

Garden City Employee Handbook (Full-time Employees)

c. Investigation

Investigations of a complaint are **MANDATORY** in **EVERY** instance, will begin immediately, and will normally include conferring with the parties involved and any unnamed or apparent witnesses. Employees will be protected from coercion, intimidation, retaliation, interference or discrimination for filing a complaint or assisting in an investigation. .

d. Result

If the investigation reveals that a complaint is valid, prompt corrective and disciplinary action or up to and including discharge, as deemed appropriate under the circumstances, will be taken to remedy the situation. Further steps will also be taken, if necessary, to discourage or prevent future reoccurrences.

e. False Reports

If an investigation of the complaint of harassment or unlawful discrimination reveals that the complaint was frivolous or not made in good faith or that an employee has provided false information regarding the complaint, disciplinary action up to and including discharge may be taken against the individual who filed the complaint or who gave the false information.

III-H: Violence and Weapons in the Workplace

The City is very concerned with the safety and security of employees and is required to provide a safe and healthy workplace.

II-H-1: Violence Policy

The City will not tolerate threats, threatening behavior or acts of violence against or by employees, vendors, customers, visitors or other individuals by anyone on the City's property or at a client or resident's site. **THIS IS A ZERO TOLERANCE POLICY.**

III-H-2: Weapons in the Workplace Policy

The City prohibits all persons who enter City property from carrying a handgun, firearm or prohibited weapon of any kind onto the property regardless of whether the person is licensed to carry the weapon or not.

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This applies to all City employees, contract, part-time, provisional, seasonal and temporary employees, and visitors on City property. The only exceptions to this policy are law enforcement officers. This policy also prohibits weapons at any City sponsored functions such as parties or picnics. **THIS IS A ZERO TOLERANCE POLICY.**

III-H-3: Examples Violence Policy Violations

The following list, while not inclusive, provides examples of conduct that is unacceptable.

- a. Causing physical injury to another person.
- b. Making threatening remarks or notes.
- c. Aggressive or hostile behavior that creates a reasonable fear of injury to another person.
- d. Intentionally damaging or abusing City property or property of another employee.
- e. Possessing a weapon or firearm, **WITH OR WITHOUT A CONCEALED WEAPON PERMIT** while on City property, at City sponsored events or while on City business. Only Police Officers are excluded.

III-H-4: Reporting Procedures

Any potentially dangerous situation must be reported immediately to a supervisor, Department Director or the Personnel Department. Reports can be made anonymously and all reported incidents will be investigated. Reports or incidents warranting confidentiality will be handled appropriately and information will be disclosed to others only on a need-to-know basis. The City will actively intervene at any indication of a possibly hostile or violent situation. Supervisors and Department Directors should immediately consult the Director of Personnel, the Chief of Police and/or the City Manager prior to taking action on a report.

III-H-5: Risk Reduction Measures

While we do not expect employees to be skilled at identifying potentially dangerous persons, we need your help to maintain a safe and healthy working environment. Employees are expected to inform the Personnel Department, their supervisor or Department Director if any employee,

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vendor, customer or guest exhibits behavior that could be a sign of a potentially dangerous or violent situation. Such behavior includes:

- a. Discussing or apparent preoccupation with weapons (except for lawful hunting and target practice related discussions).
- b. Displaying overt signs of extreme stress, resentment, hostility or anger.
- c. Making threatening remarks.
- d. Sudden or significant deterioration of performance.
- e. Displaying irrational or inappropriate behavior.

III-H-6: Policy Violations

Violations of this policy may lead to disciplinary action up to and including discharge.

III-I: Customer Relations

All employees are expected to be customer and service-oriented. Employees should treat customers in a courteous and respectful manner at all times.

III-I-1: Telephone

Employees should be polite and thoughtful when using the telephone. A positive contact with a customer can enhance goodwill, while a negative can destroy a valuable relationship. Telephones should be answered with the name of the Department and the employee's name. Avoid placing customers on hold for any longer than necessary. Ensure messages are taken accurately and passed on immediately. Return calls should be placed as soon as possible.

III-I-2: Customer Complaints

Employees should listen carefully to customer complaints and deal with them in a helpful, professional manner. If a controversy arises, the employee should explain City policy or procedures respectfully and clearly. Customers who become unreasonable should be referred to a Supervisor or Department Director. Employees are not expected to tolerate abusive, vulgar or threatening behavior. Customers who display such behavior should politely be asked to leave. If they persist, contact the Police Department.