

New Employee Orientation Agenda – Day One

- 8:00 AM** Introduction
- 8:10 AM** Employment Verification
- 8:25 AM** Welcome to the City of Oklahoma City
- 8:55 AM** Employee Publications

Department Presentations

- 9:25 AM** IT Security
- 9:35 AM** Payroll
- 10:00 AM** City Auditor / Ethics Hotline
- 10:15 AM** Risk Management / Safety
- 10:45 AM** Oklahoma City Employees Association
- 11:00 AM** City Manager Presentation
- 11:30 AM** Action Center / City Hall Tour
- 11:45 AM** **Lunch Presentation provided by MECU**
- 12:45 PM** Employment Benefits
- 1:15 PM** Retirement Benefits
- 2:15 PM** Group Benefits
- 2:30 PM** Benefits Eligibility
- 3:30 PM** Individual Benefits
- 4:00 PM** Benefits Processes

Day Two Agenda on Reverse Side

New Employee Orientation Agenda – Day Two

- | | |
|----------------|----------------------------------|
| 8:00 AM | Benefits Q/A |
| 8:15 AM | Required Documentation |
| 8:45 AM | Benefit Enrollment / Employee ID |

Day 2 session is tentative 8:00 AM - 11:00 AM

PERSONNEL SERVICE BULLETIN 92-1

To: All City Employees

FROM: Lloyd Rinderer
Personnel Director

DATE: January 27, 1992

SUBJECT: Equal Employment Opportunities/Affirmative Action Statement

It is the policy of the City of Oklahoma City to promote affirmative action and to provide equal employment opportunity to all persons on all matters affecting City employment regardless of race, religion, age, sex, marital status, national origin, handicap, or political affiliation. The City is committed to a policy of nondiscrimination in employment practices, and reaffirms its commitment that no person shall benefit or be discriminated against in any manner inconsistent with the Constitution, federal or state statutes, the City Charter, ordinances, resolutions, policies, rules or regulations.

This policy will apply to recruitment, selection, compensation, appointment, promotion, training, educational opportunities, transfers, layoffs, leaves of absences, and discipline.

The City further recognizes that the effective application of a policy of equal employment opportunity involves more than just a statement and will undertake a program to encourage all persons to seek employment and advancement with the City of Oklahoma City.

It is the City's position that all personnel activities will be conducted in a manner to assure equal opportunity for all. The Personnel Department is responsible for the implementation and monitoring of the City's Equal Employment Opportunity and Affirmative Action Programs.

The Personnel Department offers an open door policy for all employees to discuss matters of equal employment opportunity. In addition, the Personnel Department will work with the various collective bargaining units to ensure cooperation in meeting these objectives.

PERSONNEL SERVICES BULLETIN 12-01
(Replaces PSB 00-1)

TO: All City Employees

FROM: Dianna L. Berry *DLB*
Personnel Director

DATE: March 6, 2012

SUBJECT: Policy Prohibiting Discrimination and Sexual Harassment

I. PURPOSE

It is the policy of the City of Oklahoma City to prohibit all forms of illegal discrimination and harassment. This Personnel Services Bulletin will identify procedures for reporting violations and disciplinary consequences for policy violations.

II. STATEMENT OF POLICY

The City is committed to a policy of nondiscrimination. It is the policy of the City of Oklahoma City that no person or employee shall benefit or be discriminated against, in any manner inconsistent with the Constitution, federal or state statutes, the City Charter, ordinances, resolutions, policies, rules or regulations.

It is the policy of the City of Oklahoma City that employment with the City will be free of conduct that is discriminatory, abusive, disorderly, disruptive, or retaliatory. Any employee conduct, whether intentional or unintentional, that results in discrimination or harassment of other employees with regard to race, color, creed, disability, age, religion, sex (to include sexual orientation), national origin, genetic information, or exercise of a legal right, is strictly prohibited. (See Article 400 of the City of Oklahoma City Personnel Policies.)

III. DISCRIMINATION

Discrimination can occur where decisions regarding hiring, promotion, job assignment, discharge, layoff, discipline, training, compensation, or other terms or conditions of employment, are made based on an individual's race, color, religion, sex (to include sexual orientation), age, disability (mental or physical), genetic information, or national origin. Employment decisions shall be made on the basis of skill, ability, qualifications and job performance.

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Discrimination may also be found where conduct toward an employee is based upon the employee's membership in a protected class, and is so severe and pervasive, that it interferes with an individual's work performance or creates an intimidating, hostile, or offensive work environment. Sexual harassment is a form of discrimination.

There are two legal definitions of sexual harassment:

1. Quid pro quo harassment occurs when unwelcome sexual advances and requests for sexual favors, based upon one's sex, are made either explicitly or implicitly a term or condition of an individual's continued employment; or, a tangible employment action is taken against an employee who refuses unwelcome sexual conduct because of the employee's refusal.
2. Hostile environment harassment occurs when unwelcome verbal or physical conduct of a sexual nature is so severe or pervasive that it unreasonably interferes with a term or condition of employment or creates an intimidating, hostile, or offensive working environment.

Sexual harassment can occur between a supervisor and employee, between employees, and between employees and non-employees (e.g., citizens, contract laborers, vendors, etc.).

Consensual "*romantic*" or sexual relationships between supervisors and employees they supervise are prohibited. Any supervisor involved in such a relationship with a subordinate is required to immediately report such relationship to the department's Equal Employment Opportunity Officer (EEO Officer), division head, department director, or Labor Relations Division of the Personnel Department. Management reserves the right to terminate the supervisor/subordinate work relationship in any manner, including dismissal of one or both of the employees.

Examples of inappropriate conduct:

1. Unsolicited written, verbal, physical touching or other conduct with sexual overtones:
 - a. Written examples include but are not limited to: suggestive or obscene letters, notes, invitations, e-mail messages and use of social media.
 - b. Verbal examples include but are not limited to: derogatory comments, slurs, jokes.
 - c. Physical examples include but are not limited to: assault, touching, impeding or blocking movement.

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- d. Other conduct may include but is not limited to: leering, gestures, display of sexually suggestive objects or pictures, cartoons, or posters and use of social media to post, tag or comment on images of another employee.
2. Continuing to express social interest after being informed that the interest is unwelcome.
3. Making reprisals, threats of reprisal, or implied threats of reprisal against an employee who makes a complaint of discrimination or participates in the investigation of a complaint:
 - a. For example, withholding support for an appointment; denying a promotion; preparing or directing a poor job performance report be prepared that is not indicative of actual performance; or termination.
4. Engaging in coercive sexual behavior, which is used in an attempt to control, influence, or affect the career, salary, and/or work environment of another employee.
5. Offering favors or employment benefits such as promotions, favorable performance evaluations, favorable job assignments, or compensation, in exchange for sexual favors.
6. Use of terms of endearment such as “honey,” “sweetheart,” “hunk,” “baby,” “darling,” “stud,” that a reasonable person would find objectionable; or any term of endearment after being advised the employee finds the term objectionable.

IV. COMPLAINT PROCEDURES

1. All Department Directors must designate a primary person(s) to receive and investigate complaints, issue fact-finding reports and act as liaison with the Personnel Department on all EEO matters. All Departments shall insure that employees are informed of the designated EEO officer and the procedure for filing a complaint of discrimination or sexual harassment.
2. Any employee who believes he/she has been subjected to any form of discrimination or harassment must immediately report such activity to any of the following: (1) his/her department or division EEO officer; (2) non-involved supervisor; (3) division head; (4) Department Director; or (5) directly to the Labor Relations Division of the Personnel Department.

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3. Any supervisor or employee desiring to file a discrimination or harassment complaint directly with the Labor Relations Division may do so by calling (405) 297-2567 twenty-four (24) hours a day, seven (7) days a week. Complaints may be made anonymously, if so desired.
4. Any EEO officer, supervisor, division head, or Department Director having knowledge of, or information regarding discriminatory or harassing conduct, is required to immediately notify the Labor Relations Division of the Personnel Department regardless of how the information was obtained (e.g. verbal or written complaint, direct observation, overhearing conversations, information from non-involved persons, etc.).
5. A representative of the Labor Relations Division, in conjunction with the department or division EEO Officer, and/or any other appropriate personnel, will immediately initiate a **confidential** investigation, and submit a report containing findings of facts and recommendations for action to the complainant's Department Director and/or the City Manager. This report is considered to be a Personnel Investigation and is **not** subject to the Oklahoma Open Records Act.

Employees conducting the investigation will attempt to protect the privacy of individuals involved and maintain confidentiality. Employees interviewed during the course of an investigation are required to maintain the confidentiality of the investigation.

6. The results of the investigation will be communicated to both the complainant and the person accused of discrimination or sexual harassment by a representative of the Labor Relations Division.

NOTE: Employees have the right to make a complaint of discrimination or sexual harassment with the State Human Rights Commission, the Equal Employment Opportunity Commission, or with a court of law. This policy does not restrict the rights of employees secured by the laws of the State of Oklahoma or the United States.

V. RETALIATION

Retaliation is an adverse employment action, taken by a supervisor against an employee, for bringing a complaint of discrimination or sexual harassment; or for participating in an investigation of discrimination or sexual harassment. **Any such retaliation will be grounds for disciplinary action, up to and including termination.** An adverse employment action includes the act of withholding a favorable employment action if based on discriminatory reasons.

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Co-workers are also prohibited from engaging in retaliatory conduct towards an employee who has made a complaint of discrimination or sexual harassment; or for participating in an investigation of discrimination or sexual harassment. **All such conduct will be grounds for disciplinary action, up to and including termination.**

VI. TRAINING

The City of Oklahoma City's Personnel Department offers training on "*Preventing and Stopping Sexual Harassment and Other Forms of Discrimination*" on a quarterly basis. All employees are encouraged to attend the training, and may enroll in the course by contacting the Labor Relations Division of the Personnel Department at 297-2410. Supervisory personnel are required to attend the training on an annual basis. On-site training is available at the request of the department or division head.

VII. DISCIPLINARY ACTION

Any employee found in violation of this policy, or who provides false information in the complaint or investigation procedures, is subject to disciplinary action. Disciplinary action may include any range of discipline, up to and including termination.

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PERSONNEL SERVICES BULLETIN 93-14

TO: Department/Division Heads
FROM: Lloyd Rinderer
Personnel Director *LR*
DATE: December 17, 1993
SUBJECT: Firearms and Weapons Policy

I. PURPOSE

To ensure a safe working environment for all City employees.

II. SCOPE

This policy is applicable to all regular full-time, probationary, and part-time/temporary employees, unless pre-exempted by a collective bargaining agreement. (IAFF, FOP, AFSCME)

III. POLICY STATEMENT

The following policy is effective immediately:

- A. The unauthorized possession of weapons, dangerous instruments, and/or firearms by employees during work hours, either on their person or in personal/City vehicles on City property, is prohibited. Weapons, dangerous instruments, and firearms shall include all instruments and devices named or described by municipal ordinance, state or federal law. Firearms shall include loaded and unloaded firearms.

This policy shall not include transportation of hunting weapons that can lawfully be transported in personal motor vehicles; however, brandishing the hunting weapon, or use of the hunting weapon for the purpose of intimidation or threat of bodily harm shall be a violation of this policy.

The use of weapons not normally considered weapons or dangerous instruments, such as pocket knives or tools, for intimidation or threat of bodily harm shall be a violation of this policy.

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IV. PROCEDURES FOR REGULAR FULL-TIME EMPLOYEES

- A. In the event this policy is violated, the employee's supervisor shall direct the employee to leave the work site for the remainder of the same work day, without delay. Such departure of the employee shall constitute the beginning of a period of suspension without pay, pending a predetermination hearing and investigation, which should be conducted within 3 working days of the alleged occurrence.
- B. If information presented during the predetermination hearing does not substantiate the allegations against the employee, he/she will be returned to work and compensated for the period of suspension.
- C. If information presented during the predetermination hearing substantiates the allegations against the employee, he/she will be summarily terminated.


V. PROCEDURES FOR PROBATIONARY AND PART-TIME/TEMPORARY EMPLOYEES

- A. In the event this policy is violated, the employee's supervisor shall direct the employee to leave the work site for the remainder of the same work day, without delay, pending an investigation. Such departure shall be without pay.
- B. If the investigation does not substantiate the allegations against the employee, he/she will be returned to work and compensated for the period of unpaid leave.
- C. If the investigation substantiates the allegations against the employee, he/she will be summarily terminated.

Each Department/Division/Section must post this policy signed by the Department Head in a conspicuous place, accessible to all employees within the work unit. Additionally, it is recommended that each employee not covered by a collective bargaining agreement receive a copy of this policy. Questions regarding this policy should be directed to the Labor Relations Division of the Personnel Department.

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PERSONNEL SERVICES BULLETIN 96-1

TO: Department and Division Heads
FROM: Enrique J. Alva 
Personnel Director
DATE: January 29, 1996
SUBJECT: The Oklahoma Self-Defense Act and the City's Firearms and Weapons Policy

The Oklahoma State Legislature recently enacted the Oklahoma Self-Defense Act (the Act), 21 Okla. Stat. (Supp. 1995) Sec. 1290.1, et. seq., and many departments have inquired as to its effect on the Memorandum of Understanding regarding Firearms and Weapons attached to the current AFSCME collective bargaining agreement, and PSB 93-11 (Firearms and Weapons Policy), which is applicable to all other City employees, except those represented by the Fraternal Order of Police (FOP) and the International Association of Fire Fighters (IAFF).

Section 1290.22 of the Act provides as follows:

BUSINESS OWNER'S RIGHTS

Nothing contained in any provision of the Oklahoma Self-Defense Act shall be construed to limit, restrict or prohibit in any manner the existing rights of any person, property owner, tenant, employer or other entity to control the possession of weapons on any property owned or controlled by the person or entity.

The Municipal Counselor's Office has advised that this provision does not affect the City's right to continue enforcement of the current policy. Therefore, in recognizing the Oklahoma Self-Defense Act (also known as the concealed weapons law), The City of Oklahoma City is invoking the employer exemption to control the possession of weapons on property owned or controlled by the City, as provided in PSB 93-11 and the Memorandum of Understanding attached to the current AFSCME collective bargaining agreement.

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MEMORANDUM

The City of
OKLAHOMA CITY

TO: All Department Directors and Division Heads

FROM: Dianna L. Berry *DLB*
Director of Personnel

DATE: June 9, 2009

RE: Firearms/Weapons Policy

The City has a longstanding firearms and weapons policy (PSB 93-14), that prohibits employees from having dangerous weapons or guns on their person or in their cars during work hours. The City issued PSB 96-1 to implement the employer's exception to the Oklahoma Self Defense Act (also known as the concealed weapons law), which allowed the City to control the possession of weapons on property owned or controlled by the City. Both of these policies apply to all employees represented by AFSCME, non-represented employees, and management employees. These policies exclude law enforcement personnel that are commissioned to carry weapons in the performance of their jobs.

In 2004, the Oklahoma Legislature amended §1289.7a(A) of the Oklahoma Firearms Act of 1971 (OFA) as follows:

No person, property owner, tenant, employer, or business entity shall maintain, establish, or enforce any policy or rule that has the effect of prohibiting any person, except a convicted felon, from transporting and storing firearms in a locked motor vehicle, or transporting and storing firearms locked in or locked to a motor vehicle on any property set aside for any motor vehicle. 21 O.S. Supp. 2004 §1289.7a(A).

A similar amendment was made at the same time to the Oklahoma Self Defense Act (OSDA) at §1290.22(B) as follows:

No person, property owner, tenant, employer, or business entity shall be permitted to establish any policy or rule that has the effect of prohibiting any person, except a convicted felon, from transporting and storing firearms in a locked vehicle on any property set aside for any vehicle. 21 O.S. Supp. 2004 §1290.22(B).

After the above-referenced amendments were passed into law in 2004, there were constitutional challenges in the United States District Court for the Western District of Oklahoma that resulted

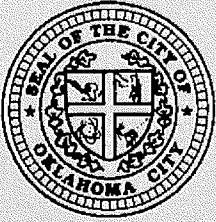
in these laws being stayed from enforcement during the pendency of the litigation. Recently, the Court of Appeals for the Tenth Judicial Circuit, which includes Oklahoma, ruled that the above-referenced laws were constitutional, and thereby enforceable. This ruling resulted in the laws being placed into effect.

In light of this ruling, the Municipal Counselor's Office has determined that because certain provisions contained within the City's current policies (PSB 93-14 and 96-1) conflict with the provisions of these laws, insofar as they prohibit employees from having dangerous weapons or guns locked in or locked to their cars while parked on City property during work hours, these provisions can not be enforced.

Therefore, until PSB 93-14 and 96-1 can be amended, those portions of the PSBs that conflict with the Oklahoma Firearms Act of 1971, as amended, and the Oklahoma Self Defense Act, as amended, can not be enforced. Specifically, employees who do not have felony convictions are no longer prohibited from transporting or storing firearms in their locked vehicles or locked to their vehicles, while parked on City property during work hours. However, employees are prohibited from brandishing any weapons, or using weapons for the purpose of intimidation or threat of bodily harm. Additionally, all other provisions of the above referenced PSBs remain in effect and are to be enforced.

If you require additional information concerning this matter, please contact Richard Mahoney, Assistant Municipal Counselor, at 297-2739, or Monica Coleman, Assistant Personnel Director, at 297-2760.

pc: Jim Couch, City Manager
Kenneth Jordan, Municipal Counselor
Jim Thompson, Assistant City Manager
Cathy O'Connor, Assistant City Manager
M.T. Berry, Assistant City Manager



MEMORANDUM

The City of
OKLAHOMA CITY

DEPARTMENTAL MEMO NO. 12 - 18

TO: Department Directors/Division Managers
FROM: James D. Couch ^{JDC} City Manager
DATE: September 17, 2012
RE: Open Carry of Handguns

Effective November 1, 2012, the Legislature's 2012 Amendments to Oklahoma's Firearms Act of 1971 and the Self Defense Act will become effective. These amendments allow citizens, under certain situations and in certain places, to openly carry firearms including handguns.

These amendments do not affect the right of The City (and its trusts) to prohibit the carrying of weapons, including but not limited to handguns, by City (or Trust) employees or by those who enter City (or Trust) buildings.

On March 6, 2012, the City Council adopted the most recent version of The City's Personnel Policies which state at Section 406:

An employee, with the exception of a commissioned peace officer or other authorized category of employee, is prohibited from possessing or concealing weapons, dangerous instruments or firearms while on duty or while in the performance of services for the City, or while in City uniform or in a City vehicle, regardless of whether the employee is on City property or not.

Weapons, dangerous instruments and/or firearms shall include all instruments and devices named or described by municipal ordinance, state or federal law. Firearms shall include loaded or unloaded firearms, whether or not they are capable of being fired. This policy shall not include transportation of weapons that can lawfully be transported in motor vehicles in the employee's personal vehicle; however, brandishing the weapon or use of the weapon or use of the weapon for the purpose of intimidation or threat of bodily harm shall be a violation of this policy.

The use of items not normally considered weapons or dangerous instruments, such as pocket knives or tools capable of causing physical harm, for intimidation or threat of bodily harm shall be a violation of this policy. (Refer to PSB Firearms and Weapons Policy and/or applicable collective bargaining agreement.)

This policy will still be in effect on November 1, 2012, and will be enforced until amended by the Council.

The Oklahoma Legislature has authorized the open carry of handguns for citizens on any City property designated as a park, recreational area or fairground; however, the legislature has also authorized the City to ban such carry into any of its structures on all its properties.

For notice to the public of such prohibition, signs will be placed on every building owned or operated by The City depicting or stating "No firearms allowed."

Communicating With and About People with Disabilities

About 50 million Americans report having a disability. Most Americans will experience a disability some time during the course of their lives. Disabilities can affect people in different ways, even when one person has the same type of disability as another person. Some disabilities may be hidden or not easy to see.

People First Language

People first language is used to speak appropriately and respectfully about an individual with a disability. Always speak directly to the person with a disability, not to his companion aide or sign language interpreter.

Here are suggestions on how to communicate with and about people with disabilities.

Positive	Negative
People First Language	Language to Avoid
Person with a disability	The disabled, handicapped
Person without a disability	Normal person, healthy person
Person with an intellectual, cognitive, developmental disability	Retarded, slow, simple, moronic, defective or retarded, afflicted, special person
Person with an emotional or behavioral disability, person with a mental health or a psychiatric disability	Insane, crazy, psycho, maniac, nuts
Person who is hard of hearing	Hearing impaired, suffers a hearing loss
Person who is deaf	Deaf and dumb, mute
Person who is blind/visually impaired	The blind
Person who has a communication disorder, is unable to speak, or uses a device to speak	Mute, dumb
Person who uses a wheelchair	Confined or restricted to a wheelchair, wheelchair bound
Person with a physical disability, physically disabled	Crippled, lame, deformed, invalid, spastic
Person with autism	Autistic
Person with epilepsy or seizure disorder	Epileptic
Person with multiple sclerosis	Afflicted by MS
Person with cerebral palsy	CP victim
Accessible parking or bathrooms	Handicapped parking or bathroom
Person of short stature	Midget
Person with a congenital disability	Birth defect
Person with Down syndrome	Mongoloid
Person who is successful, productive	Has overcome his/her disability, is courageous

Etiquette considered appropriate when interacting with people with disabilities is based primarily on respect and courtesy. Outlined below are tips to help you in communicating with persons with disabilities.

General Tips for Communicating with People with Disabilities

- When introduced to a person with a disability, it is appropriate to offer to shake hands. People with limited hand use or who wear an artificial limb can usually shake hands. (Shaking hands with the left hand is an acceptable greeting.)
- If you offer assistance, wait until the offer is accepted. Then listen to or ask for instructions.
- Treat adults as adults. Address people who have disabilities by their first names only when extending the same familiarity to all others.
- Relax. Don't be embarrassed if you happen to use common expressions such as "See you later," or "Did you hear about that?" that seem to relate to a person's disability.
- Don't be afraid to ask questions when you're unsure of what to do.

Tips for Communicating with Individuals Who are Blind or Visually Impaired

- Speak to the individual when you approach him or her.
- State clearly who you are; speak in a normal tone of voice.
- When conversing in a group, remember to identify yourself and the person to whom you are speaking.
- Never touch or distract a service dog without first asking the owner.
- Tell the individual when you are leaving.
- Do not attempt to lead the individual without first asking; allow the person to hold your arm and control her or his own movements.
- Be descriptive when giving directions; verbally give the person information that is visually obvious to individuals who can see. For example, if you are approaching steps, mention how many steps.
- If you are offering a seat, gently place the individual's hand on the back or arm of the chair so that the person can locate the seat.

Tips for Communicating with Individuals Who are Deaf or Hard of Hearing

- Gain the person's attention before starting a conversation (i.e., tap the person gently on the shoulder or arm).
- Look directly at the individual, face the light, speak clearly, in a normal tone of voice, and keep your hands away from your face. Use short, simple sentences. Avoid smoking or chewing gum.

- If the individual uses a sign language interpreter, speak directly to the person, not the interpreter.
- If you telephone an individual who is hard of hearing, let the phone ring longer than usual. Speak clearly and be prepared to repeat the reason for the call and who you are.
- If you do not have a Text Telephone (TTY), dial 711 to reach the national telecommunications relay service, which facilitates the call between you and an individual who uses a TTY.

Tips for Communicating with Individuals with Mobility Impairments

- If possible, put yourself at the wheelchair user's eye level.
- Do not lean on a wheelchair or any other assistive device.
- Never patronize people who use wheelchairs by patting them on the head or shoulder.
- Do not assume the individual wants to be pushed —ask first.
- Offer assistance if the individual appears to be having difficulty opening a door.
- If you telephone the individual, allow the phone to ring longer than usual to allow extra time for the person to reach the telephone.

Tips for Communicating with Individuals with Speech Impairments

- If you do not understand something the individual says, do not pretend that you do. Ask the individual to repeat what he or she said and then repeat it back.
- Be patient. Take as much time as necessary.
- Try to ask questions which require only short answers or a nod of the head.
- Concentrate on what the individual is saying.
- Do not speak for the individual or attempt to finish her or his sentences.
- If you are having difficulty understanding the individual, consider writing as an alternative means of communicating, but first ask the individual if this is acceptable.

Tips for Communicating with Individuals with Cognitive Disabilities

- If you are in a public area with many distractions, consider moving to a quiet or private location.
- Be prepared to repeat what you say, orally or in writing.
- Offer assistance completing forms or understanding written instructions and provide extra time for decision-making. Wait for the individual to accept the offer of assistance; do not "over-assist" or be patronizing.
- Be patient, flexible and supportive. Take time to understand the individual and make sure the individual understands you.

Remember

- Relax.
- Treat the individual with dignity, respect and courtesy.
- Listen to the individual.
- Offer assistance but do not insist or be offended if your offer is not accepted.

Service Animals – The law defines service animal as “any dog individually trained to do work or perform tasks for the benefit of an individual with a disability, including physical, sensory, psychiatric, intellectual, or other mental disability.”

If someone wants to bring a dog into the workplace and the dog’s functions are not readily apparent, you may ask:

- a. Is the animal required because of a disability? (Do not ask the person about the disability!)
- b. What work or task has the animal been trained to perform? (Generally, a public entity may not make these inquiries about a service animal when it is readily apparent that an animal is trained to do work or perform tasks for an individual with a disability (e.g., the dog is observed guiding an individual who is blind or has low vision, pulling a person’s wheelchair, or providing assistance with stability or balance to an individual with an observable mobility disability.)

Service animals work and perform tasks and are not pets. Employees should not touch, feed, talk to, or make noises at the animal.

- a. Do not touch or feed a service animal unless invited to do so;
- b. Do not deliberately distract or startle a service animal, and,
- c. Do not separate or attempt to separate a service animal from the individual using the animal’s service

- ★ More detailed information regarding Service Animals can be found in Management Bulletin 11-01 or call the ADA Coordinator at 297-2849.
- ★ **Information regarding the use of manual or power-driven mobility devices** can be found in Management Bulletin 14-1, Mobility Aid Policy or by calling the ADA Coordinator at 297-2849.



Notice of Health Laws

The City of Oklahoma City
Employee Benefits Division

Certificate of Creditable Coverage

A certificate of creditable coverage will be provided upon request or automatically upon loss of coverage and a COBRA qualifying event. Certificates provide evidence of health coverage and may be needed if you become eligible under a group health plan that excludes coverage for certain medical conditions that you have before you enroll.

§ 701(e); 29 CFR 2590.701-5

Affordable Care Act

Beginning January 1, 2014, as part of the Affordable Care Act legislation, most Americans are required to purchase health insurance coverage that meets a certain minimum standard. The health plans offered by the City of Oklahoma City do qualify as minimum essential coverage, as do governmental plans (like Medicare, Medicaid, CHIP and TRICARE). Another key part of the health care law to take effect in 2014 is a new way to buy health insurance: the Health Insurance Marketplace, also referred to the Marketplace Exchange. **More information about these changes are on www.healthcare.gov.**

Special Enrollment Rights

If you are declining enrollment for yourself or your dependents (including your spouse) because of other health insurance coverage, you may in the future be able to enroll yourself or your dependents in one of the plans offered, provided that you request enrollment within 31 days after your other coverage ends. In addition, if you have a new dependent as a result of marriage, birth, adoption, or placement for adoption, you may be able to enroll yourself and your dependents, provided that you request enrollment within 31 days after the marriage, birth, adoption, or placement for adoption.

29 CFR 2590.701-6(c)

Newborns' and Mothers' Health Protection Act of 1996

Group health plans and health insurance issuers generally may not, under Federal or State law, restrict benefits for any hospital length of stay in connection with childbirth for the mother or newborn child to less than 48 hours following a vaginal delivery, or less than 96 hours following a cesarean section. However, Federal and State law generally do not prohibit the mother's or newborn's attending provider, after consulting with the mother, from discharging the mother or her newborn earlier than 48 hours (or 96 hours as applicable). In any case, plans and issuers may not, under Federal or State law, require that a provider obtain authorization from the plan or the insurance issuer for prescribing a length of stay not in excess of 48 hours (or 96 hours). In addition, under State law group health plans and health insurance issuers shall provide for one home visit within 48 hours of childbirth by a licensed health care provider whose scope of practice includes providing postpartum care, following a vaginal delivery when childbirth occurs at home or in a licensed birthing center.

§711(d); 29 CFR 2520.102-3(u) and §36-6060.3 of Oklahoma Statutes.

Women's Health and Cancer Rights Act of 1998

If you have had or are going to have a mastectomy, you may be entitled to certain benefits under the Women's Health and Cancer Rights Act of 1998 (WHCRA). For individuals receiving mastectomy-related benefits, coverage will be provided in a manner determined in consultation with the attending physician and the patient, for:

- all states of reconstruction of the breast on which the mastectomy was performed;
- surgery and reconstruction of the other breast to produce a symmetrical appearance;
- prostheses; and
- treatment of physical complications of the mastectomy, including lymphedema.

These benefits will be provided subject to the same deductibles and coinsurance applicable to other medical and surgical benefits provided under this plan. Refer to your plan documents for applicable deductibles and coinsurance amounts.

§ 713(a)

Please refer to the annual Employee Guide to Benefits for additional or updated laws or regulations which may impact your coverage and rights.



**The City of Oklahoma City
Group Indemnity Health Plan**

NOTICE OF PRIVACY PRACTICES

Effective April 14, 2003

Updated May 24, 2013

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

This Notice of Privacy Practices describes how protected health information may be used or disclosed by the City of Oklahoma City's Group Indemnity Health Plan to carry out payment, health care operations, and for other purposes that are permitted or required by law. This Notice also sets out legal obligations concerning your protected health information, and describes your rights to access and control your protected health information.

Protected health information (or "PHI") is individually identifiable health information, including demographic information, collected from you or created or received by a health care provider, a health plan, your employer (when functioning on behalf of the group health plan), or a health care clearing house and that relates to: (i) your past, present, or future physical or mental health or condition; (ii) the provision of health care to you; or (iii) the past, present, or future payment for the provision of health care to you.

This Notice of Privacy Practices has been drafted to be consistent with what is known as the "HIPAA Privacy Rule," and any of the terms not defined in this Notice should have the same meaning as they have in the HIPAA Privacy Rule.

If you have any questions or want additional information about the Notice or the policies and procedures described in this Notice, please contact: Privacy Officer, 420 W. Main, Suite 110, Oklahoma City, OK, 73102, (405) 297-2144.

CITY'S RESPONSIBILITIES

The City is required by law to maintain the privacy of your protected health information. The City is obligated to provide you with a copy of this Notice of our legal duties and of our privacy practices with respect to protected health information, and we must abide by the terms of this Notice. The City reserves the right to change the provisions of our Notice and make the new provisions effective for all protected health information that it maintains. If material changes are made to the Notice, a revised Notice will be mailed to the address that the City has on record for the eligible member.

PRIMARY USES AND DISCLOSURES OF PROTECTED HEALTH INFORMATION

The following is a description of how the City's Group Indemnity Health Plan is most likely to use and/or disclose your protected health information.

Payment and Health Care Operations

The City has the right to use and disclose your protected health information for all activities that are included within the definition of "payment" and "health care operations" as set out in 45 C.F.R. § 164.501 (this provision is a part of the HIPAA Privacy Rule). The City has not listed in this Notice all of the activities included within these definitions, so please refer to 45 C.F.R. § 164.501 for a complete list.

Payment

The City will use and disclose your PHI to pay claims for services provided to you and to obtain stop-loss reimbursements or to otherwise fulfill responsibilities for coverage and providing benefits. For example, your protected health information may be disclosed when a provider requests information regarding your eligibility for coverage under the health plan, or your information may be used to determine if a treatment that you received was medically necessary.

Health Care Operations

The City will use or disclose your protected health information to support business functions. These functions include, but are not limited to: quality assessment and improvement, reviewing provider performance, licensing, stop-loss underwriting, business planning, and business development. For example, your protected health information may be used or disclosed: (i) to provide you with information about one of our disease management programs; (ii) to respond to a customer service inquiry from you; or (iii) in connection with fraud and abuse detection and compliance programs.

Business Associates

The City's Group Indemnity Health Plan contracts with individuals and entities (Business Associates) to perform various functions on the City's behalf or to provide certain types of services. To perform these functions or to provide the services, the City's Business Associates will receive, create, maintain, use or disclose protected health information, but only after the Business Associates are required to agree in writing to contract terms designed to appropriately safeguard your information. For example, your protected health information may be disclosed to a Business Associate to administer claims or to provide service support, utilization management, subrogation, or pharmacy benefit management. Examples of business associates would be the third party administrator, BlueCross BlueShield, which by contract handles many of the functions in connection with the operation of the Group Indemnity Health Plan; the retail and mail order pharmacy manager, Express Scripts; UnitedHealthcare; American Fidelity Assurance Company; and the City of Oklahoma City. These companies are just examples of present business associates. These business associates will change without notice from time to time.

Your protected health information may be disclosed or used to assist health care providers in connection with their treatment or payment activities, or to assist other covered entities in connection with payment activities and certain health care operations. For example, your protected health information may be disclosed to a health care provider when needed by the provider to render treatment to you, and protected health information may be disclosed to another covered entity to conduct health care operations in the areas of quality assurance and improvement activities, or accreditation, certification, licensing or credentialing. This also means that your protected health information may be shared with other insurance

carriers in order to coordinate benefits, if you or your family members have coverage through another insurance company.

Plan Sponsor

Your protected health information may be disclosed to the plan sponsor of the Group Indemnity Health Plan, the City of Oklahoma City, for purposes of plan administration or pursuant to an authorization request signed by you.

POTENTIAL IMPACT OF STATE LAW

The HIPAA Privacy Regulations generally do not “preempt” (or take precedence over) state privacy or other applicable laws that provide individuals greater privacy protections. As a result, to the extent state law applies, the privacy laws of a particular state, or other federal laws, rather than the HIPAA Privacy Regulations, might impose a privacy standard under which we will be required to operate. For example, where such laws have been enacted, we will follow more stringent state privacy laws that relate to uses and disclosures of protected health information concerning HIV or AIDS, mental health, substance abuse/chemical dependency, genetic testing, reproductive rights, etc.

SPECIAL CIRCUMSTANCES AND STATE AND FEDERAL LAWS

Special situations and certain state and federal laws may require the release of your health information. For example, the City may be obligated to release your health information for the following reasons:

- To comply with state and federal laws that require us to release your health information to others.
- To report information to state and federal agencies that regulate our business, such as the U.S. Department of Health and Human Services and your state’s regulatory agencies.
- To assist with public health activities; for example, the City may report health information to the Food and Drug Administration for the purpose of investigating or tracking a prescription drug and medical device malfunctions.
- To report information to public health agencies if the City believes there is a serious threat to your health and safety or that of the public or another person; this includes disaster relief efforts.
- To report certain activities to health oversight agencies; for example, the City may report activities involving audits, inspections, licensure and peer review activities. Oversight agencies seeking this information include government agencies that oversee: (i) the health care system; (ii) government benefit programs; (iii) other government regulatory programs; and (iv) compliance with civil rights laws.
- To assist court or administrative agencies; for example, the City may provide information pursuant to a court order, search warrant or subpoena.
- To support law enforcement agencies; for example, the City may provide health information to law enforcement agents for the purpose of identifying or locating a fugitive, material witness or missing person.

- To correctional institutions or law enforcement officials if you are an inmate or under the custody of a law enforcement official.
- To report information to a government authority regarding child abuse, neglect or domestic violence.
- To share information with a coroner or medical examiner as authorized by law (the City may also share information with funeral directors, as necessary to carry out their duties).
- To use or share information for procurement, banking or transplantation of organs, eyes or tissues.
- To report information regarding job-related injuries as required by your state workers compensation laws.
- To share information related to specialized government functions, such as military and veteran activities, national security and intelligence activities and protective services for the President and others.
- To researchers when their research has been approved by an institutional review board that has approved the research proposal and established protocols to ensure the privacy of your health information.

REQUIRED DISCLOSURES OF YOUR PROTECTED HEALTH INFORMATION

The following is a description of disclosures that the City is required by law to make:

Disclosures to the Secretary of the U.S. Department of Health and Human Services

The City is required to disclose your protected health information to the Secretary of the U.S. Department of Health and Human Services when the Secretary is investigating or determining our compliance with the HIPAA Privacy Rule.

Disclosures to You

The City is required to disclose to you most of your protected health information in a “designated record set” when you request access to this information. Generally, a “designated record set” contains medical and billing records, as well as other records that are used to make decisions about your health care benefits. The City is also required to provide, upon your request, an accounting of most disclosures of your protected health information that are for reasons other than payment and health care operations and are not disclosed through a signed authorization.

Disclosures to Personal Representative

The City will disclose your protected health information to an individual who has been specifically designated by you as your personal representative and who has qualified for such designation in accordance with relevant state law. However, before the City will disclose protected health information to such a person, it must have a written notice of his/her designation, along with the documentation that supports his/her qualification (such as power of attorney) as Personal Representative.

Even if you designate a personal representative, the HIPAA Privacy Rule permits the City, as sponsor of the Group Indemnity Health Plan, not to release protected health information to a personal representative, if in the exercise of our professional judgment, the City decides that it is not in the best interest of the individual to release such information.

WRITTEN PERMISSION TO USE OR SHARE YOUR INFORMATION

Family/Friends: The City will not disclose your protected health information to a friend or family member who is involved in your medical care or who helps pay for your care unless you direct the City in writing to disclose your limited PHI. The City may disclose your limited PHI to an entity assisting in a disaster relief effort so that your family can be notified about your condition, status and location. If you are not present, or the opportunity to agree or object to the use or disclosure cannot practicably be provided because of your incapacity or in the event of an emergency circumstance, the City may, in the exercise of professional judgment, determine whether the disclosure is in your best interests and, if so, disclose limited protected health information that is directly relevant to the person or entity involved with your health care.

Other uses and disclosures of your protected health information that are not described above will be made only with your written authorization. If you provide us with such an authorization, you may revoke the authorization in writing, and this revocation will be effective for future uses and disclosures of protected health information. However, the revocation will not be effective for information that has already been used or disclosed, relying on the authorization.

YOUR RIGHTS REGARDING YOUR HEALTH INFORMATION

The following is a description of your rights with respect to your protected health information.

Right to Request a Restriction

You have the right to request a restriction on the protected health information used or disclosed about you for payment or health care benefits.

The City is not required to agree to any restrictions that you may request. If the City agrees to the restriction, every effort will be made to comply with the restriction unless the information is needed to provide emergency treatment to you.

You may request a restriction by writing to the Privacy Officer, 420 W. Main, Suite 110, Oklahoma City, OK, 73102. It is important that you direct your request for restriction to this address so that your request may be processed. Requests sent to persons or offices other than the address indicated might delay processing the request. In your request, please tell the Privacy Officer: (1) the information whose disclosure you want to limit; and (2) how you want to limit our use and/or disclosure of the information.

Right to Request Confidential Communications

If you believe that a disclosure of all or part of your protected health information may endanger you, you may request that the City communicate with you regarding your information in an alternative manner or at an alternative location. For example, you may ask that you only be contacted at your work or via your work e-mail.

You may request confidential communications by writing to the Privacy Officer, 420 W. Main, Suite 110, Oklahoma City, OK, 73102. It is important that you direct your request for confidential communications to this address to process your request. Requests sent to persons or offices other than the one indicated might delay processing the request. In your written request please tell the Privacy Officer: (1) that you want us to communicate your protected health information with you in an alternative manner or at an alternative location; and (2) that the disclosure of all or part of the protected health information in a manner inconsistent with your instructions would put you in danger.

The City will accommodate a request for confidential communications that is reasonable and that states that the disclosure of all or part of your protected health information could endanger you. As permitted by the HIPAA Privacy Rule, “reasonableness” will include, when appropriate, making alternate arrangements regarding payment.

Accordingly, as a condition of granting your request, you will be required to provide information concerning how payment will be handled. For example, if you submit a claim for payment, state or federal law (or our own contractual obligations) may require that disclosure of certain financial claim information to the eligible member (e.g., an EOB). Unless you have made other payment arrangements, the EOB (in which your protected health information might be included) will be released to the eligible member.

Once the information for such a request is received, the request will be processed as soon as possible, usually within ten business days.

Prior to receiving the information necessary for this request, during the time it takes to process it, protected health information may be disclosed (such as through an Explanation of Benefits, “EOB”). Therefore, it is extremely important that you contact the Privacy Officer as soon as you determine that you need to restrict disclosures of your protected health information. In an emergency, you may begin the process by calling the phone number on the Summary Page of this Notice.

If you terminate your request for confidential communications, the restriction will be removed for all your protected health information, including protected health information that was previously protected. Therefore, you should not terminate a request for confidential communications if you remain concerned that disclosure of your protected health information will endanger you.

Right to Inspect and Copy

You have the right to inspect and copy your protected health information that is contained in a “designated record set.” Generally, a “designated record set” contains medical and billing records, as well as other records that are used to make decisions about your health care benefits. However, you may not be allowed to inspect or copy psychotherapy notes or certain other information that may be contained in a designated record set.

To inspect and copy your protected health information that is contained in a designated record set, you must submit your request by calling the number listed in the summary page of this Notice. It is important that you call this number to request an inspection and copying so that your request can be processed as timely as possible. Requests sent to persons or offices, other than the one indicated might delay processing the request. If you request a copy of the information, you may be charged a fee for the costs of copying, mailing, or other supplies associated with your request.

The City may deny your request to inspect and copy your protected health information in certain limited circumstances. If you are denied access to your information, you may request that the denial be reviewed. To request a review, you must contact the Privacy Officer at the number provided in this Notice. A licensed health care professional chosen by the City will review your request and the denial. The person performing this review will not be the same one who denied your initial request. Under certain conditions, our denial will not be reviewable. If this event occurs, the City will inform you in the denial that the decision is not reviewable.

Right to Amend

If you believe that your protected health information is incorrect or incomplete, you may request that the City amend your information. You may request that your information be amended by writing to: Privacy Officer, 420 W. Main, Suite 110, Oklahoma City, OK, 73102. Additionally, your request should include the reason the amendment is necessary. It is important that you direct your request for amendment to this address so that the City can begin to process your request. Requests sent to persons or offices, other than the one indicated might delay processing the request.

In certain cases, the City may deny your request for an amendment. For example the City may deny your request if the information you want to amend is not maintained by the City, but by another entity. If your request is denied, you have the right to file a statement of disagreement with the City. Your statement of disagreement will be linked with the disputed information and all future disclosures of the disputed information will include your statement.

Right of an Accounting

You have a right to an accounting of certain disclosures of your protected health information that are for reasons other than treatment, payment, or health care operations. No accounting of disclosures is required for disclosures made pursuant to a signed authorization by you or your personal representative. You should know that most disclosures of protected health information will be for purposes of payment or health care operations, and therefore, will not be subject to your right to an accounting. There also are other exceptions to this right.

An accounting will include the date(s) of the disclosure, to whom we made the disclosure, a brief description of the information disclosed, and the purpose for the disclosure.

You may request an accounting by submitting your request in writing to Privacy Officer, 420 W. Main, Suite 110, Oklahoma City, OK, 73102. It is important that you direct your request for an accounting to this address so that the City can begin to process your request. Requests sent to persons or offices other than the one indicated might delay processing the request.

Your request may be for disclosures made up to six years before the date of your request, but not for disclosures made before April 14, 2003. The first list you request within a 12-month period will be free. For additional lists, the City may charge you for the costs of providing the list. You will be notified of the cost involved and you may choose to withdraw or modify your request at the time before any costs are incurred.

Right to a Paper Copy of This Notice

You have the right to a paper copy of this Notice, even if you have agreed to accept this Notice electronically.

COMPLAINTS

If you believe your privacy rights have been violated, you may initiate a complaint with the City by calling the Privacy Officer at (405) 297-2144. A copy of a complaint form is available from this contact office.

You also may file a complaint with the Secretary of the U.S. Department of Health and Human Services. Complaints filed directly with the Secretary must: (1) be in writing; (2) contain the name of the entity against which the complaint is lodged; (3) describe the relevant problems; and (4) be filed within 180 days of the time you became or should have become aware of the problem.

The City's Group Indemnity Health Plan will not penalize or any other way retaliate against you for filing a complaint with the Secretary or with the City's Privacy Officer.



THE CITY OF OKLAHOMA CITY

VACATION LEAVE

<u>Years of Service</u>	<u>Accrual @ Pay Period</u>	<u>Maximum Accrual</u>
0 to 6 months	N/A	48 hours 6 minutes
<small>Note: Vacation Leave can only be used after completing 6 months of continuous employment.</small>		
6 months-5 years	3 hours 42 minutes	250 hours
5 years-10 years	4 hours 18 minutes	250 hours
10 years-15 years	5 hours 18 minutes	400 hours
15 years or more	6 hours 12 minutes	400 hours

SICK LEAVE

- ❖ Accrues at a rate of 5 hours per pay period
- ❖ Available for use upon full time employment
- ❖ Maximum accrual is 2000 hours or as specified by the appropriate collective bargaining agreement
- ❖ Sick leave may be used:
 - ✓ When an employee is too ill to work
 - ✓ When an employee must care for an ill member of their immediate family
 - ✓ To keep a medical or dental appointment

TUITION REIMBURSEMENT

Reimbursement of up to \$1,250 per semester for tuition plus mandatory fees. Must have completed one year of full time continuous employment prior to course start date. Attendance is on employee's own time. If employment ends within two years from reimbursement, employee must re-pay reimbursement. See PSB 15-02 for further information.



The City of
OKLAHOMA CITY

Dependent Eligibility Requirements for Participation in a City of Oklahoma City Health Plan Option

Under the City's policies eligible dependents generally include the following:

1. Spouse, (common-law spouses may be accepted but not domestic partners).
2. Unless otherwise excluded from coverage, Child(ren), as defined by Oklahoma state law (or those who qualify as a dependent under the Internal Revenue Code) until the age of 26, and
3. Unmarried child(ren) who are physically or mentally incapable of self support on the date coverage would otherwise end, and

Excluded from dependent coverage are the following:

1. Ex-spouse, except as allowed under COBRA;
2. Domestic Partner;
3. Parents, grandparents, aunts, uncles, grandchild(ren), foster child, brother, sister, nephew, niece, unless such child(ren) are under your legal guardianship, legal custody or adopted, all as evidenced by court documents;
4. Step-child(ren), if the employee is divorced from the natural parent of the stepchild(ren), such child is no longer qualified as the employee's stepchild(ren), and is no longer eligible for coverage;
5. Children and spouses of covered Adult Children