

**Town of Manchester**  
**Department of Leisure, Family, and Recreation**  
**Part-Time and Seasonal Employee Handbook**



**Revised 9/2024**

### IMPORTANT TELEPHONE NUMBERS

Fire Emergency	9-911
Fire North End	9- (860) 643-5432
Fire South End	9- (860) 643-1151
Police-Emergency	9-911
Police-Routine	9- (860) 645-5500

### FACILITY LOCATIONS

**Center Springs Park – Main Office** (860) 647-3084  
8:30 a.m. – 4:30 p.m. M-F  
39 Lodge Drive

**Community Y Recreation Center** (860) 647-3164  
78 North Main Street

**Eastside Neighborhood Resource Center** (860) 647-3089  
153 Spruce Street

**Leisure Labs @ Mahoney Recreation Center** (860) 647-3166  
110 Cedar Street

**Northwest Park** (860) 647-3162  
448 Tolland Turnpike

**Northwest Park Early Childhood Center** (860) 647-5212  
44 Tolland Turnpike

**Youth Service Bureau I Teen Center** (860) 647-5213  
2:30 p.m. - 5:30 p.m. M-F  
63 Linden Street

# DEPARTMENT OF LEISURE, FAMILY, AND RECREATION EMPLOYEE HANDBOOK

## 1. INTRODUCTION

This handbook has been formulated to ensure that all of the Department of Leisure, Family, and Recreation part-time and seasonal staff are informed of the personnel policies and procedures. Staff, with respect to this handbook, are considered employees who occupy, on a part-time and/or seasonal basis: secretarial, clerical, crafts, technical/professional, creative, and service positions. You should become familiar with these policies and procedures. Please study and keep this information for future reference. If you have any questions that cannot be answered through this handbook, you should talk to your building director or supervisor.

**The handbook is broken down into 18 major sections:**

- |                                  |                                       |
|----------------------------------|---------------------------------------|
| 1. Introduction                  | 11. Accident and Emergency Procedures |
| 2. Program Residency Policy      | 12. Discipline - Participants         |
| 3. Goals and Objectives          | 13. Job Duties                        |
| 4. Terms of Employment           | 14. Attire                            |
| 5. Conduct                       | 15. Computers and Telephones          |
| 6. Work Schedule                 | 16. Performance Evaluations           |
| 7. Payroll                       | 17. Opening and Closing Procedures    |
| 8. Supplies and Equipment        | 18. Rules and Regulations             |
| 9. Disciplinary Employee Actions |                                       |
| 10. Liability and Safety         |                                       |

## 2. PROGRAM RESIDENCY POLICY

Participants must be Manchester residents and proof of residency is required upon registration; unless otherwise noted. A resident is defined as a person who permanently resides in the Town of Manchester.

## 3. GOALS AND OBJECTIVES

- To provide a variety of safe and enjoyable programs for all ages.
- To provide qualified, professional, caring, and courteous staff.
- To provide a safe, nurturing, and pleasant environment for all participants.
- To be attentive to the needs, interests, and concerns of all participants.
- To ensure customer satisfaction and provide positive customer service.

## DEPARTMENT OF LEISURE, FAMILY, AND RECREATION EMPLOYEE HANDBOOK

### 4. TERMS OF EMPLOYMENT

Required forms for employees who are classified as Part-time or Seasonal Prospective Employees. These forms **must** be completed online, to be considered for a part-time/seasonal position:

1. Town of Manchester Application for Part-time or Seasonal Employment.
2. Authorization for Release of personal information (Criminal Record Check Form (18+)).

A post-conditional job offer may be made upon successful completion/receipt of the following:

1. Post Job Offer Physical Profile for Part-Time/Temporary Employees.
2. Hepatitis B. Declination Form.
3. Zero results from the aforementioned background check, if applicable.
4. State of Connecticut- W4- Employee Withholding Certificate.
5. Federal Withholding. Employee Withholding Certificate W4.
6. Employment Eligibility Verification (I-9) with a copy of Social Security Card and photo identification, i.e. driver's license.
7. Direct Deposit Form (Town's) and required supplemental documentation.
8. Current American Red Cross First Aid and CPR Certifications.
9. Certified attendance at a Blood Borne Pathogens seminar held by the Town or other agency at your own expense.
10. Pre-season Job Training/Testing.

All forms are required to process your Personnel Action Form (PAF). The PAF is needed for paychecks to be issued to employees. This takes approximately two weeks, depending on start date/ payroll schedule (bi-weekly).

### EMPLOYEE RESPONSIBILITIES

### 5. CONDUCT

You are a representative of the Town of Manchester and the Department of Leisure, Family, and Recreation. It is expected that as an employee you are to be professional and courteous to the general public and program participants at all times.

1. Maintain a neat, but casual appearance.
2. Profanity, abusive language, and sexually explicit undertones are not tolerated.
3. Striking a child for any reason is grounds for immediate termination.
4. Cigarette smoking, the drinking of alcoholic beverages, or the use of illegal

## **DEPARTMENT OF LEISURE, FAMILY, AND RECREATION EMPLOYEE HANDBOOK**

substances are not tolerated during working hours and may lead to immediate suspension and/or termination.

5. **Use of cell phones, headphones, airpods, and ANY other electronic devices are STRICTLY PROHIBITED during working hours. Use of these items may lead to suspension and/or termination.**

### **6. WORK SCHEDULE**

Your work schedule is determined by the Recreation Supervisor and is based upon program needs.

1. Employees are to arrive 10 minutes prior to their scheduled work time.
2. Employees are to notify their immediate supervisor no later than four hours prior to the start of their scheduled work time if unable to attend due to illness or another emergency situation.
3. Employees will only be paid for hours authorized by the Terms of Employment, unless given prior authorization to work by the Recreation Supervisor.
4. Employees are responsible for getting their own substitute when anticipating an absence from work. Substitutes must possess the required skills and experience for your position and should be selected from the substitute list. Upon acquiring a qualified substitute, you must then contact your immediate supervisor.

### **7. PAYROLL**

It is the responsibility of each employee to complete their timecard correctly in pen. Timecards will be kept at your site and must be handed in to the Recreation Supervisor at the end of each pay period. Timecards will be picked up the last Thursday of the pay period. Overtime is only acceptable in advance with your supervisor's permission/approval.

### **8. SUPPLIES AND EQUIPMENT**

The Department of Leisure, Family, and Recreation will have emergency medical supplies (First-aid kits) available on-site. If additional supplies and/or equipment are needed, please notify your supervisor.

### **9. DISCIPLINARY ACTIONS - EMPLOYEES**

You were selected for employment based upon your outstanding qualifications and professionalism. It is expected that you will perform your duties accordingly. All disciplinary actions shall be applied in a fair manner and shall not be inconsistent with the infraction for

## **DEPARTMENT OF LEISURE, FAMILY, AND RECREATION EMPLOYEE HANDBOOK**

which the disciplinary action is being taken. Employees may be disciplined for, but not limited to, any of the following reasons:

1. **Cellphones, headphones, airpods, or any other electronic device usage as well as inappropriate use of computers.**
2. Not attending mandatory staff and training meetings.
3. Tardiness or excessive absences.
4. Using intoxicants while on the job or reporting to work under the influence.
5. Insubordination, offensive conduct, violation of Town policies or ordinances.
6. Less than acceptable performance of your required duties.
7. Not informing the Program Director/Building Director (supervisor) of your substitute for your work shift.

### **Disciplinary steps may include:**

1. A verbal warning.
2. A confidential, written warning with the recreation supervisor's copy initialed by the employee.
3. A written warning.
4. Suspension without pay for a period not to exceed (10) days.
5. Demotion.
6. Discharge.

## **10. LIABILITY AND SAFETY**

All part-time and seasonal employees are covered by the Town's liability and workers compensation insurance. Accidents and incidents are to be reported immediately to the Recreation Supervisor. This does not mean, however, that every employee is immune to negligence. Always think safety first and use common sense. Report all incidents, however slight.

The Town of Manchester does not provide accident or health insurance for participants. Any questions a participant may have should be directed to the Recreation Supervisor. Refrain from comments on any potential liable situation. In the event where you may see an unsafe condition at your facility, it is your responsibility to bring it to the immediate attention of the Recreation Supervisor.

## DEPARTMENT OF LEISURE, FAMILY, AND RECREATION EMPLOYEE HANDBOOK

### 11. ACCIDENT AND EMERGENCY PROCEDURES

1. Remain calm and in control of the situation.
2. Activate emergency procedures (if necessary).
3. Determine the extent of the injury to the best of your ability. Do not, at any time, make a diagnosis of an injury.
4. If minor, administer first aid as necessary and complete an accident report.
5. If serious:
  - a. Call 911
  - b. Give name, address, phone, and nature of the injury
  - c. Stabilize victim and keep as calm as possible
  - d. Clear all patrons from area immediately
  - e. Continue first aid until help arrives
  - f. Contact building director following the incident or during the incident
  - g. Contact participant's parent/legal guardian or spouse
6. Be observant of surrounding conditions at the time of accident or injury.
7. Complete an accident report and send it to the Main Office immediately.
8. Refer all questions on accidents to the recreation supervisor.

#### **REMEMBER:**

***The best way to avoid an accident or injury is proper supervision. Understand the possible risks of any activity and avoid dangerous situations. Under no circumstances are staff members to transport program participants in your own or in their vehicle(s).***

### 12. DISCIPLINE

1. Indicate to the person that you want to speak to him/her.
2. Be specific.
3. Do not assume or be too quick to blame, listen.
4. Investigate / get facts / get details, take notes and date your documentation.
5. Explain what was wrong and warn the offender once.
6. Normally a warning followed by a 5-10 minute rest period will suffice.
7. Suspension of 1 day, followed by a 2- or 3-day suspension would follow.

## DEPARTMENT OF LEISURE, FAMILY, AND RECREATION EMPLOYEE HANDBOOK

8. Longer suspensions must be approved by the Building Director or Recreation Supervisor.
9. Make sure the discipline fits the offense.
10. Be consistent when disciplining.
11. Make other staff members aware of the action taken.

### 13. JOB DUTIES

#### FRONT DESK/ OFFICE

- If you are one of the employees in the office, you **MUST** check everyone's REC CARD!
- If you are one of the employees in the office, you must **KNOW** RecTrac.
- Keep people out of the office that are not supposed to be there.
- Answer the phone properly and in a professional manner.
- Check voicemail daily.
- Unlock and lock doors.
- Deposits must be completed at end of the night (Building Director).
- Know the program brochure.
- Manage the halls.
- Keep the front desk area/office clean.
- Update boards and calendars.
- No use of social media or any form of electronics devices.

#### GYM

- Supervision of participants.
- Enforce rules.
- Sweep the gym floors.
- Pick up the garbage.
- Make sure nets are OK.
- Gym doors are locked.
- Be involved in organizing games/activities.

#### GAME ROOM

- No sitting on the pool tables.
- Make sure all equipment is put back correctly.
- Moderate radio and CDs.
- Game room person oversees watching the halls.
- Clean up at the end of the night.

## DEPARTMENT OF LEISURE, FAMILY, AND RECREATION EMPLOYEE HANDBOOK

### 14. ATTIRE

Since you reflect the Town of Manchester and specifically the Department of Leisure, Family, and Recreation, you **must** wear a staff shirt when you are working. Your attire should be neat, clean, and dressed in a moderate, non-controversial manner. You must use good judgement and dress properly. Dress that results in distraction to other employees or disruption of the work of the facility, as determined by your supervisor, will not be permitted.

### 15. COMPUTERS AND TELEPHONES

Employees are not to use the computers for personal business. This includes personal email, social media, or other personal matters, that are not appropriate during work hours.

When you answer the telephone, you represent the Department of Leisure, Family, and Recreation. Please give your name and where they are calling.

For example: "Mahoney Rec, this is Geoff and how may I help you?"

The office telephone is for business calls only. Please do not impede the business operations of the department with personal calls.

### 16. PERFORMANCE EVALUATIONS

Manchester's Department of Leisure, Family, and Recreation will give performance evaluations (as outlined below) to improve employee morale, job effectiveness, and job satisfaction, through objective measurement and constructive counseling.

There will be a performance evaluation mid-indoor season and at the end of the indoor season. This will be done by your direct supervisor (Building Director) and will elaborate on how you are performing the duties of your job. This evaluation will cover both your strengths and weaknesses. Your supervisor will work with you to improve the areas of weakness in your work. A positive evaluation does not guarantee that you will be hired again.

## **DEPARTMENT OF LEISURE, FAMILY, AND RECREATION EMPLOYEE HANDBOOK**

### **17. OPENING AND CLOSING PROCEDURES**

#### **OPENING**

- Unlock offices.
- Unlock the safe and take the money out, then put the money in the register (if applicable).
- Turn on the computers and open the databases.
- Check the voicemail/return calls.
- Turn on the voicemail.
- Unlock doors.
- Check building to make sure everything is okay.

#### **CLOSING**

- Make sure all patrons are out of the building.
- Make sure all lights, computer, and machines are off.
- Make sure everyone is out of the bathrooms when lights are being turned off.
- Take the money out of the register and put it back in the safe; make sure the safe is locked (cash out with Safari and settle all credit card sales).
- Turn off lights, machines.
- Secure all doors.
- Exit the building within 15 minutes.

### **18. RULES AND REGULATIONS**

1. Program participants must be a resident of the Town of Manchester, unless otherwise noted.
2. Patrons must show a valid membership pass at the front desk as well as signing in.
3. Food and drinks are prohibited in recreational areas (gyms).
4. Non-certified pets and other animals are not allowed in the Recreation Centers.
5. An adult should always attend to their child if they are under the age of 8.
6. Bicycles, skates, and skateboards are not permitted in the building.
7. Proper attire should be worn in recreational areas.
8. There will be no rough play or fighting in the building.
9. Respect other staff, patrons, and the facility.
10. No smoking, loitering, or horseplay will be tolerated on facility property.
11. No radios/boom boxes are allowed in the building.
12. All equipment must be returned to its proper place.
13. The Town of Manchester is not responsible for lost or stolen items.
14. Patrons are not allowed behind the front desk, back desk, or in any office.
15. Patrons must use public restrooms.

## **DEPARTMENT OF LEISURE, FAMILY, AND RECREATION EMPLOYEE HANDBOOK**

16. Patrons are not allowed to use computers, TV's, or copier machines.
17. There will be a one-minute limit on the phone for local calls only.
18. The age of the weight room is 16 years old and older.
19. Proof of age and residency is required to purchase a facility pass.
20. Adult hours are for 18 years old and older.

## **DEPARTMENT OF LEISURE, FAMILY, AND RECREATION EMPLOYEE HANDBOOK**

### **TOWN OF MANCHESTER, CONNECTICUT POLICY ON DRUG AND ALCOHOL ABUSE**

The Town of Manchester's Policy on Drug and Alcohol Abuse is designed to provide for a work environment free of drug and alcohol use and to help employees with substance abuse problems. The policy, developed after careful review of the latest medical information, the policies and experiences of other employers, and the legal considerations, is as follows:

1. The use, manufacture, sale, possession, dispensing or distribution of illegal substances or the abuse of legal drugs and/or use of alcohol while at work is prohibited.
2. Alcohol may not be brought to, nor consumed on any Town property, including Town vehicles, unless specifically authorized by the General Manager. Safety sensitive employees are prohibited from the use of amphetamines, cocaine, marijuana, opiates and phencyclidine at any time on or off the job and must not consume alcohol while available to perform a safety sensitive function, four hours prior to being scheduled to perform safety sensitive functions, while in the process of performing a safety sensitive function, immediately after performing a safety sensitive function, and up to eight hours following an accident or until the Safety Sensitive Individual undergoes a post-accident alcohol test, whichever occurs first.
3. The Town, upon initial notice of a drug/alcohol abuse problem will normally offer assistance to the employee for the treatment of such problem through one of our Employee Assistance Programs. We encourage employees with a substance abuse problem to avail themselves of this help before disciplinary action becomes necessary. Employees, who successfully complete a rehabilitation program, who remain substance-free, and who have violated no other Town policies, will not place their employment in jeopardy. Employees who are in recovery are expected to maintain satisfactory job performance and remain committed to a rehabilitation plan. Nothing herein prevents the Town from immediately terminating an employee based on the severity of the incident.
4. Because our purpose is to serve the residents of the Town, it is essential that all employees report to work in the best possible physical condition. Being under the influence of alcohol or drugs while at work is strictly prohibited.
5. Criminal arrest for drug-related offenses occurring during non-working hours, in general, will not constitute grounds for termination unless the offense is confirmed by criminal conviction. However, arrest may be grounds for other appropriate action, including but

## DEPARTMENT OF LEISURE, FAMILY, AND RECREATION EMPLOYEE HANDBOOK

not limited to, temporary transfer and/or enrollment in a Town-approved drug treatment program.

6. The legal use of prescribed drugs is permitted on the job if such use does not impair the employee's ability to work safely and does not endanger other employees. Employees must keep all prescribed medicine in the original container which identifies the drug, date of prescription, dosage and prescribing physician and must notify the Town's Health Department of the nature of the prescribed drug and any limitation associated with its usage.
7. As provided under Connecticut General Statutes, all Town employees are included in "reasonable suspicion" drug and alcohol testing. In addition, pre-employment drug and alcohol testing is part of the standard hiring procedure for all employees. No one shall be hired who tests positive. Safety sensitive employees shall comply with all testing procedures as mandated by U.S. Department of Transportation regulations.
8. Under normal circumstances, the first positive alcohol and/or drug test will not result in termination of a safety sensitive or other employee. The Town of Manchester reserves the right, however, to make a determination on a case-by-case basis in post-accident situations.
9. The Town will pay for pre-employment, random selection, post-accident, reasonable suspicion and a first return to duty test. Employees will pay for subsequent return to duty tests, follow-up tests, and split specimen re-tests.
10. It shall be the responsibility of every employee who drives any Town of Manchester vehicle or equipment to notify his or her supervisor immediately upon the suspension or loss of a driver's license resulting from an incident on or off the job.
11. Safety sensitive employees covered by Department of Transportation regulations will not be subject to random selection drug and alcohol testing when called back to work. Reasonable suspicion and post-accident testing will still apply in "call back" situations. A safety sensitive employee who self discloses an impairment in a call back situation will be referred to a substance abuse professional on the first occasion. The second time a safety sensitive individual indicates impairment; the individual will be considered to have had a positive test result and will adhere to all procedures required following a positive test. A third self-disclosure will result in termination.

## **DEPARTMENT OF LEISURE, FAMILY, AND RECREATION EMPLOYEE HANDBOOK**

Violation of any of these policies, or refusing to participate in any aspect of the program as outlined, may lead to disciplinary action, up to and including termination.

Updated: 2/11/02

Reviewed: 7/31/09

## DEPARTMENT OF LEISURE, FAMILY, AND RECREATION EMPLOYEE HANDBOOK

### TOWN OF MANCHESTER, CONNECTICUT POLICY ON SEXUAL HARASSMENT IN THE WORKPLACE

The administration of the Town of Manchester feels strongly that all employees deserve to be treated with respect by their co-workers and fellow employees. In order to promote mutual respect in the workplace and to prevent sexual discrimination in employment, state and federal laws have been developed which outline unacceptable workplace behavior. The Town of Manchester reminds all employees that acts of sexual harassment by employees, supervisors, or managers will not be tolerated. Examples of conduct, which may constitute sexual harassment, are:

- Unwelcome remarks to a fellow employee about his or her physical anatomy, attractiveness, or appearance;
- Touching co-workers by putting your hands, arms, legs, etc., on any part of another employee's body;
- Telling jokes or making suggestive, lewd, or offensive statements which degrade women or men; placing or condoning sexually suggestive objects or pictures in the work area which may embarrass or offend others;
- Asking an employee to participate in any activity of a sexual nature; for example, repeatedly asking an employee for a date after having been refused the first time;
- Openly or implicitly threatening an employee's job security, job conditions, wages or benefits if he or she does not agree to engage in behavior of a sexual nature with you;
- Encouraging, condoning or participating in any of the above activities or behaviors.

If any of these activities or more severe incidents of sexual harassment occur in your office, please feel free to contact the Human Resources Department, your Supervisor, Department Head, Union Steward or the General Manager.

*All complaints will be investigated fully and will be kept as confidential as possible. No retaliation will be allowed against an employee who reports sexual harassment. Violations of this policy may result in disciplinary action, up to and including termination.*

## DEPARTMENT OF LEISURE, FAMILY, AND RECREATION EMPLOYEE HANDBOOK

### TOWN OF MANCHESTER, CONNECTICUT SMOKING POLICY

It is the policy of the Town of Manchester that:

- No person shall smoke in any building or portion of a building owned or operated by the Town or in any Town owned vehicles. This includes hallways, waiting areas and private offices.
- There shall be no smoking allowed at any meetings held in Town buildings, including public meetings, staff meetings, union meetings and negotiations.
- The Human Resources Department is available to handle questions or violations of this policy. All complaints will be investigated fully.

Pursuant to Public Act No. 03-45

March, 2004

## DEPARTMENT OF LEISURE, FAMILY, AND RECREATION EMPLOYEE HANDBOOK

### TOWN OF MANCHESTER, CONNECTICUT POLICY ON VIOLENCE IN THE WORKPLACE

#### POLICY

The Town of Manchester maintains a zero tolerance policy on violence in the workplace. Any violent act, implied or actual, and/or threatening is strictly prohibited. Participating in, provoking, or otherwise contributing to any violent act in the workplace, including, but not limited to, abuse, assault, battery, property damage, threats and/or harassment will result in disciplinary action up to and including arrest and discharge.

Possession, use, or threat of use, of a deadly weapon and/or dangerous instrument, as defined by the State of Connecticut Penal Code, Section 53a-3, by a Town employee, is not permitted at work, or on Town property, including a Town vehicle, or in a private vehicle when the vehicle is being used for Town business, or if the private vehicle is parked on Town property, unless such possession or use of a deadly weapon and/or deadly instrument is necessary and approved requirement of the job, as authorized by the Chief of Police and/or the General Manager.

It is the shared obligation of all employees, law enforcement agencies, and employee organizations, individually and jointly, to act, to prevent, or defuse, actual or implied violent behavior at the workplace. The Town will work with law enforcement agencies to aid in the prosecution of anyone who commits violent acts against employees or their property.

No employee, acting in good faith, who reports real or implied violent behavior, will be subject to retaliation or harassment based upon such report.

---

#### State of Connecticut Penal Code: Section 53a-3 Definitions

**“Deadly weapon”** means any weapon, whether loaded or unloaded, from which a shot may be discharged, or a switchblade knife, gravity knife, billy, blackjack, bludgeon, or metal knuckles.

**“Dangerous instrument”** means any instrument, article or substance which, under the circumstances in which it is used or attempted or threatened to be used, is capable of causing death or serious physical injury, and includes a “vehicle” as that term is defined in this section and includes a dog that has been commanded to attack, except a dog owned by a law enforcement agency of the state or any political subdivision thereof or of the federal government when such dog is in the performance of its duties under direct supervision, care and control of an assigned law enforcement officer.

## **DEPARTMENT OF LEISURE, FAMILY, AND RECREATION EMPLOYEE HANDBOOK**

### **TOWN OF MANCHESTER, CONNECTICUT AFFIRMATIVE ACTION POLICY STATEMENT**

It is the policy and practice of the Town of Manchester, Connecticut to recruit and to employ qualified job applicants without discrimination regarding race, color, religion, age, sex, national origin, disability, veteran status or sexual orientation. The policy and the obligation to provide equal employment opportunity shall include, but not be limited to the following:

1. Recruiting, hiring, training or promoting persons in all job classifications without regard to race, color, religion, sex, disability, veteran status or any other non-job related characteristic.
2. Ensuring that promotion decisions are in accordance with equal employment opportunity requirements by imposing only valid, job-related requirements for promotional opportunities.
3. Ensuring that all personnel actions relating to compensation, benefits, transfer, termination, training and education are administered in a nondiscriminatory manner.

The Town emphasizes this policy to assure compliance with all applicable laws which pertain to equal employment opportunities.

The Town further recognizes that the effective application of this policy is an integral part of its overall personnel administrative process, and that a positive, continuing equal opportunity program for all employees and applicants for employment provides significant value to the Town as a whole. It is the Town's desire that the combination of measurable goals and directed effort will make equal employment opportunities a fact within the Town of Manchester.

The Town will additionally assert its leadership within the community to achieve full employment and effective utilization of the capabilities and productivity of all persons without regard to race, color, religion, age, sex or disability. The Town recognizes its responsibility and obligation to abide by equal employment opportunity laws as found within federal and state statutes and regulations, executive orders and judicial mandates.

2/11/02

Reviewed June 2009

# DEPARTMENT OF LEISURE, FAMILY, AND RECREATION EMPLOYEE HANDBOOK

## TOWN OF MANCHESTER, CONNECTICUT INFORMATION TECHNOLOGY AND EQUIPMENT USE POLICY

### SECTION I: GENERAL

The Town of Manchester recognizes the need for technology and the vital role it plays in assisting town employees in delivering exceptional public services. The primary purpose is to assist in conducting town business and encourages its employees to use and become proficient in all forms of technology. It is expected that employees will use technology in an appropriate manner at all times. All information and communication on such systems is the property of the town, and there is no expectation of privacy.

### SECTION II: DEFINITIONS

**Electronic Communications and Internet Access Systems** - Shall include but not be limited to computers, electronic mail systems (E-mail), electronic bulletin boards, Internet use, facsimile (fax), telephony, cell phones, radios, and communications infrastructure.

Examples of Electronic Communications and Internet Access Systems

- Electronic messaging
- Internet research
- Meeting notifications/scheduling
- Relaying phone messages
- Calendaring
- Work assignments
- General announcements
- Business related information services, i.e. newsgroups, mailing lists, etc.
- IP Telephones

**Computer** – All computing hardware and operating systems.

**Hacking/cracking** – The unauthorized attempt or entry into any computer or system.

**Internet** – A worldwide computer network with which you can send a letter electronically, chat to people electronically, or search for information on almost any topic. A network of computer networks.

**Virus / Malware** – A computer generated message used to debilitate, destroy, or disrupt the proper functioning of a computer or system.

**Electronic mail (E-mail)** - Messages distributed by electronic means from one computer user to one or more recipients via a network.

**Internet Service Provider** – An entity that provides the initial host connection to the Internet.

## DEPARTMENT OF LEISURE, FAMILY, AND RECREATION EMPLOYEE HANDBOOK

**Confidential or sensitive information** – Information which is used by town officials or employees in representing the town in pending legal matters or negotiations of any type which would put the town at a disadvantage in the negotiation process should the information be disseminated. Additionally, this includes personnel information, health information, and financial information regarding any employee of the town.

### SECTION III: OPERATIONAL STANDARDS

The use of electronic communications and Internet access is intended for official town business. Any electronic communications and Internet usage on town equipment and software is, by law, public information and may be monitored by the town as stated in the Town's Electronic Monitoring in the Workplace Policy. All users are reminded that electronic communications and Internet access is subject to all applicable Federal, State, and local laws, regulations, ordinances or policies. Employees are responsible for observing copyright and licensing agreements that may apply when downloading files, documents and software. It is strongly recommended that all town employees be familiar with the Town's Best Practices Guideline on Technology. This document can be viewed at <http://www.townofmanchester.org/BestPracticesGuideline>

### SECTION IV: MOVING EQUIPMENT

All computer and network equipment shall be installed and moved by the Information Systems (IS) staff. This is necessary to ensure network security and performance. The CIO may grant specific exceptions to this policy based upon organizational needs and resources.

### SECTION V: SECURITY PRACTICES

End users have a responsibility for security. Protecting your password is one of the most important steps in maintaining security. Never share your password with another person or visually display your password. The exception to this rule is when working with IS staff. Users may be requested to change their passwords at any time to ensure security of the network. The Town reserves the right to bypass individual passwords at any time and to monitor the use of the system.

When leaving your workstation unattended, use the Ctrl-Alt-Del keys to lock your computer or log off your computer. This will prevent unauthorized use of your computer or software applications while you are away from your desk.

The Town of Manchester reserves the right to limit or deny access to the network as a security precaution. This may occur during electronic virus outbreaks, a credible threat of attack against the town's network or an on-going investigation. During these outages some or all of the network

## **DEPARTMENT OF LEISURE, FAMILY, AND RECREATION EMPLOYEE HANDBOOK**

services may be unavailable. Information Systems will make every attempt to keep the users informed of the status of the network.

All employees, officials, vendors/contractors and volunteers who are granted access to the town's computer/communication systems will be required to digitally sign the Information Technology and Equipment Use Policy indicating they have read and understood the policy and practices.

### **SECTION VI: PROCUREMENT PROCESS**

All procurement requests shall be forwarded to the technology support staff for review and approval. This is required to ensure appropriate standardization of products and technology to facilitate support, operational performance and training.

### **SECTION VII: SOFTWARE INSTALLATION AND USE**

The installation of any software on town computers shall be approved by IS staff. This is necessary to ensure appropriate configuration of the software, protection from computer viruses, and possession of appropriate software licenses. Information Systems staff will install only licensed copies of application software within the network environment. Employees are personally responsible for violations of software licensing provisions. Reproduction of copyrighted software will not be done without appropriate source license documentation and permission. The Chief Information Officer or his designee may grant specific exceptions to this section based upon organizational needs and resources.

### **SECTION VIII: PERSONAL USE**

Personal use of town equipment and/or communications technology is permitted by employees who are authorized by their Department Head.

Town equipment may be removed from a town facility when an employee:

- Performs town related work from home.
- Performs town related work while engaged in travel away from town facilities.

Employees are expected to protect the equipment from harmful environments and theft.

Should the equipment get damaged or stolen, you must report the incident to your supervisor or Information Systems as soon as possible. The rules of this policy are effective regardless of when or where you are using town equipment.

## **DEPARTMENT OF LEISURE, FAMILY, AND RECREATION EMPLOYEE HANDBOOK**

Personal use of the computer during work hours must be approved by your supervisor. Personal use must not detract in any way from your work duties and employees must adhere to the rules outlined in this policy. The Town reserves the right to restrict personal use on any or all equipment.

### **SECTION IX: TECHNOLOGY USE RULES**

The following rules are designed for proper use of town owned equipment, software and network:

1. The e-mail system is town property. Additionally, all messages composed, sent or received on the e-mail system are and remain the property of the Town. They are not private property of any employee. The confidentiality of any message should not be assumed.
2. Town computers, electronic communications and internet access shall not be used for transmitting or receiving messages that violate the town's policies prohibiting sexual harassment or workplace violence. Attempting and/or sending any message anonymously where identification is required is a violation of this policy. Receipt of any messages violating these policies, shall be reported immediately by the recipient to his/her department head who in turn will report this to the Director of Administrative Services.
3. In compliance with the Town of Manchester's Policy on Sexual Harassment in the Workplace, any web site that displays pornography or nudity shall not be accessed. Attempting to circumvent prohibitions is a violation of this policy. Sites that are offensive or discriminatory based on race, gender, religion, national origin, or any other protected classification of persons shall not be accessed by town employees unless they are accessed as part of a police investigation, or authorized in advance by your Department Head.
4. Any employee who visits a prohibited web site by accident shall forward the web site address to his/her supervisor and then to the Information Systems Department so that the web site address can be blocked from further access.
5. Violating any federal, State, or Local Law (including all copyright laws) is prohibited.
6. Vandalizing any hardware or software is prohibited.
7. The town system shall not be used for union business, other than by the Human Resources Department and Union officials communicating with the Human Resources

## DEPARTMENT OF LEISURE, FAMILY, AND RECREATION EMPLOYEE HANDBOOK

Department except where the Town and union officials agree on the said use of the system.

8. Hacking or cracking is strictly prohibited regardless of motivation or damage. Testing the system's security shall be the responsibility of the town's Information Systems Department and such testing shall only be conducted under the expressed authorization of the Chief Information Officer.
9. Employees should not tell anyone their password. Passwords should not be recorded where they may be found. Employees should not use anyone else's password. Attempting to access and/or use another person's password is strictly prohibited. The creation of additional unauthorized passwords or user id's is prohibited. Employees may be asked to provide their password when working with IS personnel and are expected to comply. The employee will be given the opportunity to change their password once the work is accomplished.
10. Employees should not write anything about anyone that is inflammatory or defamatory. There should not be an expectation of privacy with respect to the use of the computer. E-mail is not confidential. Your e-mail and files are the property of the Town. If you don't want to read about it in the newspaper tomorrow, hear about it in a court of law or have it read by your supervisor, don't write it.
11. The system is reserved solely for the conduct of town business. It may not be used to solicit for commercial activity, religious or political causes and outside organizations interest. The system shall not be used for fundraising activities. Exemption from these rules must be approved by the General Manager or meet the requirements of Section VIII Personal Use.
12. Broadcast of network wide non-business related e-mails are prohibited.
13. Privately owned computers, peripherals or mobile devices may only be added to the town network with prior authorization from the Department Head and IS Staff.
14. Saving personal files (documents, music, pictures, video, etc.) on town servers is prohibited.
15. All video and audio recordings must be approved by your department head.

## **DEPARTMENT OF LEISURE, FAMILY, AND RECREATION EMPLOYEE HANDBOOK**

### **SECTION X: MOBILE DEVICES**

Information Systems must be notified of all mobile devices that will connect to the Town's email system. This includes both town owned and personal devices. In addition, IS must be notified when the device is replaced, stolen or lost.

Any device that connects to the Town's email system or file servers must be password protected. Password on mobile devices should follow the same password policies as identified above in Section V – Security Practices.

All personal data stored on a phone should be backed up on a regular basis. The process of backing up the data is the responsibility of the mobile device user, not the Town. Information Systems can provide guidance on backup if needed.

The Town's email system tracks all devices that connect to the email server. The email server has the ability to erase the contents of the phone remotely. Should a device get lost or stolen, the department head may decide that there is a risk to the Town and request that IS erase the device. This request would be reviewed by Human Resources and/or the General Manager's office.

When a device is erased, all contents on the device are removed. The device would need to be returned to the provider/vendor (Verizon, ATT, etc.) to restore functionality. If the device is privately owned, any cost associated with restoring functionality would be the responsibility of the individual (not the Town).

Should you choose to connect your personal mobile device to the town network/email, the town shall not assume any liability for that device.

### **SECTION XI: MONITORING OF COMPUTER/COMMUNICATIONS ACTIVITY**

Internet (including all web sites visited), e-mail and use of computers may be monitored for compliance with this policy in accordance with the Connecticut General Statutes Sec. 31-48d, <http://www.ctdol.state.ct.us/wgwkstnd/laws-regs/statute31-48d.htm>, and as stated in Public Act No. 98-142, An Act Requiring Notice to Employees of Electronic Monitoring by Employers <http://www.cga.ct.gov/ps98/Act/pa/1998PA-00142-R00HB-05398-PA.htm> and in the Town's Electronic Monitoring in the Workplace Policy. All messages sent using town computers and electronic communications are the property of the Town. The Town reserves the right to: review, audit, intercept, access, and disclose all messages created, received or sent over the electronic mail system for any purpose and without the employee's permission.

## DEPARTMENT OF LEISURE, FAMILY, AND RECREATION EMPLOYEE HANDBOOK

### SECTION XII: RECORDS RETENTION

Delete this paragraph and replace with the statement below?

The management and retention of email and other electronic messages is outlined in General Letter 2009-2 (formerly General Letter 98-1) dated June 30, 2009. The guidelines are provided by the State of Connecticut – State Library. Here is a direct link to General Letter 2009-2 - <http://www.cslib.org/publicrecords/GL2009-2Email.pdf>. For further information or to check for more recent documentation, visit the Connecticut State Library web site - <http://www.ctstatelibrary.org/organizational-unit/public-records>.

The Town of Manchester follows the guidelines provided by the Connecticut State Library. Reference the library's web site for specific instructions on records retention including email and electronic files - <http://ctstatelibrary.org/publicrecords/general-schedules-municipal/>.

### SECTION XIII: VIOLATIONS OF POLICIES

Any violation of any of the provisions of this policy can lead to loss of computer services, and/or progressive disciplinary action, up to and including termination. Such action will depend upon the severity of the violations; the frequency of the violations; and the effect such violation has on the network.

## DEPARTMENT OF LEISURE, FAMILY, AND RECREATION EMPLOYEE HANDBOOK

### TOWN OF MANCHESTER CONNECTICUT ELECTRONIC DEVICE POLICY

Cell phones and use of electronic devices during work hours are prohibited. Please leave these items in your vehicles or at home. \*If a cell phone is necessary for a function of your job special permission must be obtained from your direct supervisor. A landline phone available for emergencies.

*A few ways the use of phones can negatively affected the patron's experience:*

- *These electronic devices undermine the main duties of a recreation leader's role and can act as a safety risk for all participants and staff members.*
- *These electronic devices undermine the face-to-face interactions necessary to build a cohesive community.*
- *These electronic devices isolate counselors from their responsibilities by plugging them into the hectic worlds of social media, gaming and on-demand music and video streaming.*
- *These electronic devices create an unsupervised space in which negative and inappropriate conversations, as well as cyber-bullying, can occur.*

### CELL PHONE USE POLICY

1. Cell phone use is not allowed during the camp day. Staff members may wear watches (excluding smart watches) so the excuse of using the cell phone as a watch is not possible. Staff members are allowed to use the landline if necessary. If there is a personal emergency in which a staff member needs to keep their cell phone/smart watch on, they must get permission through the director, or supervisor.
2. There should be no exchange or communications between employees and participants in any Department programs.
3. No electronic devices are allowed (Phones, iPods, MP3 players, radios, Smart watches, etc.).
4. Recreation directors and supervisors will monitor leader's electronic device usage on a daily basis. **Violation of this police will result in the following actions;**
  - a. **1<sup>st</sup> Occurrence: Verbal Warning**
  - b. **2<sup>nd</sup> Occurrence: Written Warning**
  - c. **3<sup>rd</sup> Offense: Possible Termination**

I have read, understood and agree to comply with the above policy.

Name (print): \_\_\_\_\_

Signed: \_\_\_\_\_

## DEPARTMENT OF LEISURE, FAMILY, AND RECREATION EMPLOYEE HANDBOOK

### TOWN OF MANCHESTER CONNECTICUT SOCIAL NETWORKING POLICY

#### **Section 1: Policy Statement – Use of Social Media and Social Network Sites by Town**

##### **Departments**

Town of Manchester departments may utilize social media and social network sites to further enhance communications with the community and various organizations in support of the Town's goals and objectives. Town departments have the ability to publish articles, facilitate discussions and communicate information through various media related to conducting Town business. Social media facilitates further discussions regarding Town issues, operations and services by providing members of the public with the opportunity to participate in many ways using the Internet.

Information posted on a social networking site is available to the public and therefore the Town has established guidelines for employees participating in social media websites and engaging in social networking.

#### **Section 2: Definitions**

**Social Media:** Social Media may take different forms, including Internet-based tools for sharing and discussing information. These tools include, but are not limited to, social networking sites, such as Twitter®, Facebook®, LinkedIn®, YouTube®, Flickr®, and Myspace™, blogs, wikis, podcasts, instant messaging, message boards, microblogs, and other community-based sites or collaboration tools. The absence of, or lack of explicit reference to a specific site does not limit the extent of the application of this policy.

**Social Networking:** Social networking is the use of a variety of websites or communication platforms that allow users to share content, interact, and develop communities around similar interests.

**Blog:** Blog (an abridgement of the term web log) may be a Town website with regular entries of commentary, description of events, or other material such as graphics or video.

**Blog Standards:** Comments submitted by members of the public must be directly related to the content of the articles. Submission of comments by members of the public constitutes participation in a limited public forum. The Town blog moderators shall allow comments that are topically related to the particular article being commented and thus within the purpose of the

## DEPARTMENT OF LEISURE, FAMILY, AND RECREATION EMPLOYEE HANDBOOK

limited public forum, with the exception of the prohibited content listed in the Town's Social Media Policy – Section 3.7 below.

**Moderator:** Each Department Head will assign an employee as a moderator for his or her department and the moderator shall have the responsibility to monitor and supervise the use of social media sites by the department and its employees.

### **Section 3: Guidelines for the Use of Social Media and Social Network Sites by Town Departments**

3.1 All Town social media sites shall be (1) approved by the General Manager or his/her designee and the requesting Department Head; (2) administered by a designated Town employee who shall be known as the department's moderator and determined by the Department Head; (3) designees must have a complete understanding of this policy and the appropriate content and technical experience.

3.2 All Town social networking sites shall adhere to applicable state, federal and local laws, regulations and policies, Town of Manchester Internet policies and any other applicable Town policies.

3.3 Freedom of Information Act and e-discovery laws and policies apply to social media content and therefore, content must be able to be managed, stored and retrieved to comply with these laws.

3.4 All social network sites and entries shall clearly indicate that any articles and any other content posted or submitted for posting are subject to public disclosure.

3.5 The Town reserves the right to restrict or remove any content that is deemed in violation of this policy or any applicable law.

3.6 Each Town social networking site shall include an introductory statement which clearly specifies the purpose and topical scope of the blog and social network site. Where possible, social networking sites should contain a link to the official Town Internet site for forms, documents and other information.

3.7 The Town social networking content and comments containing any of the following forms or content shall not be allowed for posting.

- a) Comments not topically related to the particular site or blog article being commented upon;
- b) Profane language or content;
- c) Content that promotes, fosters, or perpetuates discrimination on the basis of race, creed, color, age, religion, gender, marital status, status with regard to public assistance, national origin, physical or mental disability or sexual orientation;
- d) Sexual content or links to sexual content;

## **DEPARTMENT OF LEISURE, FAMILY, AND RECREATION EMPLOYEE HANDBOOK**

- e) Solicitations of commerce;
- f) Conduct or encouragement of illegal activity;
- g) Information that may tend to compromise the safety or security of the public or public systems; or
- h) Content that violates a legal ownership interest of any other party.

3.8 All Town social networking moderators shall be trained regarding the terms of this policy, including their responsibility to review content submitted for posting to ensure compliance with the policy.

3.9 All social networking sites shall clearly indicate they are maintained by the Town of Manchester and shall have Town of Manchester contact information clearly displayed.

3.10 Where appropriate, the Town of Manchester Technology Use Policy shall apply to all social networking sites and articles.

3.11 Employees representing the Town of Manchester via social media outlets must conduct themselves at all times as a representative of the Town of Manchester and in accordance with the information identified in Section 4 - Employee Guidance for Participating in Social Networking.

3.12 Employees found in violation of this policy may be subject to disciplinary action, up to and including termination of employment.

### **Section 4: Employee Guidance for Participating in Social Networking**

Employees that are authorized by their Department Heads to participate in the official social media and social network sites for their department shall adhere to the following guidelines:

4.1 Town of Manchester policies, rules, regulations and standards of conduct apply to employees that engage in social networking activities while conducting Town business. Use of your Town of Manchester e-mail address and communicating in your official capacity will constitute conducting Town business.

4.2 Town of Manchester employees shall participate in social networking activities that are officially sanctioned by their department in accordance with Section 3.1 of this document.

4.3 Departments have the option of allowing employees to participate in the existing social networking sites as part of their job duties. Department Heads may allow or disallow employee participation in any social networking activities in their departments.

4.4 Protect your privacy, the privacy of citizens, and the information the Town of Manchester holds. Follow all privacy protections laws, i.e.: HIPPA, and protect sensitive and confidential Town of Manchester information.

## **DEPARTMENT OF LEISURE, FAMILY, AND RECREATION EMPLOYEE HANDBOOK**

- 4.5 Follow all copyright laws, public records laws, retention laws, fair use and financial disclosure laws and any other laws that might apply to the Town of Manchester or your function area.
- 4.6 Do not cite vendors, suppliers, clients, citizens, co-workers or other stakeholders without their written authorization.
- 4.7 Do not use ethnic slurs, profanity, personal insults, or engage in any conduct that would not be acceptable in the Town of Manchester's workplace. Avoid comments or topics that may be considered objectionable or inflammatory.
- 4.8 If you identify yourself as a Town of Manchester employee, ensure your profile and related content is consistent with how you wish to present yourself to colleagues, citizens and other stakeholders.
- 4.9 Correct your mistakes, and don't alter previous posts without indicating that you have done so. Frame any comments or opposing views in a positive manner.
- 4.10 Add value to the Town of Manchester through your interaction. Provide worthwhile information and perspective.

### **Section 5: Rules concerning Personal Social Media Activity**

The Town of Manchester has an existing policy regarding the use of technology by Town employees. In that policy any personal use of the computer during work hours must be approved by a supervisor and must not detract in any way from an employee's work duties.

This same policy applies to employees conducting personal social media activity during work hours.

Employees are individually responsible for their personal posts on social media. Employees may be sued by other employees, residents or others, and any individual who views an employee's social media posts as defamatory, pornographic, proprietary, harassing, libelous or creating a hostile work environment. All such activities are outside the scope of employment and employees may be personally liable for such claims.

All Town of Manchester policies that regulate off-duty conduct apply to social media activity including, but not limited to, policies related to public trust, harassment, discrimination, code of conduct and protecting confidential information.

### **Section 6: Consequence of Policy Violation**

## **DEPARTMENT OF LEISURE, FAMILY, AND RECREATION EMPLOYEE HANDBOOK**

Any violation of the provisions of this policy may lead to progressive disciplinary action up to and including possible termination of employment. Such discipline shall be handled in conformance with the appropriate provisions of collective bargaining agreements and the Town's Personnel Rules.

Related Policies:      Electronic Monitoring Policy  
                                 Technology Use Policy  
                                 Violence in the Workplace  
                                 Sexual Harassment in the Workplace

Revised: 8-5-2015  
Human Resources

**DEPARTMENT OF LEISURE, FAMILY, AND RECREATION EMPLOYEE HANDBOOK**

**TOWN OF MANCHESTER, CONNECTICUT  
DEPARTMENT OF LEISURE, FAMILY, AND RECREATION  
SOCIAL NETWORKING POLICY**

**EMPLOYEE ACKNOWLEDGEMENT**

By signing below, I acknowledge that I have read, understand, and agree to the Social Networking Policy. I acknowledge that I have received a copy of the Social Networking Policy.

Name\_\_\_\_\_

Department\_\_\_\_\_

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

## DEPARTMENT OF LEISURE, FAMILY, AND RECREATION EMPLOYEE HANDBOOK

### TOWN OF MANCHESTER, CONNECTICUT

#### INFORMATION TECHNOLOGY AND EQUIPMENT USE - BEST PRACTICES GUIDELINES

1. No network communication is 100% secure. Please remember: No NETWORK COMMUNICATION SHOULD BE CONSIDERED PRIVATE OR PROTECTED. All communications over the Town's networks are subject to monitoring. Additionally, media and material stored in the Town's network environment is subject to disclosure under Connecticut Freedom of Information Law.
2. Chain letters, lotteries, games, etc. are prohibited from the Town's computer systems.
3. Misrepresenting oneself in any communication is prohibited unless called for by work related circumstances.
4. No confidential, attorney-client communication or information related to pending litigation shall be communicated via e-mail. E-mail is subject to discovery and may be subject to the Connecticut Freedom of Information Act.
5. Employees shall not transmit confidential or sensitive information via any electronic technology to any entity without the authorization of their department head.
6. An employee who discovers a violation of this policy or situations of misuse shall immediately notify their direct supervisor, department head or Human Resources director.
7. When leaving your workstation unattended, use the following steps to lock your workstation without shutting your computer down completely, when you return you will resume where you left off prior to locking your workstation. Steps: Press the Ctrl, Alt, and Delete keys at the same time, the Windows Security Screen will appear, click on Lock Workstation. This will lock your workstation. Upon returning to your workstation it will be locked, to unlock your workstation enter in your password and click ok.
8. Guidelines for the use of cellular telephones in Town vehicles: It is potentially hazardous to talk on a cellular telephone while operating a motor vehicle. To minimize the risk of accidents, the use of Town cellular telephones in Town vehicles should be kept to a minimum and conversations kept as brief as possible. A hands-free device must be used when driving and talking on your cell phone.
9. Email is a common method of propagating viruses on the network. Be very cautious when you receive an email from someone you do not recognize. The virus is usually contained in

## **DEPARTMENT OF LEISURE, FAMILY, AND RECREATION EMPLOYEE HANDBOOK**

an attachment or link. Never open an attachment or click on the link unless you are sure it's work related. Contact IS if you have any doubts.

10. Official documents should always be saved on the town servers. Documents that are saved on your computer are not part of the nightly backup and cannot be restored should your computer fail. All servers are backed up every evening. This greatly increases the chances that Information Systems can recover a document that is deleted or corrupted.
11. All town-wide emails should be sent through Customer Service whenever possible. If you need to send a town-wide email yourself, be sure that all addressees are listed in the BCC field. This prevents a recipient from replying to all.

## SECTION I: GENERAL

The Town of Manchester (the “Town”) recognizes the need for technology and the vital role it plays in assisting Town employees in delivering exceptional public service. The primary purpose of this policy is to assist in conducting Town business and encourages employees to use and become proficient in all forms of technology. It is expected that employees will use technology in an appropriate manner at all times. All information and communication on such systems is the property of the Town, and there is no expectation of privacy.

## SECTION II: DEFINITIONS

**Electronic Communications and Internet Access Systems** - shall include but not be limited to computers, electronic mail systems (E-mail), electronic bulletin boards, Internet use, facsimile (fax), telephone, cell phones, radios, tablets, network access devices, electronic signaling devices and communications infrastructure. Examples include:

- Electronic messaging systems
- Meeting notifications/scheduling
- Phone messages
- Calendaring
- General announcements
- Business related information services, i.e. newsgroups, mailing lists, etc.
- 

**Computer** – All computing hardware and operating systems.

**Hacking / Cracking** – The unauthorized attempt or entry into any computer or system.

**Internet** – A worldwide computer network with which you can send a letter electronically, chat to people electronically, or search for information on almost any topic. A network of computer networks.

**Virus / Malware** – A computer generated message used to debilitate, destroy, or disrupt the proper functioning of a computer or system.

**Electronic mail (E-mail)** - Messages distributed by electronic means from one computer user to one or more recipients via a network.

**Internet Service Provider** – An entity that provides the initial host connection to the Internet.

**Confidential or sensitive information** – Information which is used by Town officials or employees in representing the Town in pending legal matters or negotiations of any type which would put the Town at a disadvantage in the negotiation process should the information be disseminated. Additionally, this includes private & personal information, private health information, and private financial information regarding any employee of the Town.

**Social Media:** References internet-based tools for sharing and discussing information. These tools include, but are not limited to, social networking sites, such as X, Meta, LinkedIn, YouTube, Flickr, and blogs, podcasts, instant messaging, message boards, and other community-based sites or collaboration tools. The absence of, or lack of explicit reference to a specific site does not limit the extent of the application of this policy.

**Town of Manchester Social Media:** Media bearing the official title of any Town of Manchester department, division, organization or employee that, as such, is bound by this policy.

**Moderator:** A Town of Manchester employee who has been appointed duties by the Department Heads to post/manage digital content on their respective Department/Division's social media channel(s).

**Social Networking:** Social networking is the use of a variety of websites or communication platforms that allow users to share content, interact, and develop communities around similar interests.

**Blog:** Blog may be a Town website with regular entries of commentary, description of events, or other material such as graphics or video.

**Chat/Instant Messaging:** Chat/Instant Messaging (referred to as chat) is software functionality that allows you to communicate with others in what could be real time. These are usually short messages exchanged in a timely manner similar to texting. Chat messages are subject to Freedom of Information Act requests and must be stored for retrieval.

### **SECTION III: OPERATIONAL STANDARDS**

The use of the Town's Electronic Communications and Internet Access System (hereafter, the "System") is intended for official Town business. Any electronic communications and Internet usage on Town equipment and software may be monitored by the Town as stated in the Town's *Electronic Monitoring in the Workplace Policy*. All users are reminded that electronic communications and Internet access is subject to all applicable Federal, State, and local laws, regulations, ordinances or policies. Employees are responsible for observing copyright and licensing agreements that may apply when downloading files, documents and software. It is strongly recommended that all Town employees be familiar with the Town's *Best Practices Guideline on Technology*. This document can be viewed at [Best Practices Guidelines](#).

### **SECTION IV: MOVING EQUIPMENT**

All computer and network equipment shall be installed and moved by the Information Technology (IT) staff. This is necessary to ensure network security and performance. The Chief Information Officer ("CIO") may grant specific exceptions to this policy based upon organizational needs and resources.

### **SECTION V: SECURITY PRACTICES**

End users have a responsibility to uphold security measures. Protecting your password is one of the most important steps in maintaining security. Town employees should refrain from sharing their password with another person or visually displaying their password. The exception to this rule is when working with IT staff. Users may be requested to change their passwords at any time to ensure security of the network. When leaving their workstation unattended, Town employees should use the Ctrl-Alt-Del keys to lock their computer or log off their computer. This will prevent unauthorized use of computers or software applications while employees are away from their desks.

As the owner of the computer systems, the Town reserves the right to bypass individual passwords at any time and to monitor the use of the system to, for example, ensure that the systems are being used appropriately for Town-related business purposes and to maximize utilization of the systems for such business purposes.

The Town of Manchester also reserves the right to limit or deny access to the network as a security precaution. This may occur during electronic virus outbreaks, a credible threat of attack against the

Town's network or an on-going investigation. During these outages some or all network services may be unavailable. IT will make every attempt to keep the users informed of the status of the network.

All employees, officials, vendors/contractors and volunteers who are granted access to the Town's computer/communication systems will be required to digitally sign the *Information Technology and Equipment Use Policy*, indicating that they have read and understood the policy and practices.

#### **SECTION VI: PROCUREMENT PROCESS**

All software purchased shall abide by the Town's procurement policies and be procured in consultation with the IT Department. All procurement requests shall be forwarded to the technology support staff for review and approval. This is required to ensure appropriate standardization of products and technology to facilitate support, operational performance and training.

#### **SECTION VII: SOFTWARE INSTALLATION AND USE**

To ensure appropriate configuration of software, protection from computer viruses, and possession of appropriate software licenses, the installation of any software on Town computers shall be approved by IT staff. IT staff will install only licensed copies of application software within the network environment. Employees are responsible for understanding what may be considered a violation of software licensing provisions. Reproduction of copyrighted software will not be done without appropriate source license documentation and permission. The CIO or their designee may grant specific exceptions to this section based upon organizational needs and resources.

#### **SECTION VIII: PERSONAL USE**

Personal use of Town equipment and/or communications technology is permitted by employees who are authorized by their Department Head. Town equipment may be removed from a Town facility when an employee:

- Performs Town related work from home, and/or
- Performs Town related work while engaged in travel away from Town facilities.

Personal use of the computer during work hours must be approved by your supervisor. Personal use must not detract in any way from your work duties and employees must adhere to the rules outlined in this policy and any other applicable Town policies. The Town reserves the right to restrict personal use on any and all equipment. Personal use of Town equipment and/or communications technology is subject to all rules, including the monitoring of such use as described in this policy.

Employees are expected to protect the equipment from harmful environments and theft. Should any equipment become lost, damaged or stolen, you must report the incident to your supervisor or Information Technology within one working day. The rules of this policy are effective regardless of when or where you are using Town equipment.

#### **SECTION IX: TECHNOLOGY USE RULES**

The following rules are designed for proper use of Town owned equipment, software and network:

1. The e-mail system is Town property. All messages composed, sent or received on the e-mail system are and remain the property of the Town. They are not the private property of any employee. The confidentiality of any message should not be assumed.
2. Town computers, electronic communications and internet access shall not be used for transmitting or receiving messages that violate the Town's policies prohibiting sexual harassment

or workplace violence. Attempting and/or sending any message anonymously where identification is required is a violation of this policy. Receipt of any messages violating these policies, shall be reported immediately by the recipient to his/her department head who in turn will report this to the Director of Human Resources.

3. In compliance with the Town of Manchester's Policy on *Sexual Harassment in the Workplace*, any website that displays pornography or nudity shall not be accessed. Attempting to circumvent prohibitions is a violation of this policy. Sites that are offensive or discriminatory based on race, gender, religion, national origin, or any other protected classification of persons shall not be accessed by Town employees unless they are accessed as part of a police investigation, or authorized in advance by your Department Head.
4. Any employee who visits a prohibited website by accident shall forward the website address to his/her supervisor and then to the Information Technology Department so that the web site address can be blocked from further access.
5. Violating any federal, State, or Local Law (including all copyright laws) is prohibited.
6. Vandalizing any hardware or software is prohibited.
7. The System shall not be used for union business, other than by the Human Resources Department and Union officials communicating with the Human Resources Department except where the Town and union officials agree on the said use of the system.
8. Hacking or cracking is strictly prohibited regardless of motivation or damage. Testing the system's security shall be the responsibility of the Town's IT Department and such testing shall only be conducted under the expressed authorization of the Chief Information Officer.
9. Employees should not write anything about anyone that is inflammatory or defamatory. There should not be an expectation of privacy with respect to the use of the computer. E-mail is not confidential. Your e-mail and files are the property of the Town.
10. The System is reserved solely for the conduct of Town business. It may not be used to solicit for commercial activity, religious or political causes and outside organizations interest. The System shall not be used for fundraising activities.
11. Broadcast of network wide non-business-related e-mails is prohibited.
12. Privately owned computers, peripherals or mobile devices may only be added to the Town network with prior authorization from the Department Head and IT Staff.
13. Saving personal files (documents, music, pictures, video, etc.) on Town servers or One Drive is prohibited.
14. Chat messaging: Many products today offer chat functionality. The only Town approved chat functionality is part of Microsoft Teams. Employees may use Teams to communicate with other employees or outside agencies, if necessary, as part of your duties. Chat communications follows the same guidelines outlined in Section IX: Technology Use Rules, sections 2, 9 and 10. Employees may use chat functionality when participating in an online meeting, webinar or remote technical support. Any other software that offers chat functionality must be approved by the IT

Department. This includes software that departments may purchase as part of their daily operations.

## **SECTION X: MOBILE DEVICES**

IT must be notified of all mobile devices that connect to the Town's email system. This includes both Town owned and personal devices. In addition, IT must be notified when the device is replaced, stolen or lost.

Any device that connects to the Town's email system or file servers must be password protected. Password on mobile devices should follow the same password policies as identified above in Section V - Security Practices. All personal data stored on a phone should be backed up on a regular basis. The process of backing up the data is the responsibility of the mobile device user, not the Town. The IT Department can provide guidance on backup if needed.

The Town's email system tracks all devices that connect to the email server. Should a device get lost or stolen, the department head may decide that there is a risk to the Town and request that IT disconnect the phone from the Town's system. This request would be reviewed by Human Resources and/or the Town Manager's office. Should you choose to connect your personal mobile device to the Town network/email, the Town shall not assume any liability for that device.

## **SECTION XI: MONITORING OF COMPUTER/COMMUNICATIONS ACTIVITY**

Internet (including all websites visited), e-mail and use of computers may be monitored for compliance with this policy in accordance with the Connecticut General Statutes Sec. 31-48d, and as stated in Public Act No. 98-142, [An Act Requiring Notice to Employees of Electronic Monitoring by Employers](#) and in the Town's *Electronic Monitoring in the Workplace* Policy. The Town reserves the right to: review, audit, intercept, access, and disclose all messages created, received or sent over the electronic mail system for any purpose and without the employee's permission.

## **SECTION XII: RECORDS RETENTION**

The management and retention of email and other electronic messages is outlined in General Letter 2009-2 (formerly General Letter 98-1) dated June 30, 2009. The guidelines are provided by the State of Connecticut - State Library. The direct link to the relevant guidance may be found [here](#). For further information or to check for more recent documentation, visit the [Connecticut State Library website](#).

The Town of Manchester follows the guidelines provided by the Connecticut State Library. Reference the [Connecticut State Library's website](#) for specific instructions on records retention including email and electronic files.

## **SECTION XIII: SOCIAL NETWORKING POLICY BY TOWN DEPARTMENTS**

### **Section 1: Policy Statement - Use of Social Media and Social Network Sites by Town Departments**

The Town of Manchester recognizes the importance of the internet in shaping the public opinion of the Town, along with its current and potential services, elected officials, employees, business partners and residents. Town of Manchester departments may utilize social media and social network sites to further enhance communications with the community and various organizations in support of the Town's goals and objectives. Town departments can publish articles, facilitate discussions and communicate information through various Social media platforms, when such actions are related to conducting Town

business. Social media facilitates further discussions regarding Town issues, operations and services by providing members of the public with the opportunity to participate in many ways using the Internet.

The creation of accounts and use of Tik Tok for official Town communications is strictly prohibited.

The guidelines below are intended to assist appointed staff members in the use and management of social media on behalf of the Town of Manchester.

## **Section 2: Guidelines for the Use of Social Media and Social Network Sites by Town Departments**

All Town social media sites shall be (1) approved by the Town Manager or his/her designee and the requesting Department Head; and (2) administered by a designated Town employee who shall be known as the department's moderator and determined by the Department Head. Designees must have a complete understanding of this policy, what is considered appropriate content, and the requisite technical experience.

1. All Town social networking sites shall adhere to applicable state, federal and local laws, regulations and policies, Town of Manchester Internet policies and any other applicable Town policies.
2. Town of Manchester policies, rules, regulations and standards of conduct apply to employees that engage in social networking activities while conducting Town business. Use of your Town of Manchester e-mail address and communicating in your official capacity will constitute conducting Town business.
3. Moderators should be aware of the Terms of Use or Terms of Service for any particular social media outlet. If the Terms of Use/Service contradicts Town policy in any way, or are not in accordance with the Town's Communications Strategy, the Town Manager and their designee should be advised and a decision should be made about whether to use such media or not.
4. Departments have the option of allowing employees to participate in the existing social networking sites as part of their job duties. Department Heads may allow or disallow employee participation in any social networking activities in their departments.
5. Freedom of Information Act and e-discovery laws and policies apply to social media content and therefore, content must be able to be managed, stored and retrieved to comply with these laws.
6. All social network sites and entries shall clearly indicate that any articles and any other content posted or submitted for posting are subject to public disclosure. The Town reserves the right to restrict or remove any content that is deemed in violation of this policy or any applicable law.
7. Each Town social networking site shall include an introductory statement which clearly specifies the purpose and scope. Where possible, social networking sites should contain a link to the official Town Internet site for forms, documents and other information. All social networking sites shall clearly indicate they are maintained by the Town of Manchester and shall have Town of Manchester contact information clearly displayed.
8. Protect your privacy, the privacy of citizens, and the information the Town of Manchester holds. Follow all privacy protections laws, i.e.: HIPPA, and protect sensitive and confidential Town of Manchester information. Follow all copyright laws, public records laws, retention laws, fair use

and financial disclosure laws and any other laws that might apply to the Town of Manchester or your function area.

9. Do not use ethnic slurs, profanity, personal insults, or engage in any conduct that would not be acceptable in the Town of Manchester's workplace. Avoid comments or topics that may be considered objectionable or inflammatory. Authorized Agents should verify that they've turned on their profanity filter if the account allows and verify the violation.
10. The Town social networking content and comments containing any of the following forms or content shall not be allowed for posting:
  - a) Comments not topically related to the particular site or blog article being commented upon;
  - b) Profane language or content;
  - c) Content that promotes, fosters, or perpetuates discrimination on the basis of race, creed, color, age, religion, gender, marital status, status with regard to public assistance, national origin, physical or mental disability or sexual orientation;
  - d) Sexual content or links to sexual content;
  - e) Solicitations of commerce;
  - f) Conduct or encouragement of illegal activity;
  - g) Information that may tend to compromise the safety or security of the public or public systems; or
  - h) Content that violates a legal ownership interest of any other party.

This list is non-exhaustive.

11. All Town social networking moderators shall be knowledgeable regarding the terms of this policy, including their responsibility to review content submitted for posting to ensure compliance with the policy.
12. Employees found in violation of this policy may be subject to disciplinary action, up to and including termination of employment.
13. Security
  - a. All social media accounts must use strong passwords (Upper case, lower case, number, special symbol and be at least 15 characters long) and must have two factor authentication enabled. If two factor authentication is not available, then passwords must be changed on an annual basis or whenever a breach may be suspected.
  - b. Passwords and descriptions of all two factor authentication methods registered to the account must be provided to the Town Manager and their designee. The information must include some or all of the following: phone number used, application used, moderator responsible, any information required to access the account.
  - c. The Town Manager and their designee must store the account information in a secure manner such as a password manager.
  - d. The Town Manager and their designee will provide a list of all email accounts associated with social media accounts to the IT Department to ensure the accounts are monitored for breaches.

### **Section 3: Content Management**

Moderators are expected to monitor accounts on a regular basis and maintain an active presence on Town social media channels. All Town Departments are responsible for posting at least twice a week unless otherwise approved. Accounts that fail to meet this requirement may be subject to removal or deactivation.

#### **A. Editing/Removing Posts from Town Pages**

It is never the Town's preference to remove content from our social media pages. In certain instances, however, it may be necessary to edit or remove posts or comments from Town social media channels. Comments may only be hidden or removed when they violate our social media standards/policy.

Moderators have the authority and ability to hide or remove a comment, post, photo, etc. and/or block users. Before hiding or deleting a comment, moderators should verify that they have their profanity filter turned on, where the social media platform and the account allow it, and verify the violation. If you are unsure about hiding or deleting a comment, please contact the Town Manager and their designee for direction.

When possible, posts should be **edited** rather than **deleted**. If it is possible to edit a post and update the misinformation, moderators may make alterations. When it is not possible for a post to be edited or updated, social media posts may be removed from Town pages. Instagram and Twitter do not offer a "hide" option; therefore, comments in violation of the Town's policy on these two channels must be **deleted**. Please ensure archiving (save a screenshot) has occurred before hiding/deleting a comment.

Content may be removed if it meets the following criteria:

- Information in the post is dangerously incorrect or misinformative,
- The act of posting a separate retraction or update would not be a sufficient solution,
- The content off-subject or out of context,
- The content includes obscenities,
- The content includes personally identifying information or sensitive personal information,
- The content is threatening, harassing or discriminatory,
- The content incites or promotes violence or illegal activities,
- The content includes information that reasonably could compromise public safety,
- The content advertises or promotes commercial products, services or any entity or individual or political campaigns or candidates, The content copyright protections.

Guidelines for public-comment monitoring will be posted in the "About Us" or other appropriate section of each social media account.

Moderators shall not post any comments that are abusive, obscene, defamatory, in violation of copyright, trademark or other intellectual property rights of any third party, or otherwise inappropriate or incorrect. Such examples include but are not limited to:

- Potentially libelous comments
- Obscene, pornographic or racist comments
- Hate-oriented comments

- Personal attacks, insults or threatening language
- Plagiarized material
- Private, personal information published without consent
- Comments totally unrelated to the topic of the forum
- Commercial promotions or spam
- Hyperlinks to material not directly related to the discussion

Moderators should always consult with the Town Manager and their designee before deleting a post on any of the Town's social media pages.

Moderators are given 24-72 hours to respond to comments during working hours Monday-Friday. Moderators are not expected to answer comments, private messages, and social tags after these hours/days unless directed by their supervisor to do so.

## B. Creating New Social Media Accounts: Factors to Consider

If all of the following statements are TRUE, then a department or individual may submit a **social media account request** form to the Town Manager and their designee.

True	False	
		<b>A high percentage of your audience is on social media.</b>
		<b>You have the resources to manage the account for an indefinite amount of time.</b> Although your desired channel may not require constant supervision, most accounts require substantial time commitment to be truly effective. Consider whether or not you have the personnel, time, resources and skills/knowledge to successfully manage your desired account.
		<b>You can provide engaging content on a regular basis.</b> The ability to run a successful social media account ultimately depends on content. Posts must have a purpose and connect with your audience. In order to have a successful social media account, your content must be consistent and engaging.
		<b>You agree to manage and archive posts if needed.</b> All Town of Manchester social media accounts must manage their own posts, interactions, and engagement. Any posts that are hidden or deleted must be archived beforehand and it is under the Social Media Agent's responsibility to do this

## C. Linking Guidelines: External Linking

Generally, external content does not meet the purpose of the Town website or social media channels if the content contains, suggests or infers any of the following (this is a nonexclusive list):

- Disparaging or promoting any person or class of persons.
- Content not suitable for visitors of all ages, or links to or other promotion of businesses whose products or services are not suitable for persons of all ages.
- Promoting or inciting illegal, violent or unethical conduct.
- Promotion, opposition or availability of weapons, gambling, illegal drugs, alcohol or tobacco products, adult or sexually oriented entertainment or materials.

- Promotion of any religion or religious viewpoint.
- Advocacy of or opposition to any political candidate(s).
- Claims of efficacy, suitability, desirability or other nonobjective statements about businesses, products or services.
- Content that is primarily directed at sales of any specific service or product.
- Content that infringes on any trademark, copyright or patent rights of another.
- Claims or representations in violation of advertising or consumer protection laws.
- Content that a reasonable resident may not consider maintaining the dignity and decorum appropriate for government.

Links that are no longer valid, whether broken links or links which no longer meet other criteria established in this policy, will be removed. Inward links (links from outside pages to the Town's website) must not be broken, spam, or look connected to the Town's information. This also includes "tagging" on social media. Any posts with tags that are broken or apply to the above bulleted list should not be used. Questions regarding social media links and tagging should be directed to the Town Manager and their designee.

### **1. Sharing Guidelines**

The following questions should be considered in determining if a particular post should be shared on the Town's social media channels.

1. Does the mission of the source organization closely align with that of the Town?
2. Does this content have direct ties to Town-related events, services or information?
3. Is this content relevant to our audience? Are social media pages the most effective way to disperse this information? Might other channels be more appropriate?
4. Does this content suggest promotion or preference for a certain business, product or event by the Town of Manchester?

## **SECTION XIV: Rules Concerning Personal Social Media Activity**

The Town of Manchester understands that social networking can be a fun and rewarding way for employees to share their lives and opinions with family, friends, and coworkers. Any personal use of the computer during work hours must be approved by a supervisor and must not detract in any way from an employee's work duties. The Town of Manchester has established these guidelines for appropriate use. Employees who violate this Social Networking policy may be subject to disciplinary action up to and including employment termination.

To avoid the implication that an employee post represents the Town of Manchester, the Town of Manchester maintains the following requirements:

- Employee should not speak to the media on behalf of the Town of Manchester without contacting the Town Manager's Office. All media inquiries seeking a response on behalf of the Town of Manchester should be directed to the Town Manager's office.
- Employees should express only their personal opinions and not represent themselves as a spokesperson for the Town of Manchester. If the Town of Manchester is the subject of the content, employees should be clear and open about the fact that they are employees and their

views do not represent those of the Town of Manchester. If an employee does post online related to the work the employee does employees should make clear they are not speaking on behalf of the Town of Manchester. It is best to include a disclaimer such as "The postings on this site are my own and do not necessarily reflect the views of the Town of Manchester."

Employees should not use their Town of Manchester email address to register on social networking sites. Employees should have no expectation of privacy when using or accessing social networking sites when utilizing Town of Manchester equipment.

The Town is aware that employees may maintain or contribute to various forms of social media outside of their job function. Personal postings should not be used to discuss work-related information unless the matter about which they are communicating is a matter of public concern protected by the First Amendment. Employees, however, should understand that the right to free speech is not absolute. They should, therefore, exercise caution with respect to comments they post concerning the Town, its employees, or officials.

If employees personally access and/or use external social media platforms, they may not reference the Town or any information that would identify the employee's relationship with the Town or Town Department in which they work, nor should the employee speak as a representative of the Town.

If an employee makes a comment about Town-business or about the employee's job function or job-related activities because the matter is one of public concern, the employee must disclose his or her relationship with the Town. In doing so, the employee must also state that the comments he/she is making concerning such Town-related business reflects his/her own personal views or opinions and that such comments are neither made on behalf of nor reflect the views of the Town, unless the employee is specifically authorized by the Town to make such comments.

Employees are individually responsible for their personal posts on social media. Employees may be sued by other employees, residents or others, and any individual who views an employee's social media posts as defamatory, pornographic, proprietary, harassing, libelous or creating a hostile work environment. All such activities are outside the scope of employment and employees may be personally liable for such claims.

All Town of Manchester policies that regulate off-duty conduct apply to social media activity including, but not limited to, policies related to public trust, harassment, discrimination, code of conduct and protecting confidential information.

#### **SECTION XV: Consequence of Policy Violation**

Any violation of the provisions of this policy may lead to progressive disciplinary action up to and including possible termination of employment. Such discipline shall be handled in conformance with the appropriate provisions of collective bargaining agreements and the Town's Personnel Rules.

Related Policies: Electronic Monitoring Policy; Technology Use Policy; Violence in the Workplace; Sexual Harassment in the Workplace

**DEPARTMENT OF LEISURE, FAMILY, AND RECREATION EMPLOYEE HANDBOOK**

**ACCIDENT REPORT**

TOWN OF MANCHESTER DEPARTMENT OF LEISURE, FAMILY AND RECREATION

39 LODGE DRIVE

MANCHESTER, CT 06040

Participant's Name: \_\_\_\_\_ Date: \_\_\_\_\_

Who was notified: \_\_\_\_\_ Phone: \_\_\_\_\_

Details of Injury:

---

---

---

---

---

---

---

---

---

---

---

---

Action Taken:

---

---

---

Report written by: \_\_\_\_\_

Participant's signature: \_\_\_\_\_

Guardian's signature (if under 18): \_\_\_\_\_

## DEPARTMENT OF LEISURE, FAMILY, AND RECREATION EMPLOYEE HANDBOOK

### ACKNOWLEDGEMENT OF RECEIPT OF THE TOWN OF MANCHESTER DEPARTMENT OF LEISURE, FAMILY, AND RECREATION PART TIME AND SEASONAL EMPLOYEE HANDBOOK

I, the undersigned, acknowledge receipt of the employee handbook as an employee of the Town of Manchester's Department of Leisure, Family, and Recreation Department.

I further understand that I am required to read and become familiar with all the provisions of these policies and my supervisor or building director will answer any questions concerning these policies.

I understand that neither this handbook nor any provision of this handbook implies an employment contract or any other type of contract.

---

Printed Name

---

Signature

---

Date

---

Facility