Adverse Events Policy

Policy Number: PP 1-4
Issue Date: April 24, 2019
Approved By: Maurice Jones, Town Manager

POLICY	The Town of Chapel Hill strives to maintain excellent service during adverse events. It may reduce or close non-mandatory functions during these events to protect public and employee safety. The Town will communicate the status of its operations to the public and employees using multiple communication methods. The Town Manager or designee makes decisions regarding changes in operational status as a result of adverse events.
PURPOSE	Because some Town services are even more critical during times of adverse events, the purpose of this policy is to emphasize the need to provide these services in times of adverse events, address Safety concerns, and to maintain Equity for Town employees affected by these adverse conditions. There are also functions within the Town that are critical to sustaining basic required operations during any condition. These mandatory functions will be designated by their Department Heads and will be provided in any condition. This policy applies to all employees and all types of adverse events.
R.E.S.P.E.C.T. VALUES	**RESPECT** **Equity**: Although we may hold different roles in the organization, we all work toward the common goal of serving the Town and the Town's residents and customers. Therefore, we seek and support policies and actions that are administered consistently and fairly to everyone regardless of rank, tenure or personal background.
	RESPECT **Safety**: We strive to maintain our own mental and physical well-being and the well-being of those around us. We are dedicated to a work environment that minimizes risk of injury or accident. We are also dedicated to an environment that provides for honest and courteous discussion of workplace issues without fear of repercussion.
APPROVAL	Maurice Jones, Town Manager

PROCEDURES

Note Regarding Department Procedures

In addition to the expectations stated in this Town-wide policy, employees are also subject to any departmental policies and procedures that have been approved by the Town Manager. Department procedures should be developed with input from employees, supervisors, and the Employee Forum, and broadly consider the impacts of procedures on employees and operational effectiveness.

Departmental Procedures require Town Manager approval.

1. Determining Condition Levels

A. **Condition 1: Reduced Operations:** Condition 1 can be used for town wide events, or for isolated events limited to a specific area of Town or a specific Town function.

   1. Considerations for Calling a Condition 1 Event: When an event has significant potential to, or is already negatively impacting local area commuting, important Town services, community safety, or the efficient functioning of facilities and services.

      a. Some examples of a Condition 1 event, include, but are not limited to, the following:
         - Incident isolated to one area of the Town
         - Minor weather events
         - Power outages
         - Incidents affecting specific Town Buildings or Town Services; for example, high winds affecting Chapel Hill Transit buses or a fire at a Town building,

   In a Condition 1 event, departments might permit expanded flexibility for employees to report to work late, leave early, or not report at all, based on their own personal circumstances.

B. **Condition 1.5 Flexible/Variable/Modified Operations:** Condition 1.5 is typically reserved for substantial events with uncertain and unequal impacts on Town operations. It may involve some aspects of Condition 1 and Condition 2.

   When the Town is in Condition 1.5, town departments will establish individual operations plans for their functions and individual work plans as appropriate. Town-sponsored meetings and programs may be adjusted or suspended depending on the nature of the event. Certain functions may be moved to alternate locations.

PROCEDURES CONT.	1. Considerations for calling a Condition 1.5 Event: When an event poses risks to health and safety or presents logistical challenges that impede the typical delivery of services but do not warrant closure of operations.
	
	    a. Some examples of a Condition 1.5 event include but are not limited to the following:
	      • Pandemic or community health event
	      • Prolonged impacts from a Condition 2 situation (hurricane or tornado recovery)
	      • Prolonged utility outage
	      • Network security event
	
	C. **Condition 2: Closed Operations:** Condition 2 is typically reserved for substantial Town-wide events, and involves closing down non-mandatory functions. When the Town is in Condition 2, Town-sponsored meetings, including advisory boards and commissions, camps, programs and festivals/events, are suspended.
	
	1. Considerations for calling a Condition 2 Event: When an event poses more severe risks to health and safety, or present more difficult logistical challenges that will severely impede the efficient and effective functioning of the Town.
	
	    a. Some examples of a Condition 2 event, include but are not limited to, the following:
	      • Severe weather events involving areas of downed trees and/or power lines
	      • Flooding over a substantial portion of the local commuting area
	      • Substantial and unusual accumulations of snow, ice, or water on buildings and/or roads
	      • A loss of critical utilities (power, heat, cooling, water, life safety systems).

> **Note Regarding Loss of Utilities**
> In the event of a loss of utilities, the expected duration of the loss and the feasibility of implementing alternate work sites or logistical arrangements may be a consideration as to whether to declare Condition 1 (reduced operations) or Condition 2 (closure of all non-mandatory functions).

D. Considering Other Directives: The Town Manager will consider other factors in making a decision about what Condition level to declare for the Town. Some of these factors include, but are not limited to:

- National Weather Service alerts and warnings,
- Health Department directives,
- Federal guidance (CDC, Homeland Security, etc.)
- Reported road conditions for major thoroughfares,
- Law enforcement directives,
- The status of area mass transit,
- The status of UNC Chapel Hill and UNC Healthcare,
- Executive orders from local government heads, the Governor, or the Federal Government.

The Town Manager's responsibility is to consider the impacts affecting the Town of Chapel Hill operations. State declarations that cover a wider geographic area may be an important consideration in reaching a decision on the Town's operations; **however, the Governor's declaration of a "State of Emergency" or an advisory by the State Highway Patrol to avoid travel does not automatically necessitate suspended operations.**

2. Determining Mandatory Functions

Mandatory Functions are those required to maintain Town operations during adverse events. Different events may require different mandatory functions.

Departments may adopt more detailed procedures for specific types of adverse events, with approval by the Town Manager. If Departments choose to develop more detailed procedures, they are strongly encouraged to work with their employees to share information and receive input on procedures before submitting them to the Town Manager's office.

A. Predetermination: The Town Manager or designee will predetermine whenever possible which Town functions are mandatory during particular adverse events. Other Town functions will be reduced or closed during these events. **Appendix A** provides a guide to Mandatory Functions and associated number of employees for different types of events to deliver mandatory functions.

B. Role of the Department: Departments are responsible for communicating assignments to employees in a timely manner if they are assigned to a Mandatory Function. Departments may:

   1. Rely on Appendix A and send event-specific assignments to employees following the Communications Guide in Appendix B, or
   2. Establish more detailed department procedures for assigning mandatory functions. Department procedures must be reviewed by the Manager's office and authorized by the Town Manager for consistency with operational goals and with this policy. **In the absence of department-specific procedures, departments will rely on this policy and appendices.**

C. Reassignment of Employees during Adverse Events: During an adverse event, the Town may reassign an employee to a Mandatory Function that is not part of the employee's typical duties. This flexibility allows the Town to maximize its ability to provide services to the community.

D. Mandatory Functions Requiring Special Skills: Some Mandatory Functions require specific skills or authorization, such as driving commercial vehicles or operating heavy equipment.   In these instances, employees possessing these skills may be assigned to a Mandatory Function in any Town department.

E. Reporting to Work: Employees assigned to Mandatory Functions are expected to report physically to their job site or Town property to perform their functions or remain onsite at their Town worksite during adverse events.

   1. Employees may also be assigned to different schedules, shifts, or departments than usual.
   2. Employees are expected to use sound judgment with respect to maintaining personal safety, but to also make a substantial and good faith effort to report to work in a timely manner.

F. Flexibility: Department Heads are encouraged to work with employees assigned to Mandatory Functions to allow them flexible schedules and remote work options, when feasible and allowed under this policy, to support safe operations.

PROCEDURES CONT.

G. Rest between Shifts: Department Heads should coordinate schedules and travel so employees are rested between shifts of work.

H. Designation of Additional Employees: The Town Manager or Department Head, in consultation with other staff, may identify additional employees to provide Mandatory Functions on an event-by-event basis. These employees may be required to report to the Town to work at any time.

Example: *Payroll processing could be identified as a Mandatory Function during a storm event if the storm happens on a payroll processing day.*

3. Notification of Employees Assigned to Mandatory Functions

A. Department Head Responsible for Maintaining Current List: Department Heads are responsible for maintaining a current list of Mandatory Functions for various types of adverse events and employees who may be assigned to these Mandatory Functions.

B. Employee Notification: Employees who may be assigned to Mandatory Functions will be notified of this designation in advance, by writing, email, text, phone, or other electronic means.

   1. This notification may be made at any point in an employee's service with the Town and will be considered an ongoing condition of employment.

      a. For employees whose duties generally require responding to adverse events (i.e. public safety), this notification will be through their designation as public safety officials or sworn officers and/or through the designation in the job description.

C. Calling-in Employees: Any employee can be assigned to a mandatory function, regardless of their typical job duties or designation. These employees may be called into the Town to work at any time.

Example: *Planning staff, or staff from any department, may be called in to provide assistance with documentation and recording data during a significant weather event. Staff from any department could be called-in to provide call center support during a prolonged weather event.*

4. Resources to Assist Employees Assigned to Mandatory Functions

A. Transportation for Employees assigned to Mandatory Functions:

Departments may offer transportation to employees who are required to report to work, but who may not be able to safely get to work without this assistance. Departments may also consider allowing employees performing mandatory functions to take Town vehicles home if possible. In this event, the employee may be asked to provide transportation in the Town vehicle for other employees living nearby.

Employees are not guaranteed transportation to work. **The Town assumes no liability for employees who are injured or suffer property damage while reporting to work in a personal vehicle.** Department Heads may modify report times so that employees have more time to get to the Town to work.

B. Accommodations and Food for Employees Assigned to Mandatory Functions:

The Town may provide accommodations and food for employees assigned to mandatory functions, depending upon the type of event, need for rest, and other factors. Employees will be informed as soon as possible about the availability of these resources.

All resources offered to employees assigned to Mandatory Functions will be based on the needs of a particular event and are offered at the discretion of the Town.

Note regarding Workplace Flexibility
Under all of the Condition levels, supervisors should facilitate at-home work or alternate work sites whenever feasible and safe. Even so, such arrangements may not be practicable for all types of employees or during every type of adverse event.

If local conditions make it impossible for an employee to report to work, he/she is expected to notify his/her supervisor in the same manner used for any other absence.

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5. Reporting to Work and Accounting for Missed Work Time

A. Reporting to Work During a **Condition 1 Event** (Reduced Operations)

The Town remains open, but certain non-mandatory functions may be reduced.

1. Employees performing Mandatory Functions must report to Town to work or remain at work.
2. All other employees have the option to report late, leave early, or not work at all. Employees are responsible for informing their supervisory chain in a timely manner of their decision.
3. Supervisors are allowed to authorize remote work or alternative work site options for eligible employees.

B. Accounting for Missed Work during a **Condition 1 Event**:

1. Benefited employees who miss work during a Condition 1 event must use their own available leave time to cover the absence. Employees must use leave time in the following order:
    - Compensatory or Equal Time Off
    - Sick or Annual Leave
    - Leave Without Pay (only for employees without available leave time)

    a. Employees who are already out on approved leave during a Condition 1 event must use the previously approved sick, annual, or compensatory time with no provisions for Leave Without Pay.

2. Program Support Employees who miss work during a Condition 1 event might be able to make up their hours through flexible work scheduling, depending on departmental needs.

PROCEDURES CONT.

PROCEDURES CONT.

C. Reporting to Work During a **Condition 1.5 Event** (Variable/Flexible/Modified Operations)
The Town remains open, but certain functions may be modified, reduced, or suspended.

1. Employees performing Mandatory Functions must report to or remain at work.
2. All other employees have the option to report late, leave early, or not work at all. Employees are responsible for informing their supervisory chain in a timely manner of their decision.
3. Employees performing Modified Functions may work according to adjusted schedules, from alternate locations, or under modified hours of service delivery, or method of delivery (electronic vs. in-person, etc.).
4. Employees performing Reduced Functions may work on adjusted schedules, extending the time between services, or adjusting the frequency for delivery (e.g. limited revenue desk hours, reduced transit schedules)
5. Suspended Functions. Employees who typically perform a function that is suspended may be assigned to other Town functions.
6. Supervisors are allowed to authorize remote work or alternative work site options for eligible employees.

D. Accounting for Missed Work Time during a **Condition 1.5 Event**
During a Condition 1.5 event, Departments will categorize all functions as: 1) Mandatory, 2) Modified, 3) Reduced, or 4) Suspended. Individual employees will have a workplan for their work including hours, dates, location, and other considerations (See *Teleworking/Alternate Work Arrangements).*
During a Condition 1.5 Event, the Town Manager may assign Adverse Leave or Adverse Pay, depending on the individual circumstances.

1. Benefited Employees: Benefited employees who continue to work in Mandatory and Modified functions will continue to be paid as they are during normal operations. Benefited employees working in Reduced operations are not required to use leave or to make-up any work time missed during a Condition 1.5 event, unless the duration of the event necessitates a differing decision by the Town Manager.

   a. Employees who are already out on approved leave during a Condition 1.5 event must use the previously approved sick, annual, or compensatory time, and will not receive Adverse Leave for the time missed during the event.

2. Program Support Employees: Program Support Employees do not receive Adverse Leave for time missed. They might be able to make up their hours through flexible scheduling, depending on departmental needs. These employees should discuss their options with their supervisors.

3. Flexibility for child care and schooling during **Condition 1.5**
   a) The Town Manager may authorize an Unpaid Leave of Absence to grant extended leave for childcare and schooling.
   b) General provisions for Condition 1.5 Leave of Absence:

      i. The employee is the primary caretaker of a child under the age of 18 whose school or daycare is closed, virtual, or in a hybrid mode due to the event.
      ii. The leave of absence may only be used for the days and times that the child would normally be attending the school or daycare in-person.
      iii. The leave of absence is only available until the school or daycare returns to full in-person instruction or the end of the designated school year, whichever comes first.

iv. During an approved Condition 1.5 Leave of Absence:

1. Employees may use any of their available leave (Vacation, Sick, Compensatory, Holiday and Adverse) contemporaneous with their unpaid leave of absence.
2. Employees who have exhausted their available leave are eligible for Donated Leave.
3. Employees may choose to take Leave Without Pay. **Taking a leave without pay may affect your benefits. Please reach out to your HR partner for more information.**

c) The approval process for Condition 1.5 Leave of Absence consists of the following steps:

i. Employee must submit a completed Proof of Child Care form and answers to the Child Care Questionnaire to their Department Director (forms located at the bottom of these procedures);
ii. Department Director submits an approved Proof of Child Care form to the HRD Director;
iii. HRD staff reviews the request and confirms the school or daycare schedule; and
iv. The HRD Director is authorized to approve extended leave and will advise the Town Manager weekly of the status of extended leave requests.

E. Reporting to Work During a **Condition 2 Event** (Closure)

During a Condition 2 event, due to significant and sustained emergency conditions, Town facilities are closed. Condition 2 can apply to all Town operations or one or more specific functions based on the type of incident involved.

1. Departments to Notify Which Employees are Required to Report to Work: Departments will inform employees who are required to perform Mandatory Functions during a Condition 2 event.

2. Some or All Mandatory Functions may be required, depending on the type of event. This is intended to assure an orderly shutdown of facilities and to sustain only the most critical services.

3. All Other Employees Do Not Report to Work: All other employees, including those who may perform certain Mandatory Functions, but who are not needed for the particular event, are not permitted to report to or remain at work.

F. Accounting for Missed Work Time during a **Condition 2 Event**

1. Benefited Employees: Benefited employees receive Administrative Leave for the time missed up to the amount of their base hours. They are not required to use leave or to make-up any work time missed during a Condition 2 event, unless the duration of the event necessitates a differing decision by the Town Manager.

2.Employees who are already out on approved leave during a Condition 2 event must use the previously approved sick, annual, or compensatory time, and will not receive Administrative Leave for the time missed during the event.

3.Program Support Employees: Program Support Employees do not receive Administrative Leave for time missed. They might be able to make up their hours through flexible scheduling, depending on departmental needs. These employees should discuss their options with their

PROCEDURES CONT.

4.Employees working Alternative Schedules: Employees who work an alternative or non-regular schedule that has been mandated by the department will not lose any base pay to which they are entitled. Employees working alternative or non-regular schedules that are not department-mandated will receive administrative leave equal to the amount of weekly base hours missed (not based on variable scheduling).

Examples:

1. *Carlos is 40 hour per week, solid waste collector who works a 4 days/10 hours daily schedule. This schedule has been set by the department and Carlos was told that he must work this schedule. If Carlos missed an entire day of work due to a Condition 2 event, Carlos would be credited with 10 hours of administrative leave so that his check is not short at the end of the pay period.*

2. *Arjuna is a 40 hour employee who works the front desk at the Aquatics Center. Arjuna asked for, and got a schedule where she works 3-12 hour days and 1- 4 hour day each week. If Arjuna misses a 12 hour day of work due to a Condition 2 event, she will receive 8 hours of administrative leave. She will have to make up 4 hours or use leave to reach her base pay.*

Why the difference? In the first case, Carlos doesn't have the option to make up any hours. In the second case, Arjuna requested the flexible schedule. She can make up hours, and the department will probably need her to help get services back up and working after a Condition 2 closure.

6. Provision for Additional Equal Time Off (ETO) for Benefited Employees Performing Mandatory Functions During a Condition 2 Event

All employees are paid for event-related work performed according to the provisions of the Fair Labor Standards Act. In addition to being paid, when a benefited employee is **required** to report to the Town to work onsite, **during a Condition 2 event,** the employee will receive Equal Time Off (ETO) on an hour for hour basis while onsite in the Town as described below.

NOTE: Program Support Employees are not eligible to earn Equal Time Off (ETO)

1 Both exempt and non-exempt employees who perform mandatory functions onsite in the Town during a Condition 2 event are eligible to receive ETO.
1. Non-exempt employees are paid overtime for all hours worked over 40 in the 7 day work week, and also receive ETO on an hour for hour basis for all hours worked onsite in Town during a Condition 2 event.
2. Exempt Employees do not earn overtime pay. They receive their regular pay and earn ETO on an hour for hour basis for all hours worked during a Condition 2 event. They do not earn ETO and Compensatory Time for the same hours worked.
3. ETO is a separate bank of leave and does not expire. It has no cash value and must be used before annual leave. It can be used in place of sick leave at the employee's discretion.
4. The scheduling of the ETO is subject to management approval, but every reasonable effort shall be made to permit an employee to use their ETO.
5. Only benefited employees who are required to report to the Town to work during a Condition 2 event will receive ETO. Any other employee who works at home or who reports to work without supervisory permission, is not entitled to ETO.

PROCEDURES CONT.

Examples:

1. *Tara is a Public Works employee who normally works 8 hours a day. The Town goes into Condition 2 at 7 am on Tuesday until 5 pm on Thursday. Tara's schedule has been changed to work 12 hours during the event. She works 7am to 7pm on Tuesday, Wednesday and Thursday. On Monday she worked her normal 8 hours. She is not scheduled to work on Friday. Her pay is as follows:*
   - *She receives 40 hours at straight time.*
   - *She receives 4 hours of pay at time and a half (Overtime rate).*
   - *She will then receive 34 hours of Equal Time Off for the time she was required to work during Condition 2.*

2. *Merritt is a Police Officer assigned to Patrol. He works 12 hour shifts on night shift. The Town goes into Condition 2 at 7am on Tuesday until 11pm on Tuesday night. Merritt comes in at 6pm to start his shift.*
   - *He is paid his normal work hours.*
   - *He will receive 5 hours of Equal Time Off for the hours worked during Condition 2.*
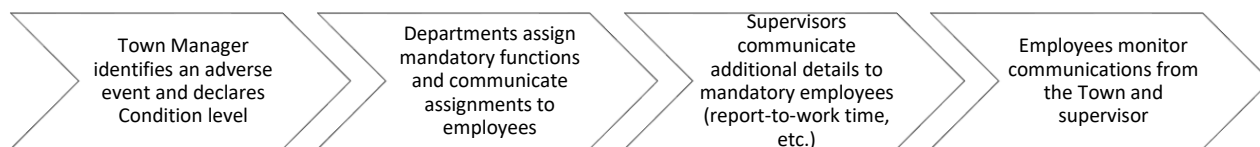
7. Communicating Condition and Operations Status with Employees

1. <u>Town Wide Communications:</u> The Town Manager, or their designee, is responsible for developing and maintaining procedures for notifying employees when changes in Town operational status are in effect.

   These procedures will also detail the Town's expectations for remaining at work, reporting to work, or accounting for missed time from work.

2. <u>Departmental Communications</u>: Departments are responsible for communicating information to their department employees about specific departmental operations.

3. <u>Employee Responsibility:</u> All employees are responsible for monitoring the Town's website, text messages, email, the local news and other social media for information.

Town employees should maintain contact with their supervisor to be aware of reporting requirements or staffing levels at all times during all adverse events. **Appendix B** contains information about how the Town communicates with its employees.

| Town Manager identifies an adverse event and declares Condition level | Departments assign mandatory functions and communicate assignments to employees | Supervisors communicate additional details to mandatory employees (report-to-work time, etc.) | Employees monitor communications from the Town and supervisor |

8. Disciplinary and Performance Matters During Adverse Events

The provision of mandatory operations and employee safety are our first priority. The Town will support employees with communications, accommodations, and compensation as outlined in this policy, during adverse events.

1. <u>Expectations:</u> Employees and Supervisors are expected to work together to communicate clearly about Mandatory Functions and expectations.

PROCEDURES CONT.	Employees are expected to fulfill their assigned Mandatory Functions during a town-declared adverse event.

Employees are expected to perform only Mandatory Functions, as directed by their supervisors, during Condition 2 (Closure).

2. <u>Failure To Report To Work After Being Assigned a Mandatory Function:</u> After an employee is assigned to a Mandatory Function, failure to report to work without notice or without reasonable justification may be subject to disciplinary action.

3. <u>Performing Work During Condition 2</u>: Employees who are not assigned to a Mandatory Function and perform non-mandatory work during a Condition 2 (Closure) in violation of management directives may be subject to disciplinary action for detrimental personal conduct. [link to Ordinance]

4. <u>Failure to Report to Work after being offered Transportation</u>:   An employee assigned to Mandatory Functions and offered transportation who still refuses to report to work during a Condition 2 event may be subject to disciplinary action. |
| **ADDITIONAL CONTACTS** | Emergency Operations Coordinator: 919-968-2705

Human Resource Development: 919-968-2700 or HR@townofchapelhill.org

Ombuds office: 919-265-0806 or Ombuds@townofchapelhill.org |
| **DEFINITIONS** | A. **<u>Adverse Events</u>**: Situations that may adversely impact the Town's ability to continue to provide services to residents, customers, or the general public. Conditions that may place members of the community (including employees) at risk. Such conditions may include, but are not limited to, adverse weather, criminal acts of terrorism, fire, chemical spills, adverse or toxic odors, biological and public health threats, sustained loss of critical infrastructure (e.g., power, water, heat, and life safety systems), major public transit disruptions, and special directives or restrictions from public safety authorities.

B. **<u>Adverse Leave:</u>** Leave that may be provided to employees during an adverse event.

C. **<u>Adverse Pay:</u>** Pay equal to an Employee's base pay, which may be assigned to employees during a Condition 1.5 when they are unable to work due to extraordinary circumstances.

D. **<u>Benefited Employee:</u>** An employee who receives Town benefits, such as annual leave, sick leave, and health insurance benefits.

E. **<u>Equal Time Off (ETO)</u>**: Hour-for-Hour time off for hours worked by an employee providing mandatory functions onsite in the Town during a Condition 2 event. ETO is awarded on an hour-for-hour basis as described below. This is given to recognize employees who have to take risks to get to and from the Town during the event.

F. **<u>Mandatory Functions:</u>** Functions that have been determined to be essential to Town operations during certain types of adverse events for maintaining essential services.   Some examples of mandatory functions include, but are not limited to, law enforcement, public safety, communications, direct patient care, operating high risk facilities, specified facility operations, and Transit operations. These functions may also include administrative activities that support |

DEFINITIONS CONT.	G. **Non-Mandatory Functions**: Functions that have not otherwise been determined to be mandatory to Town operations during adverse events. H. **Program Support Employee**: An employee who does not receive Town benefits.
RESPONSIBILITIES	**All Employees are expected to:** a) Read and understand the policy b) Follow department guidelines regarding adverse events c) Report to work if they are providing mandatory functions d) Stay at home during Condition 2 if they are not performing mandatory functions e) Monitor communications during adverse events **All Supervisors/Managers and Department Heads are expected to:** a) Stay in touch with their employees b) Follow department guidelines regarding adverse events c) Report to work if they are providing mandatory functions d) Stay at home during Condition 2 if they are not performing mandatory functions e) Monitor communications during adverse events f) Make a list of mandatory functions g) Notify employees who are expected to perform mandatory functions **All Human Resource Development staff members are expected to:** a) Assist employees in understanding the policy b) Help resolve disputes
APPENDICES	Appendix A: List of Mandatory Functions for Various Types of Adverse Events Appendix B: List of Ways the Town Communicates with Employees Appendix C: Examples for Using the Adverse Events Policy and Procedures
FORMS	• [Adverse Events (Childcare) Questionnaire](#) • [Proof of Childcare (Adverse Events)](#)
POLICY HISTORY	-Revised January 2021 to include flexibility for childcare and school during Condition 1.5. -Revised March 2019 to incorporate the Adverse Weather Policy and expand it to include other types of Adverse Events. This policy replaces and supersedes any previous Town policies, departmental policies, handbooks, or unwritten policies or practices covering the same subject. Departmental policies in compliance with this policy are referenced in Section XI Related Information. In the event of any disparity between this policy and the Town's Code of Ordinances and/or applicable local, state, or federal laws, the Town's Ordinance and/or applicable laws shall prevail.

Appendix A
List of Mandatory Functions for Various Types of Adverse Events

	Condition 1 (Reduced)	Condition 2 (Closed)
Business Management Department	• Director, Assistant Director, Payroll Coordinator (only for critical tasks needed for continuity of operations – to be determined by BMD Director), Accounts Payable Supervisor (only for critical tasks needed for continuity of operations – to be determined by BMD Director) • Depending on the timing of the event, arrangements may need to be made to address payroll or other emergency operational needs. • Revenue Collectors when Town Hall is open to the public	• Generally, no BMD personnel required (Director available via phone/email if needed). • Depending on the timing of the event, arrangements may be made to address payroll or other emergency operational needs.
Communications and Public Affairs	• Director • Communications Manager/Public Information Manager • Deputy Town Clerk • Assistant Town Clerk • Community Safety Communications Specialist • Graphic Artist (Web Steward)	• Public Information Officer • Community Safety Communications Specialist
Fire	• All Roles	• All Roles except Administrative Assistant
Housing and Community	• Executive Director and Assistant Director	• Communicator (1)
Human Resources Development	• Director, HRD Managers, HRD Consultants, HRD Assistant Consultant and HRD Technician may work remotely. • The Admin Assistant would be the only one to have to code leave or come in. • If an HRD representative is required, usually HRD Director would be first to come in, followed by next closest HRD employee.	• In general, no HRD personnel required (Director available via phone/email if needed). • Depending on the timing of the event, arrangements may need to be made to address other emergency operational needs.

	Condition 1 (Reduced)	**Condition 2 (Closed)**
Library	Communication, may be performed off-site (1-2) Daily automated system maintenance, may be performed off-site (1-2) Periodic on-site receipt of materials (1)	Communication, may be performed off-site (1-2) Daily automated system maintenance, may be performed off-site (1-2) Periodic on-site receipt of materials (1)
Manager's Office (includes Economic Development and Office of Strategic Initiatives)	• Town Manager and/or Deputy/Assistant Manager Presence at Emergency Operations Center • Communication/Reception at Town Hall • Coordination of Manager's Office • Office of Strategic Initiatives Director	• Town Manager and/or Deputy/Assistant Manager Presence at Emergency Operations Center • Coordination of Manager's Office
Omsbud	• None	• None
Parks and Recreation	To ensure facilities and operations are adequately staffed some combination of the following leadership roles will be mandatory: • Director; Assistant Director; Recreation Manager; • Facility staff: Recreation Supervisors; Assistant Recreation Supervisors; and adequate staff on-site • Park Maintenance functions	• Communications and coordination role, typically Director and Assistant Director • Parks Maintenance functions
Planning Department	• Director or designee, for communication and coordination • One person on-site to handle public inquiries • Additional staff, depending on event	• Director or designee, for communication and coordination • Additional staff, depending on event
Police	• All sworn law enforcement officers	• All sworn law enforcement officers
Public Housing	• Director or designee for communication and coordination • Maintenance Division (all) • Others established by Housing Director per event	• Director or designee for communication and coordination • On-call Maintenance (1) • Others established by Housing Director per event
Public Works	• Command (3-5) • Supervisor (1-2) • Drivers (8-10) • Other roles as assigned per event	• All Roles may be assigned depending on event.

	Condition 1 (Reduced)	Condition 2 (Closed)
Technology Solutions	• If possible, at least one support person will be at the Police HQ and either Town Hall or the Operations Center. • Other Functions as assigned	• If possible, at least one support person will be at the Police HQ and either Town Hall or the Operations Center.
Transit	• All employees are expected to report as scheduled. Administrative employees not directly involved in operations and maintenance may be authorized to work remotely.	• Maintenance operations (2) • Support for facilities and clearing (3-5) • On call drivers and life safety transportation (approx. 10) • Monitoring conditions, make service and staffing decisions (8-10)

Event-specific Inspections Mandatory Functions	
Inspections - Ice, snow, wind storm	• 1- Electrical Inspector to verify and dis/reconnect power • 1- Building Inspector to verify safe habitability
Inspections - Structure or utility related disasters	• 1- Electrical Inspector to verify and (dis/re)connect power • 1- Building Inspector to verify safe habitability • 1- Plumbing Inspector may be asked to be on-call • Other activities may be performed remotely with approval
Inspections - Flooding (after water has receded	• All qualified inspectors available • All qualified CE staff available • Calls and dispatch as needed in support of the EOC efforts, schedule inspections and enter permits (1)
Inspections – no water or power at Town facilities	• Field inspectors (all)
Inspections – negative impact on structural stability of buildings or connected utilities	• 1- Electrical Inspector to verify and (dis/re)connect power • 1- Building Inspector to verify safe habitability

Appendix B

General Guide to Communicating with Employees during Adverse

Communications to employees during an adverse event will be specific to that event, but will follow this general guide:

1. **Ways of communicating**
- Manager's message/email to all Town Email
- Everbridge (text, phone call, email) ***primary***
    - Department communication (Director down to front-line) ***secondary***

- Town website/eNotification (webpage, email) ~event-dependent~
- Bulletin boards/water coolers ~event-dependent~
- Phone tree (manual vs. automated) ~event-dependent~
- Call center ~event-dependent~
- Local news ~event-dependent~ and ~dependent on news outlet~

2. **Types of Messages**
- *Pre - Event*
    - Event information (forecast, timeline, other info about event)
    - How you can prepare (you and your family)
    - What we anticipate happening, expectations of employees
    - How we'll communicate until the event is complete (and here's when you'll get the next message from us)

- *During Event*
    - Current conditions
    - What to expect next, expectations of employees (and here's when you'll get the next message from us)
    - Where can I get help/supplies

- *Post - Event*
    - Quick recap
    - What to expect next, expectations of employees (and here's when you'll get the next message from us)
    - EOM ("End of Message" – a way of signifying the end of event messaging)

Scenario: Town Hall and Fire Station 1 are under Condition 1 on Wednesday from 11 am until 5 pm due to a power outage in both buildings caused by an accident which knocked out a power line and the back-up generator. **Assumes 1 hour lunch unless otherwise noted**

Mandatory

1. Eric is a **non-exempt** Fire Fighter working at Fire Station 1 on Wednesday. He is considered Mandatory staff and must stay at work during Condition 1. He will be paid for the hours worked.
2. Karen is a **non-exempt** employee in Payroll. She is deemed Mandatory during this event because it is a payroll processing week. She arranges with her Supervisor to finish up work at another Town facility. She will be paid for the hours worked.

Non-Mandatory

1. Stephanie is a **non-exempt** Front Desk employee in Inspections who works Monday through Friday from 8 am to 5 pm. She is given the option to go to the Library and help with a special project or go home. She chooses to leave for the day. She works her regular schedule the rest of the week.
   a. She receives 35 hours at Straight time
   b. She would need to use 5 hours of Annual or Sick leave for Wednesday
2. Francisco is an **exempt** employee in Planning who works Monday through Friday from 7 am to 4 pm. He arranges with his Supervisor to take a laptop home and work 4 hours Wednesday afternoon. He would not need to use any leave time for the week.
3. Greg is a **non-exempt** Inspector who works Monday through Friday 8 am to 5 pm. He has inspections off site until 2 pm. He asks to work through lunch and then go home for the rest of the day, working a total of 6 hours on Wednesday. He works 10 hours on Thursday and Friday to help fill in when a co-worker is out sick.
   a. He receives 40 hours at Straight Time
   b. He receives 2 hours at 1.5 OT
   c. He would not need to use any leave for Wednesday since he met his base hour requirement for the week

Scenario: The Town is under Condition 2 from noon on Monday to noon on Wednesday due to a significant snow/ice storm that has made travel hazardous and knocked down trees and power lines throughout Town.   ****Assumes 1 hour lunch unless otherwise noted****

Non-Mandatory

1. Olivia is a **non-exempt** employee at the Library who normally works Monday from 10 am to 7 pm, Tuesday from 12 pm to 9 pm and Wednesday through Friday from 9 am to 6 pm.
   a. She receives 23 hours at straight time
   b. She receives 17 hours of Admin Leave to reach her base hours of 40 for the week
2. Carlos is a **non-exempt** employee in Aquatics who works Tuesday through Friday from 7 am to 6 pm as designated by his department.
   a. He receives 25 hours at straight time
   b. He receives 15 hours of Admin Leave to reach his base hours of 40 for the week
3. Rashida is a **non-exempt** employee in Planning who chose to work a Voluntary Flexible Work Arrangement, working 10 hours a day Tuesday through Friday, 8 am to 7 pm. She worked from noon until 6 pm on Wednesday once the Town re-opened.
   a. She receives 26 hours at straight time
   b. She receives 12 hours of Admin Leave
   c. She would need to use 2 hours of Comp, Annual or Sick leave to make up the rest of her work week because she was only allotted 8 hours of Admin Leave on Tuesday even though she normally chooses to work 10 hours
4. Darrell is a **Program Support** employee working at Transit. He normally works Mondays and Tuesdays, but since the Town is closed does not have the option to work or receive Admin Leave for the hours missed. He can work with his Supervisor to see if he can pick up any additional hours during the rest of the week (not guaranteed).
5. Ryan is an **exempt** employee in CaPA. His normal schedule is Monday through Friday 8 am to 5 pm. Due to being out sick for 2 days the previous week he is behind on his work and decides to take his laptop home with him when he leaves at noon on Monday. He works 6 hours at home in the afternoon/evening on Monday.
   a. He receives 24 hours of straight time
   b. He receives 16 hours of admin leave
   c. He does not receive any Compensatory or Equal Time Off, as he was not deemed Mandatory and the time he worked at home was not pre-approved by his Supervisor.
6. Angela is a **non-exempt** employee at Housing. She was on a pre-approved vacation the week the storm hit and is therefore not entitled to Admin Leave for the hours the Town was closed.
7. Tasha is a **non-exempt** Transit Bus Driver. Her normal route schedule is 8.2 hours/day Monday through Friday, beginning each day at 7 am. She called out sick Monday morning before the Town declared Condition 2 and <u>therefore does not receive any Admin Leave for hours missed on Monday</u>. She worked the rest of her scheduled hours for the week once the Town re-opened and picked up a Tar Heel Express route on Saturday for 5.5 hours.
   a. She receives 19.6 hours of Straight time
   b. She receives 13.2 hours of Admin Leave (Tues and Wed hours only)
   c. She receives 5.5 hours of Straight Time for the Tar Heel Express Route on Saturday
   d. She must use 1.7 hours of sick leave for Monday to get up to 40 hours

Mandatory

1. Erika is a **non-exempt** Police Officer who normally works 10.5 hour day shifts (7 am to 5:30 pm) Monday through Thursday. As a Public Safety employee she is deemed Mandatory.
   a. She receives her normal pay for Monday, Tuesday and Wednesday hours worked during the storm
   b. She receives 21 hours of Equal Time Off (M – 12-5:30, T – 7-5:30, W – 7-12)
2. Stuart is a **non-exempt** employee at Public Works in the Streets division who has been deemed Mandatory by his Department Head. His normal schedule is Monday through Friday 7 am until 3 pm. During the storm he works Monday from noon until 8 pm, Tuesday 7 am to 7 pm and Wednesday 7 am to 6 pm. He works his regular 8 hour shift Thursday and only works 5 hours on Friday.
   a. He receives 40 hours at Straight time
   b. He receives 4 hours at 1.5 OT
   c. He receives 25 hours of Equal Time Off (M – 12-8, T – 7-7, W – 7-12)
3. Ernest is a **non-exempt** Fire Fighter who works a 24 hour shift Monday, Wednesday, Thursday and Friday the week of the storm. Due to an employee calling out on Tuesday, he was required to stay on after his Monday shift ended at 7 am until another employee could come in at 7 pm, thus adding 12 hours to his normal time.
   a. He receives his normal pay for Monday, Tuesday and Wednesday hours worked during the storm
   b. He receives 34 hours of Equal Time Off (M – 12pm to T – 7 pm, W 7-12)
4. Sarah is a **non-exempt** Admin Assistant at Public Works. She is reassigned during Adverse Weather events to help work the Call Center. She works Monday 8 am to 12 pm at her regular job and then 12 pm to 8 pm hours at the Call Center. She works Tuesday 7 am to 7 pm and Wednesday 8 am to 12 pm in the Call Center. She leaves at 12 pm on Wednesday, but works 9 hours on Thursday and Friday to make up work missed during her time at the Call Center.
   a. She receives 40 hours at Straight Time
   b. She receives 6 hours at 1.5 OT
   c. She receives 24 hours of Equal Time Off (M – 12-8, T – 7-7, W – 8-12)
5. Robert is the Assistant Director of Public Works (an **exempt** position) and deemed Mandatory during the storm to help coordinate as part of the Emergency Management Team. He normally works Monday – Friday from 8 am to 5 pm with an hour lunch. During the storm he works Monday 12 pm to 8 pm with no break, Tuesday from 7 am to 7 pm with no break and Wednesday from 8 am to 12 pm. On Wednesday he takes an hour break after the Town re-opens and then works his regular job from 1 pm to 5 pm. He works his regular hours on Thursday and Friday. His hours for the week total 44.
   a. He receives 40 hours at Straight Time
   b. He receives 24 hours of Equal Time Off (M – 12-8, T – 7-7, W – 8-12)
   c. He does not receive any Comp Time as all his hours over 40 were related to the storm and he received ETO for them.