paid leave.

### **Social Security and Medicare Part A Tax Payroll Deductions**

Generally, all employees, except uniformed members of the Police and Fire Departments and some miscellaneous safety groups, are subject to Social Security and Medicare Part A tax deductions from paychecks. Social Security tax contributions are listed on paystubs as OASDI (Old Age and Survivors Disability Insurance). Medicare Part A tax contributions are listed on paystubs as HI (Hospital Insurance).

Employees who are not covered by the Retirement System and who defer specified minimum amounts under the City's Deferred Compensation Program will not be covered under the Old Age and Survivors Disability Insurance portion of Social Security and will not have to pay that particular portion of the tax. Also, some employees hired before April 1, 1991, who are covered by other portions of Social Security, may not be required to make Medicare Hospital Insurance tax contributions. Consult your departmental personnel officer for information.

### **Medicare Enrollment Requirements**

Active employees ages 65 and over have the option to enroll in premium-free Medicare Part A. All retired employees who are eligible for Medicare must enroll in both Medicare Part A and Part B. (The federal government charges a premium for Medicare Part B.) For more information, visit [www.myhss.org/benefits/retirees.html](http://www.myhss.org/benefits/retirees.html).

Domestic partners and same sex spouses of active employees must enroll in both Medicare Part A and Medicare Part B as soon as they are eligible due to age (65) or disability. Failure to enroll as soon as eligible will result in financial penalties due to the federal government for later enrollment, and termination of HSS health benefits.

### **Health Service System Contact Information**

Contact HSS by telephone at (415) 554-1750 or (800) 541-2266 (if outside of the 415 area code), or visit the HSS website at [www.myhss.org](http://www.myhss.org) for details about available benefit plans, enrollment and eligibility, member appeals and grievance processes, contribution rates or any of the information discussed in this section of the Employee Handbook. You may also visit HSS

offices located on the 2<sup>nd</sup> floor of 1145 Market Street (between 7<sup>th</sup> and 8<sup>th</sup> Streets) in San Francisco.

## HOLIDAYS AND VACATION

### Holidays

The City observes the following holidays:

New Year's Day	Labor Day
Martin Luther King, Jr. Birthday	Columbus Day
Presidents' Day	Veterans' Day
Memorial Day	Thanksgiving
Juneteenth	Day after Thanksgiving
Independence Day	Christmas Day

If any of these legal holidays falls on a Sunday, the Monday becomes the legal holiday. If any of these holidays falls on a Saturday, the preceding Friday is observed as a holiday. Some offices must remain open and staffed on Fridays that are observed as holidays. If you are required to work on a holiday, contact your departmental personnel officer or refer to your collective bargaining agreement for information on rates of pay or a day off in lieu of the holiday.

### Floating Holidays

Your collective bargaining agreement may also provide for floating holidays. Employees may not be entitled to take floating holidays until after completion of six months of continuous service. Requests to use floating holidays are subject to the approval of the appointing officer and the provisions of the applicable collective bargaining agreement. Contact your departmental personnel officer or payroll representative for more information.

### Vacation

The City provides annual vacations for employees who work a regular schedule and who have completed one year or more of continuous service. Certain temporary exempt employees may also be eligible for vacation benefits. You are not eligible to use vacation in the first year of continuous service; however, at the end of one year of continuous service, you will be awarded a vacation allowance at the rate of .0385 of an hour for each hour of paid service in the preceding year and will be eligible to use accrued vacation time. For the purpose of computing vacation, most employees may be credited with no more than 2080 hours of service in a 12-month period.

An additional vacation entitlement will be awarded after five years of continuous service, usually 40 hours for full-time employees. After fifteen years of service, full-time employees will receive an additional 40 hours.

The maximum vacation entitlement in any 12 month period and maximum accrual permitted for most employees are provided in the chart on the following page.

<b>Year of Service</b>	<b>12-Month Max. Entitlement</b>		<b>Maximum Accumulation</b>	
1 through 5 years	80 hours	(10 days)	320 hours	(40 days)
More than 5 years	120 hours	(15 days)	360 hours	(45 days)
More than 15 years	160 hours	(20 days)	400 hours	(50 days)

Uniformed members of the Fire Department may have different allotments depending on their schedules. These employees should consult their department's procedures for details.

When a holiday falls on a regular working day during your vacation, the holiday is not counted as a vacation day. If you resign or are separated after one or more years of continuous service and have not taken all of your vacation, you will be paid for the accumulated unused vacation.

Requests to take vacation must be made and approved in advance, in accordance with your department's procedures.

## LEAVES OF ABSENCE

Leaves of absence are governed by the Civil Service Rules, the collective bargaining agreements and state and federal law. This section provides information on a number of the City's various leave types; however, it is not an exhaustive list. For information on all leaves, or for more information about a particular leave of absence, please consult your departmental personnel officer and/or refer to the Civil Service Rules located on the Civil Service Commission's website at [www.sfgov.org/civil\\_service](http://www.sfgov.org/civil_service), and the applicable collective bargaining agreement located on the Department of Human Resources' ("DHR") website at [www.sfgov.org/dhr](http://www.sfgov.org/dhr).

For all planned leaves, you must submit your leave request to your supervisor and receive approval in advance. The specific deadlines for different types of leave vary. Consult your departmental personnel officer for details.

Depending on the type of leave you request, you must complete the appropriate form and comply with the specific requirements for that type of leave. All requests for leave of more than five working days must be made in writing on the appropriate form. Please see your departmental personnel officer for more information.

### **Sick Leave**

Please refer to your collective bargaining agreement and the Civil Service Rules or contact your departmental personnel officer for more information regarding sick leave accrual, usage, and notice and verification requirements.

#### **Accrual of Paid Sick Leave**

Sick leave with pay is a privilege under the Civil Service Rules, Charter and City Ordinance.

Most full time employees earn 13 8-hour working days per year of paid sick leave under the Civil Service Rules. Unused sick leave accrued under the Civil Service Rules may be accumulated from year to year up to a maximum of 130 8-hour working days.

Some employees may be entitled to accrue sick leave under Chapter 12W of the Administrative Code. Please contact your departmental personnel officer for more information.

#### **Sick Leave without Pay**

You may be eligible to take sick leave without pay. Please refer to the Civil Service Rules and any applicable collective bargaining agreement for more information.

#### **Use of Sick Leave**

You may not use sick leave with pay accrued under the Civil Service Rules during your first 6 months of employment with the City.

You may not use sick leave for reasons not set forth in this Handbook, the Civil Service Rules, the applicable collective bargaining agreement or other applicable laws. Misuse of sick leave is grounds for discipline, up to and including termination.

The following are examples of proper uses of sick leave:

- Inability to work due to illness or disability;
- Medical and dental appointments;
- Absence due to the death of a member of your immediate family or other persons as defined in the Civil Service Rules;
- Absence due to pregnancy or convalescence period following childbirth;
- Absence due to illness or medical appointment of a dependent child, parent, spouse or registered domestic partner;
- Leave to care for a spouse, parent, child (including an adult child) or next of kin with a serious injury or illness related to active military service;
- Paid parental leave; or
- To supplement Workers' Compensation or State Disability Insurance ("SDI") benefits.

The following are some examples of improper uses of sick leave:

- Calling in sick to extend an approved vacation;
- Using sick leave when your arrival at work is delayed by traffic or car trouble;
- Claiming you cannot work due to illness, when you are not ill; and
- Using sick leave to cover a period of incarceration.

Please see your departmental personnel officer if you have any questions regarding appropriate uses of sick leave.

### **Notice and Verification Requirements**

It is your responsibility to notify your supervisor as soon as possible whenever you are unable to report for work due to illness. You must keep your supervisor informed throughout your absence and notify your supervisor of your expected date of return to work.

If you are absent from your job for more than five consecutive working days, you must submit to your supervisor a completed Request for Leave form stating the duration of your illness, signed by a doctor, dentist, podiatrist, licensed clinical psychologist, Christian Science practitioner or licensed doctor of chiropractic medicine. This form is available from your supervisor or departmental personnel officer.

Under certain conditions, a department head may require you to furnish a doctor's certification for any amount of absence due to illness.



## **Family and Medical Leave**

### **Leave Entitlement**

You may have a right to take leave under the Federal Family and Medical Leave Act (“FMLA”) and related California laws if you have at least 12 months of service with the City and have worked at least 1250 hours in the 12-month period prior to the date you begin your leave. FMLA allows for a 12-week leave in a 12-month period for any of the following reasons:

- Incapacity due to pregnancy, prenatal medical care or child birth;
- To care for your child after birth, or placement for adoption or foster care;
- To care for your child, parent, spouse or domestic partner who has a serious health condition;
- Your own serious health condition; or
- Qualifying exigencies arising out of the fact that your child, parent, spouse or domestic partner is on active duty or called to active duty status as a member of the National Guard or Reserves in support of a contingency operation (e.g., addressing certain financial and legal arrangements, arranging for alternative childcare, etc.).

You may also have a right to take special leave under FMLA for up to 26 weeks during a single 12-month period to care for a child, parent, spouse or domestic partner who is a current member of the Armed Forces (including a member of the National Guard or Reserves) who has a serious injury or illness incurred in the line of duty while on active duty.

### **Requirements**

If you need to take FMLA leave, you must complete the required forms, which are available from your department personnel officer. If the need for the leave is foreseeable, you must request such leave in writing at least 30 days in advance. If the FMLA leave is for your own serious health condition or that of an immediate family member, you must provide a doctor’s certification of your need for the leave. If you do not apply for FMLA leave, but you take leave for reasons that qualify for FMLA leave, your department may designate your leave as FMLA leave and count the time against your entitlement.

Leave can be taken intermittently or on a reduced leave schedule when medically necessary or to address a qualifying exigency arising out of the fact that a family member is a member of the National Guard or Reserves on active duty or call to active duty status as described above. If you request intermittent leave, you must meet with your supervisor or other designated individuals in your department to work out a schedule and to discuss other issues related to your request. You may be temporarily reassigned during the period of your intermittent leave.

### **Pay During Family and Medical Leave**

FMLA leave is unpaid; however, depending on the reason for the leave, you may use certain types of accrued paid time (such as sick leave, vacation, or floating holidays) in order to

receive pay during your leave. Under certain circumstances, you may be required to use accrued paid time off during a FMLA leave.

If you are in a job classification that participates in the SDI program, you may also be eligible to receive SDI or Paid Family Leave benefits from the state. See the section under Health, Dental, and Disability Insurance Coverage for more information.

If your leave is related to the birth, adoption, or placement of a child in foster care with your family, you may also be eligible to receive Paid Parental Leave (“PPL”) from the City. The PPL program supplements your accrued paid leave, SDI and PFL benefits to provide full salary for eligible City employees for up to 12 weeks following the birth, adoption or placement in foster care of a child. An employee temporarily disabled by pregnancy, birth or a related condition is eligible for an additional 4 weeks of supplemental pay.

For more information on the City’s FMLA policies and the PPL program, ask your departmental personnel officer.

### **Family Care Leave**

If your leave to care for a newborn, newly adopted child or sick family member extends beyond the 12-week FMLA leave maximum, or if you are not eligible for FMLA leave, you may seek additional unpaid leave of up to a total of one year for any of the same reasons. This type of leave is available to permanent employees who have completed at least one year of service and is at the discretion of your department’s appointing officer.

### **Pregnancy Disability Leave**

If you are disabled by pregnancy, childbirth or a related medical condition, you may take up to 4 months of Pregnancy Disability Leave. Like FMLA leave, this type of leave may be taken intermittently if your health care provider certifies that such leave is medically necessary. Under state law, employees may take an additional 12 weeks of leave for baby bonding purposes after the period of Pregnancy Disability Leave.

***Example:*** Employee Jane Doe is pregnant. Her doctor places her on bed rest on January 1<sup>st</sup>. Ms. Doe gives birth on February 15<sup>th</sup>, and her doctor certifies that her post-partum convalescence will end on March 1<sup>st</sup>. Ms. Doe is entitled to 2 months of Pregnancy Disability Leave, from January 1<sup>st</sup> to March 1<sup>st</sup>. In addition, Ms. Doe is entitled to an additional 12 weeks of baby bonding leave under state law. Thus, Ms. Doe is entitled to leave from January 1<sup>st</sup> through May 24<sup>th</sup>.

Pregnancy Disability Leave that extends beyond the 16 weeks of Paid Parental Leave is unpaid. However, you must use accrued sick time and floating holidays, and may use vacation and compensatory time during a Pregnancy Disability Leave. If you are otherwise eligible for state disability insurance benefits, you may be eligible to receive SDI benefits during Pregnancy Disability Leave as well.

### **How to Request Family/Medical, Pregnancy Disability, or Family Care Leave**

If possible, you must provide at least 30 calendar days advance notice for foreseeable events (such as the expected birth of a child or a planned medical treatment). For events that are unforeseeable, notify your supervisor or departmental personnel officer, at least verbally, as soon as you learn of the need for the leave. If you need to take a leave, you must fill out the form entitled “Family Care and Medical Leave of Absence Request.”

Before you begin your leave (if foreseeable), or as soon as possible after (if not foreseeable), you must submit a certification from your health care provider, or that of the family member requiring your care, on the “Certification of Health Care Provider” form, stating that the leave is medically necessary.

Failure to comply with these requirements may result in denial of requested leave.

### **Organ/Bone Marrow Donor Leave**

If you are an organ donor, you may take a leave of absence of up to 30 days in any one-year period for the purpose of donating your organ to another person. If you are a bone marrow donor, you may take a leave of absence of up to 5 days in any one-year period for the purpose of donating your bone marrow to another person. In order to take organ donor or bone marrow donor leave, you must provide written verification to your supervisor or departmental personnel officer that you are an organ or bone marrow donor and that there is a medical necessity for the donation of the organ or bone marrow. Please see your departmental personnel officer for more information.

### **Bereavement Leave**

You may use up to three days of accrued sick leave (or five days if you must travel out of state) in the event of the death of an immediate family member (i.e., a spouse, domestic partner, parent, step-parent, grandparent, parent of a spouse or domestic partner, sibling, child [including step-child, adopted child, or other child for whom you have parenting responsibilities], aunt, uncle, legal guardian or permanent member of your household). You may use one workday of accrued sick leave (or three days if you must travel out of state) in the event of the death of any other person to whom you reasonably owe respect. Additional unpaid leave may be available at the discretion of the appointing officer. Bereavement leave, whether paid or unpaid, must be taken within 30 calendar days of the death.

### **Military Leave**

If you have a military obligation, you may be eligible for military leave. Employees on military leave may receive their regular compensation during all or some of their leave. A copy of your official orders must be attached to your request for military leave. Consult your departmental personnel officer and the Civil Service Rules for more information.

### **Leave for Spouse or Registered Domestic Partner during Leave from Deployment of a Qualified Member**

If your spouse or registered domestic partner is a qualified member of the Armed Forces, National Guard or Reserves, you may be eligible to take up to 10 days of unpaid leave during a period of his or her leave from deployment. Please refer to the Civil Service Rules for details or consult your departmental personnel officer for more information.

### **Jury Duty Leave**

You must notify your supervisor as soon as you receive a jury summons. If you are required to report for jury duty during your working hours, you will be excused from work on the work day you perform jury service, provided you give prior notification to your supervisor. If you report for jury duty and are not selected as a juror, or if the court dismisses the proceedings early for the day, you must return to work as soon as possible.

#### **Work Schedule While on Jury Duty**

Alternative Work Schedule. If you have an alternative work schedule and perform jury service for an extended period, your work schedule will revert to a regular Monday through Friday work schedule for compensation purposes for the duration of the jury service.

Swing and Night Shift. If you are required to perform jury service while you are scheduled to work a swing or night shift, you will not be required to work a swing or night shift on the day(s) of the jury duty and you will be paid your regular shift earnings.

#### **Compensation While on Jury Duty**

As a guiding principal, you are required to work or perform jury service for the number of hours for which you are paid during that workweek. For example, if you are regularly on an alternative workweek schedule working 10-hour workdays Monday through Thursday with Friday off and you are required to serve jury duty on a Monday through Thursday, you must work a regular workday on Friday, or use personal leave to compensate for the eight hour balance. However, you and your supervisor may agree to maintain the alternative schedule, whereby you would return to the workplace to work the remaining two hours each day and continue to take Friday off.

You are not entitled to a per diem pay from the City or County for which Jury Duty was served, as the City and County of San Francisco already provides regular compensation and benefits to you while performing jury service. You must notify the jury staff that you are a government employee when reporting for jury service

### **Witness Duty**

If you are summoned as a witness on behalf of the City and County of San Francisco, you are entitled to be paid for any time that you are required to serve in that capacity. If you are summoned to serve as a witness in a case involving outside employment or personal business

affairs, you will be placed on leave without pay unless vacation leave or compensatory time is requested and granted.

### **Crime Victim Leave**

You may take leave from work in order to attend judicial proceedings related to a crime in which you, your immediate family member, your registered domestic partner or your child were a victim.

You must give your supervisor advance notice if feasible. You may be required to provide certification of the legal proceedings. Such time will be unpaid, unless you elect to use vacation time, compensatory time, paid sick leave or other accrued paid leave available to you. Any records regarding your absence from work under this provision will remain confidential as allowable by law.

### **Domestic Violence or Sexual Assault Leave**

If you are a victim of domestic violence or sexual assault, you may take leave in order to: seek medical attention for injuries caused by domestic violence or sexual assault; obtain services from a domestic violence shelter, program, or rape crisis center as a result of domestic violence or sexual assault; obtain psychological counseling related to an experience of domestic violence or sexual assault; and participate in safety planning and take other actions to increase safety from future domestic violence or sexual assault, including temporary or permanent relocation. You may also take leave in order to obtain or attempt to obtain relief to help ensure the health, safety, or welfare of yourself or your child, including but not limited to a temporary restraining order, restraining order or other injunctive relief.

Such time will be unpaid, unless you elect to use vacation time, compensatory time, paid sick leave or other accrued paid leave available to you.

You must give your supervisor reasonable advance notice of your intent to take time off, if feasible, and provide certification that you have been a victim. This information will be kept confidential as allowable by law.

### **Educational Leave**

Educational Leave is unpaid and is generally available to permanent employees only. Check your collective bargaining agreement for coverage of other employees. You may be granted leave not to exceed one year for the purpose of securing additional education in a field related to your position. Contact your departmental personnel officer for more information.

### **Religious Leave**

You may request religious leave when personal religious beliefs require that you abstain from work during certain periods of the work day or work week. Religious leave is without pay unless you elect to use accumulated compensatory time off, vacation time, or floating holidays.

### **Leave to Accept Other City and County Employment**

Leave to accept a temporary or exempt appointment in the City is available at the discretion of the department head to permanent civil service employees only.

### **Leave for Employment as an Employee Organization Officer or Representative**

Leave to accept full-time employment as an officer or representative of an employee organization whose membership includes City employees, or to attend a convention or other type of business meeting of an employee organization as an officer or delegate of the employee organization, is available at the discretion of the department head.

While the employee is on leave, the employee organization is responsible for paying the employee's salary.

Before the leave begins, the employee may choose to either continue or waive access to health coverage through the City for the duration of the approved leave. If the employee wishes to continue his or her health coverage, premium contributions for the employee and any covered dependents must be paid directly to the Health Services System ("HSS"). For the first twelve weeks of the approved leave, the employee is responsible for paying only the employee's health premium contribution amount to HSS; if the leave lasts beyond twelve weeks, the employee is responsible for paying both the employee's and the City's health premium contribution amounts to HSS. The employee must notify HSS of his or her return date prior to returning from leave.

Further, the employee is eligible to purchase retirement service credit for the period of approved leave to serve as a full-time employee representative, provided the employee pays both the City and the employee contributions to the retirement system (SFERS or PERS, whichever is applicable) for the period of employment as a full-time employee representative.

### **Personal Leave**

Permanent employees may request unpaid personal leave for a period of up to twelve (12) months within any two-year period. Your department head has discretion to grant or deny requests for personal leave. With certain exceptions, if you are a temporary or provisional employee, you may request personal leave for a maximum of one month, and only if a replacement for your position is not required.

### **Time Off for Voting**

If you do not have sufficient time to vote in a statewide election outside of working hours, you may take time off at the beginning or end of your shift to allow you time to vote. Although you may take as much time as is required to permit you to vote, the time off is paid only up to a limit of two hours. If you know or have reason to believe that you will require time off to vote, you must provide your supervisor with at least two working days' notice.

### **Time Off for School Visits**

Employees who are parents, guardians, or custodial grandparents will be granted up to 40 hours per year to visit their child's school or licensed day care. Time off will be without pay unless the employee elects to use accumulated vacation time or compensatory time, or unless paid time off is specifically provided by the applicable collective bargaining agreement. For additional information, contact your departmental personnel officer.

### **Break Time for Nursing Mothers**

Employees who are nursing mothers are entitled to reasonable unpaid break time to express breast milk for a nursing child for one year after the child's birth.

### **Accessing and Donating Time under the Catastrophic Illness Program**

You may donate a portion of your accrued sick leave and/or vacation credits for use by a City employee suffering from a catastrophic illness. You may also donate a portion of your vacation credits to another employee who is caring for a catastrophically ill family member. If you donate sick time, you must retain at least sixty-four (64) hours at any given time for your own use.

If you become catastrophically ill, you may be eligible to receive sick leave and/or vacation credits from other City employees. If you need to care for a catastrophically ill family member, you may be eligible to receive vacation credits from other City employees. You must be on an approved leave from your department in order to receive donations of time.

Whether you donate leave credits or receive them, you are subject to certain restrictions. An informational pamphlet entitled "A Gift of Time - Transfer of Sick Pay and Vacation Credits to Catastrophically Ill Employees" is available at the Human Resources Information Center located on the 4<sup>th</sup> floor at One South Van Ness Avenue or you can phone (415) 557-4800. All applicable forms and information are also on the DHR website at [www.sfgov.org/DHR](http://www.sfgov.org/DHR) (select "Forms and Documents" from the pull-down menu under the link "Employees"). Please also see your applicable collective bargaining agreement for additional limitations.

## OTHER EMPLOYMENT BENEFITS

### **Tuition Reimbursement/Employee Development Fund**

If you wish to take classes to improve your job skills or to prepare for a promotion, you may be eligible for tuition reimbursement. Limited funds have been set aside for this purpose. For specific information, refer to your collective bargaining agreement or contact your departmental personnel officer.

### **Credit Unions**

As a City employee, you are eligible to join one of the following Credit Unions for savings, low cost loans through payroll deduction, and other services. Call the appropriate Credit Union for further information:

San Francisco Federal Credit Union	(415) 775-5377
Firefighters Credit Union	(415) 674-4800
Police Credit Union	(415) 564-3800
SF Municipal Railway Employees' Federal Credit Union	(415) 469-8840
Recreation and Park Federal Credit Union	(415) 661-4652

### **Commuter Benefits**

City employees can use pre-tax dollars to purchase monthly public transportation passes (Muni, BART, etc). The cost of the passes is deducted from participating employees' paychecks and the passes are mailed to their home addresses. For more information on this and other commuter benefit programs available to City employees, contact the Department of the Environment at (415) 355-3727 or email your questions to [commuterbenefits@sfgov.org](mailto:commuterbenefits@sfgov.org).

### **Combined Charities Campaign**

The City sponsors an annual Combined Charities Campaign that facilitates employee contributions to a choice of several local charitable foundations. For more information, contact your departmental personnel officer or payroll representative.



## **SAFETY ON THE JOB**

The safety and well-being of our employees is very important, and in order to promote a safe and healthy work environment, the City works to identify and eliminate employee exposures to avoidable hazards and conditions that can lead to injury or illness. City departments have Injury and Illness Prevention Programs that comply with federal and state regulations, laws, and statutes in order to help maintain a safe and healthful work environment.

Safety is every City employee's responsibility. All employees are required to remain alert and to correct hazardous conditions and unsafe acts—if it is safe to do so—and to report unsafe conditions to their supervisors.

### **On-the-Job Injury and Workers' Compensation**

All City employees are covered by State Workers' Compensation laws. If you are injured at work or because of your work, you must report the injury or illness to your immediate supervisor as soon as possible, and no later than the end of your scheduled work shift. Prompt reporting ensures that you will receive adequate medical attention for your injury or illness and that other applicable benefits are not delayed.

Your immediate supervisor must be notified of any work-related incident as soon as possible. He or she will be responsible for following through on further reporting requirements. The supervisor or your department's personnel officer is required to provide you with an Employee's Claim for Workers' Compensation Benefits Form within 24 hours of your report of any work-related injury or illness. Please complete the form and return it immediately to your supervisor. Your supervisor or your department's personnel officer will provide you with a dated copy of the form.

California law requires an employer to report within 5 days every industrial injury or occupational disease which: (a) results in lost time beyond the day of injury, or (b) requires medical treatment other than first aid.

Further details regarding the City's Workers' Compensation Program and associated benefits can be viewed on the Department of Human Resources ("DHR") website at [www.sfgov.org/DHR](http://www.sfgov.org/DHR), under "New Employee's Guide to Workers' Compensation – Facts about Workers' Compensation."

### **Medical Treatment**

Please go to the DHR website at [www.sfgov.org/DHR](http://www.sfgov.org/DHR) (under the link to the Workers' Compensation Division) for a list of designated medical treatment facilities if you require medical care for a work-related injury. If you do not have access to the internet, please consult with your supervisor or your departmental personnel officer. If your supervisor and departmental personnel officer are unavailable, you may phone the DHR Workers' Compensation Division information line at (415) 701-5201 for a list of the City's designated medical treatment facilities.

In case of severe traumatic injury requiring immediate medical assistance, call Emergency Services (911). If you are outside San Francisco, go to the nearest Emergency Hospital for treatment and notify your supervisor as soon as possible. If you are an employee of San Francisco General Hospital, go directly to the Hospital's emergency service or employee health center as directed by your supervisor.

If you obtain medical treatment at a medical center/hospital other than the ones referenced above, DHR will not accept liability for the treatment expenses unless: (1) there is a valid emergency; (2) special authorization has been obtained from the Workers' Compensation Division for outside treatment; or (3) you have a valid pre-designation of personal physician form on file with the Workers' Compensation Division.

### **Temporary Disability Benefits**

Temporary disability benefits for work related injury or illness are paid in accordance with schedules set by State law. These benefits are generally less than your full salary. During the period of temporary disability, you may supplement your workers' compensation benefits with accrued sick pay, up to the amount of your full salary. Upon your return to work, you will re-accrue the sick pay you used at an accelerated rate.

### **Further Assistance**

The City bears the entire cost of Workers' Compensation benefits. The Workers' Compensation Division has the responsibility for the administration of benefits for employees injured in the course of employment. If any questions arise with the handling of your claim for Workers' Compensation Benefits, call (415) 575-5600. For additional information, you may contact the California Department of Industrial Relations Division of Workers' Compensation at (800) 736-7401 or go to [www.dir.ca.gov/dwc/](http://www.dir.ca.gov/dwc/). You may also find additional information on the DHR website at [www.sfgov.org/dhr](http://www.sfgov.org/dhr).

## **WORKPLACE VIOLENCE PROHIBITED**

### **Policy Prohibiting Employee Violence in the Workplace**

The City is committed to maintaining a workplace free from violence and threats of violence, and will not tolerate any acts or threats of violence in the workplace. Any act or threat of violence in the workplace is strictly prohibited and should be reported immediately.

“Violence” includes both acts and threats of violence. For example, violence includes any conduct, verbal or physical, which causes another to reasonably fear for his or her own personal safety or that of his or her family, friends, associates, or property.

Employees are also prohibited from possessing, storing or having control of any weapon on the job, except when required by the City department in the performance of the employee’s official duties. Weapons include, but are not limited to, firearms, knives or weapons defined in the California Penal Code Section 12020.

Failure to comply with these policies may result in employee discipline up to and including termination as well as criminal prosecution.

### **Reporting and Responding to Workplace Violence**

All employees are responsible for reporting any acts of intimidation, threats of violence or acts of violence to their supervisor, manager or departmental personnel officer. Supervisors and managers are responsible for documenting and reporting all observed or reported incidents of workplace violence.

## EMPLOYEE OBLIGATIONS

### **Conflicts of Interest and Ethical Obligations**

City employment carries with it an obligation to adhere to the highest level of ethical standards. The San Francisco Ethics Commission has assembled a manual on the state and local laws governing the conduct of public officials and employees, available at [www.sfethics.org](http://www.sfethics.org). The City Attorney's Office also summarizes state and local laws in its Good Government Guide, available at [www.sfcityattorney.org](http://www.sfcityattorney.org). If you have any questions, you may contact the Ethics Commission or your departmental personnel officer.

Some of the key ethical obligations imposed on municipal employees are summarized below. These summaries are just general reminders; not all applicable ethics laws are summarized here. For advice about any specific conflict of interest or ethics issue, you should contact the Ethics Commission or the City Attorney's Office.

- You may not use or attempt to use your official position to influence a governmental decision that could affect your financial interests— including your employer, your spouse's or domestic partner's employer, businesses in which you or your spouse/domestic partner have invested, or property you or your spouse/partner own or rent.
- You may not use your City title or designation in any communication for any private gain or advantage.
- You may not use your title or designation in any communication in a manner that would lead the recipient to believe that you are speaking in an official capacity when you are not.
- You may not make, participate in, or attempt to influence a governmental decision affecting a person or entity with whom you are discussing or negotiating an agreement concerning future employment.
- You may not accept any compensation, reward, or gift from any source except the City for any service, advice, assistance or other matter related to your City job.
- You may not solicit or accept anything of value in exchange for hiring, promoting, or attempting to influence the hire or promotion of any City employee or applicant.
- You may not make, participate in making, or seek to influence any employment decision involving a person with whom you have a familial or romantic relationship. You must notify your supervisor if you are, or become related to or romantically involved with another employee in the workplace over whom you have the authority to impose or recommend an employment action. Supervisors and managers should avoid any appearance of favoritism or nepotism in the workplace.
- You may not willfully or knowingly disclose the City's confidential or privileged information unless you are required to do so by law. You may not use confidential

or privileged information obtained by virtue of your office or employment for non-business purposes, and you may not use that information to advance the financial or other private interest of yourself or others.

- For a period of one (1) year after you leave City employment, you may not contact your former department on behalf of any person for the purpose of influencing a governmental decision. You also may not work for or receive compensation from any party to a City contract if, within the previous twelve (12) months, you were personally and substantially involved in the City's award of that contract. For other post-employment restrictions, please visit [www.sfethics.org](http://www.sfethics.org).
- Depending on your level of decision-making authority, you may be required to file a statement of economic interests. For a list of those employees who are required to file these statements, and instructions on how to do so, contact your supervisor.

The San Francisco Ethics Commission investigates violations of these rules and other improper government activities. If you are aware of any such violations or activities, or if you have any questions concerning the ethics rules for City employees, contact the Ethics Commission at (415) 252-3100. All complaints will be kept confidential to the extent permitted by law.

### **Policy Regarding the Treatment of Co-Workers and Members of the Public**

City policy requires employees to treat co-workers and members of the public with courtesy and respect. City employees and managers are responsible for maintaining a safe and productive workplace which is free from inappropriate workplace behavior.

### **Smoke-Free Workplace**

Smoking is not permitted in City offices, or within 20 feet of entrances, exits, or operable windows of public buildings.

### **Drug-Free Workplace**

You may not manufacture, distribute, dispense, possess, use or be under the influence of alcohol or illegal drugs in workplace. This prohibition includes prescription drugs used improperly (e.g., those not prescribed for the user). Any violation of this policy may be grounds for discipline up to and including dismissal.

If you perform activities in your job that are funded by a federal grant, you must notify your department head of any drug convictions for violation of drug laws that took place in the workplace within five days of any such conviction. Employees in certain safety-sensitive positions, or in positions where testing is required by federal law, may be required to submit to periodic drug tests. All employees may be required to submit to drug testing under certain circumstances consistent with federal, state, and local laws and applicable collective bargaining agreements.

If you need help with an alcohol or drug abuse problem, confidential information and referrals to counseling and rehabilitation services are available from the Employee Assistance Program, at (800) 795-2351. You may also request leave time for the purpose of participating in drug or alcohol treatment. Please note that any such request will not excuse prior conduct that is subject to discipline.

### **Disciplinary Action against Striking Employees**

The City Charter prohibits municipal employees from engaging in a strike or failing to report to work in support of a strike. Any employee who willfully fails to report for duty, who participates in any concerted work stoppage or slowdown, or who willfully abstains in any way from the full, faithful, and proper performance of his or her job duties for the purpose of inducing, influencing, or coercing a change in the conditions of employment may be dismissed. This provision does not prohibit employees from communicating a view, grievance, complaint, or opinion on any matter related to the conditions of municipal employment as long as it does not interfere with the full, faithful, and proper performance of the duties of employment.

### **Political Activity**

It is unlawful for City employees to use public resources or personnel to engage in political activity relating to elective offices and ballot measures. City employees may not engage in political activities while on duty or in the workplace. Employees may not use City resources, such as photocopier or fax machines, telephones, postage, or email, for political activities. The ban on engaging in political activity while on duty prohibits such activities as circulating petitions, addressing campaign mailers or engaging in any other political activities that use City resources or divert employees from their assigned duties.

City employees are prohibited from using their official positions to influence elections, and from using City funds or resources for political or election activities. Further, City employees may not participate in political activities of any kind while in uniform (i.e., part or all of a uniform they are required or authorized to wear when engaged in official duties).

Violation of these rules may result in considerable civil and criminal penalties, as well as discipline, up to and including dismissal.

For more information about these restrictions, please review the City Attorney's opinion regarding political activities at [www.sfcityattorney.org](http://www.sfcityattorney.org).

### **If You Suspect Improper or Criminal Activity on the Job**

As a City employee, you have a duty to report any incidents of improper or illegal activity involving your department or another City department. Never confront an employee whom you suspect is involved in illegal or criminal activity. Instead, discuss the matter with your supervisor or departmental personnel officer. If you feel it necessary to protect your safety or avoid retaliation, you may also report illegal or improper conduct to the Whistleblower Hotline at 554-CITY. You may make an anonymous report on the hotline; however, keep in mind that anonymous reports are more difficult to investigate.

### **Use of City and County Property for Business Purposes Only**

No officer or employee may use, nor allow any other person to use, City resources for any non-City business purpose. Use of City resources for personal, political, employee organization or other non-City business is strictly prohibited. City resources include, but are not limited to, facilities, equipment, devices, telephones, computers, copier, fax machine, e-mail, internet access, supplies and any time for which you are receiving compensation from the City. Inappropriate uses of City resources include, but are not limited to: online gambling; viewing sports events online; playing games, streaming video or music on a work computer; viewing or distributing materials that are not related to City business or that are sexually explicit; and frequent talking on a personal cell phone or texting during work hours.

Your use of the internet may be monitored by departmental Information Technology staff or other City staff as necessary at any time. This may include monitoring the amount of time you spend on the Internet, the Internet websites you visit and/or the content of the information you send, receive and view using the internet. Monitoring may occur either routinely or as a result of a concern that you may be using the Internet inappropriately, and may occur at any time and without warning or notice.

Further, the City's E-Mail system may only be used for authorized official communications. The City may also monitor your E-Mail usage at any time and without warning or notice.

Inappropriate use of City resources may result in discipline, up to and including termination of employment.

### **Work Site Security**

To prevent and discourage unauthorized access to your work site, do not leave your office area unattended. Do not prop open doors or windows that are normally kept locked. Lock all office doors after business hours or when you leave. Prevent and discourage theft by securing your valuables.

Work-site keys and passes may not be shared, may not be duplicated without permission and must be returned upon separation.

### **Computers and Data Information Systems**

City employees with access to computer files and records may not release or disseminate information without authorization. The release or dissemination of such material may be grounds for disciplinary action and termination. Passwords exist for the protection of City documents and information. You are required to provide your computer password to your supervisor or other person designated by your department. You may not share your password with any unauthorized persons.

Because City computers may be accessed by other authorized users, do not store on your work computer any information you do not intend to share with others.

The use of unauthorized programs and copies of commercial software packages is prohibited. Computer programs utilized by the City may not be duplicated or altered for personal use.

Do not use computers, printers or information systems for personal business or entertainment.

Computer documents and emails may be automatically saved in the City's archives in order to ensure compliance with applicable state and local laws regarding records retention and public disclosure. Emails and documents on City computers are not private and employees should not transmit or store any email or documents on City computers that they wish to keep private. This applies to any and all personal use of City computers and email accounts, even incidental or minimal usage.

### **Incompatible Activities**

No City employee may engage in an outside activity (regardless of whether the activity is compensated) or conduct that conflicts with his or her City duties. An outside activity conflicts with City duties when the ability of the employee to perform the duties of his or her City position is materially impaired. Engaging in prohibited activities or conduct may subject an employee to discipline, up to and including termination, as well as monetary fines and penalties.

No employee may engage in any outside activity (regardless of whether the activity is compensated) that would cause the officer or employee to be absent from his or her assignments on a regular basis, or otherwise require a time commitment that is demonstrated to interfere with the officer's or employee's performance of his or her City duties.

Your department's "Statement of Incompatible Activities" may impose additional restrictions on employees' activities. For a copy of your department's "Statement of Incompatible Activities," please see your departmental personnel officer or go to the Ethics Commission website at [www.sfgov.org/site/ethics](http://www.sfgov.org/site/ethics).

### **Gifts**

You may not accept any gift that is intended to influence you in the performance of your job.

You may not solicit or accept any gift from any person or entity who has a contract with your department or who has attempted to influence you in a governmental decision during the past 12 months.

You may not solicit or accept any gifts from any subordinate, or any candidate or applicant for a position as an employee or subordinate to you.

If you are required to file a Statement of Economic Interests ("SEI") financial disclosure, you cannot accept gifts worth more than a certain amount in a calendar year from any source that you must report on your SEI. That amount is \$420.00 for calendar year 2011; please contact the Ethics Commission to determine what the amount is for future calendar years.

There are exceptions to all of these gift rules – please check with the Ethics Commission or your departmental personnel officer if you have questions.



### **Outside or Additional Employment**

Additional or outside employment of any kind requires the written approval of the Human Resources Director or designee. Requests for approval for outside or additional employment beyond the initial approved time period must be resubmitted to the Human Resources Director or designee. Any such outside employment must not interfere with an employee's City job and must adhere to the requirements specified in the Civil Service Rules.

Your department's "Statement of Incompatible Activities" may impose additional restrictions on employees' activities.

The Request for Approval for Additional Employment Form is available on the Department of Human Resources website at [www.sfgov.org/DHR](http://www.sfgov.org/DHR). For more information regarding restrictions on outside or additional employment, please see the Civil Service Rules at [www.sfgov.org/civil\\_service](http://www.sfgov.org/civil_service) or contact your departmental personnel officer.

### **Recycling and Waste Reduction**

The best way to reduce waste is to use less. Be mindful of your use of resources, particularly paper. Recycling saves natural resources, reduces disposal costs, and is required by local and State law.

The San Francisco Recycling Program provides recycling bins to all City offices. Most offices recycle white and computer paper in centralized containers that employees fill from desk-side bins. Some large City office buildings also recycle mixed paper from desk side waste paper baskets and employees take their garbage to centralized garbage cans. Additional materials such as bottles, batteries, cans, corrugated cardboard, pallets, and metals are recycled at certain facilities. The City Government Recycling Coordinator is available to assist your department in finding ways to recycle more and waste less.

### **Disaster Service Workers - Your Responsibilities in Case of Emergency**

All City employees are designated Disaster Service Workers under state and local law. If the Mayor or an authorized City official proclaims a local emergency due to actual or threatened disaster such as earthquake, fire, riot, etc., City employees, as Disaster Service Workers, may be required to provide services during the emergency and subsequent period of assessment and recovery.

Simply put, being a Disaster Service Worker means that any time a catastrophic event—natural or manmade—places life or property in jeopardy, you could be assigned to any disaster service activity that promotes the protection of public health and safety. Your assignment might require you to serve at a location, at times and/or under conditions that significantly differ from your normal work assignment. As a Disaster Service Worker, however, you have an absolute obligation to serve the public in a time of need in whatever role you are directed to perform by a superior or by law.

All Disaster Services Workers will be issued a citywide identification badge. You must have your badge with you at all times.

**Catastrophic Event While on Duty:** Should a catastrophic event occur while you are on duty, report immediately to your supervisor or designated areas for assignment.

**Catastrophic Event While off Duty:** Should a catastrophic event occur while you are off duty, you should ensure the safety of your family and follow your department's instructions. In the event that phone lines are down, you are required to listen to the radio for any reporting instructions.

In the event of an emergency, the City may contact you via its two-way emergency communication system on your home phone, cell phone, work phone, and/or work email. Please be aware that the system uses an electronic communication, so you may think it is an unsolicited "robo-call." Do NOT hang up; you are required to listen to the entire message, follow the instructions and report for your emergency assignment if so directed.

### **Use of Public Transportation**

City employees are encouraged to use public transit—not only for the journey between home and work, but also during the course of the business day. San Francisco Municipal Transportation Agency offers frequent service in the City on its buses, streetcars and cable cars. Although a City automobile may be available for your use for work-related travel, congestion and parking usually make public transportation a more convenient way to travel.

Call the San Francisco Municipal Transportation Agency Telephone Information Center at (415) 673-MUNI for the latest information on fares and schedules, or call (415) 923-6336 for computerized schedule information.

### **City Vehicles**

City vehicles are a resource whose use is limited by law. Like all City resources, City vehicles are to be used for City business only. Except where explicitly authorized to do so, employees may not take City vehicles home. City vehicles may not be used for personal business. Any citations you receive while using a City vehicle are your responsibility. Employees who violate the Vehicle Code or any other applicable laws and City policies in City vehicles may be subject to disciplinary action, up to and including termination.

### **Improving the Quality of Your Workplace**

Be conscientious about the public's and clients' perceptions of your activities and your work environment. Do your part in maintaining a clean and orderly workspace, particularly if you have interaction with the public.

Keep in mind how your actions may be interpreted by the public. For example, if you are on break, a member of the public may not know this. Therefore, you should avoid reading newspapers or magazines at your desk or eating your lunch in a high visibility area. Keep non-business visitors and personal visiting to an absolute minimum. Improve the quality of your workplace by striving to maintain high standards and providing the best service possible.

**-- END --**