



Providence Workplace Policy Manual

Effective April 1st, 2026

DEPARTMENT OF PEOPLE & CULTURE
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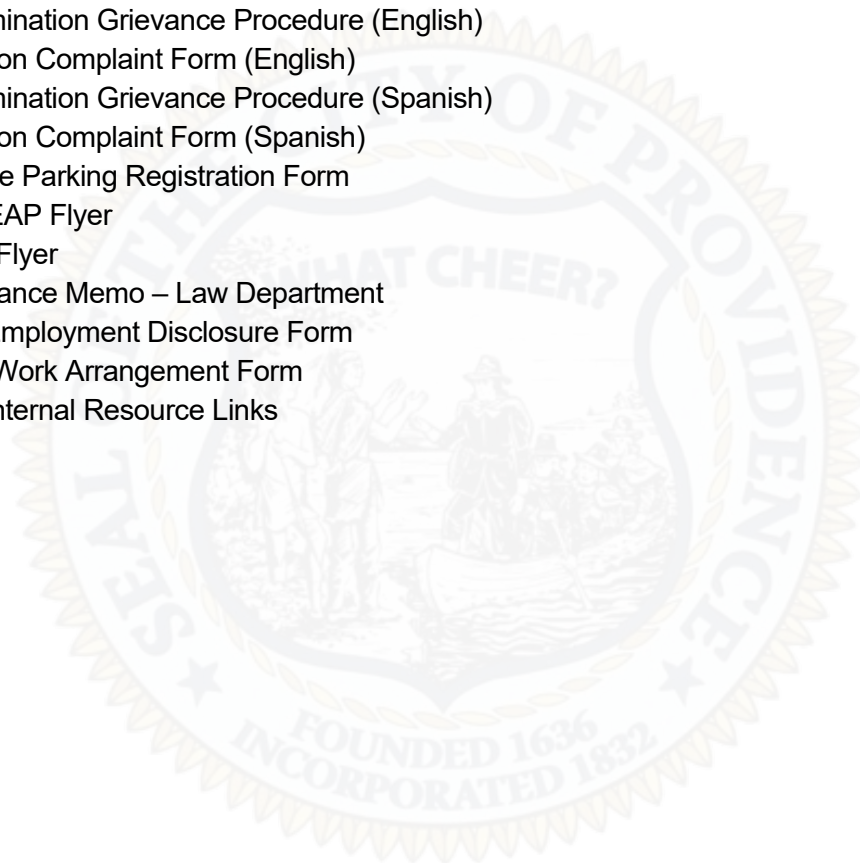
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Welcome to the City of Providence.

Public service in Providence is not simply employment, it is a commitment to stewarding one of the most historic, vibrant, and diverse cities in the country. Every employee, across every department, plays a direct role in delivering essential services, strengthening neighborhoods, and building public trust.

This Policy Manual reflects our shared commitment to operating Providence as the *best-run city in America*. It establishes clear standards, modern governance practices, and equitable workforce systems that support accountability, transparency, and operational excellence.

Our goals are clear:

- To provide consistent and fair employment practices grounded in merit, equity and compliance;
- To ensure fiscal stewardship and responsible management of public resources;
- To promote ethical conduct and a culture of integrity;
- To protect the safety, dignity, and wellbeing of every employee;
- To strengthen trust between municipal government and the community we serve.

This manual is more than a set of rules. It is a framework for how we work together — across departments, across branches of government, and in partnership with the residents of Providence. It outlines expectations while also reinforcing our collective responsibility to lead with professionalism, inclusion, and respect.

Providence's workforce is its greatest asset. From frontline service workers to executive leadership, from public safety to public works, from City Hall to our neighborhoods — each of you contributes to the daily functioning and long-term strength of this City.

We are committed to building a municipal workplace that is:

- Transparent in its processes;
- Equitable in its practices;
- Accountable in its decisions;
- Responsive to the public; and
- Supportive of employee growth and development.

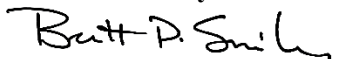
We encourage every employee to read this manual carefully, understand the standards that guide our work, and seek clarification whenever needed. Leadership at every level — Mayor's Office, City Council, and the Department of People and Culture — stands united in ensuring these policies are applied consistently and fairly.

Together, we will continue strengthening Providence through sound governance, ethical leadership, and a people-centered approach to public service.

Thank you for your dedication to our City and to the residents who rely on us every day.

With respect and shared purpose,

Brett P. Smiley


Mayor, City of Providence

Paul Winspeare, MBA, SHRM-SCP, SPHR


Chief People Officer

Rachel Miller


President, Providence City Council





Policy Manual Disclaimer

This Policy Manual is intended to provide general guidance regarding the City of Providence's employment practices, policies, and procedures. It does not create, nor shall it be construed to create, a contract of employment, express or implied, between the City and any employee.

Employees who are **not covered by a collective bargaining agreement** and/or who are **exempt from the City's Personnel System pursuant to the City of Providence Home Rule Charter** are considered **at-will employees**. Such employees may be separated from employment at any time, with or without cause, and with or without notice, subject to applicable law.

Employees covered under the City's Personnel System, as defined by the Home Rule Charter, as well as those covered by applicable collective bargaining agreements, are subject to the terms, conditions, and protections set forth in those governing authorities. In the event of a conflict between this Policy Manual and any applicable collective bargaining agreement, ordinance, Charter provision, or law, the governing authority shall prevail.

This Policy Manual applies to municipal employees unless otherwise specified. It does supersede the governing provisions applicable to:

- The Providence Public School District (PPSD), and
- Sworn personnel of the Providence Police Department and Providence Fire Department, whose employment is governed by separate statutory, regulatory, and/or collective bargaining frameworks.

The City of Providence reserves the right to interpret, modify, amend, or discontinue any policy, practice, or procedure contained in this Manual at any time, consistent with applicable law and bargaining obligations.

For additional information, clarification, or guidance regarding this Policy Manual or its application, employees should contact the **Department of People and Culture (DPC)**.



A PLAIN ENGLISH
ETHICS GUIDE

FOR CITY OF PROVIDENCE
EMPLOYEES & OFFICIALS

Foreword

This handbook is designed to provide a concise overview of the City of Providence's Code of Ethics, which can be found in Section 17-33 of the City's Code of Ordinances, along with information on the Rhode Island Code of Ethics in Government.

As dedicated City employees and officials, it is essential to adhere to both sets of Codes. Throughout this handbook, you will discover instances where the Providence Code of Ethics imposes more rigorous standards compared to the State's Code. In such cases, it is imperative to prioritize compliance with the stricter code.

It is crucial to note that this handbook does not constitute formal legal advice, nor is it intended to replace the guidance of legal professionals. We strongly urge all employees and officials to proactively reach out to the Providence Ethics Team for any inquiries, concerns, or the need for advice and guidance. They are readily available to assist you in upholding ethical standards and navigating any complexities that may arise.

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PROHIBITED CONDUCT UNDER THE PROVIDENCE CODE OF ETHICS

Current Employees:

MISUSE OF CITY PROPERTY

Code § 17-33(c)(2) & (3)

You may not use City-owned property for your personal benefit, profit, or convenience.

Example: Using a department copier and paper to reproduce the little league schedule for your own convenience is improper.

Please note that specific ordinances and/or departmental policies address the use of City vehicles, City cell phones, and other City property. It is important to check with your department for details regarding these policies. However, this provision applies in the absence of such an ordinance or departmental policy.

You may not sell, buy, or use any document that fraudulently bears the City seal.

Example: Your new neighbor blasts loud music from their stereo each night. You decide to send them a letter bearing the City seal informing them that they are violating the noise ordinance. This is unethical.

MISUSE OF CITY POSITION

Code § 17-33(c)(1), (5) & (6)

You may not force (by threats, discipline, discrimination, etc.) an employee to deal with a particular business.

Example: Threatening to fire an employee in charge of ordering paper supplies if they do not order from Killing Trees Happily, Inc. is improper.

You may not use your position for the purpose of gaining a benefit for yourself or someone else.

Example: You are an inspector for the Department of Inspections and

Standards. You call a local restaurant asking for a dinner reservation for Saturday. You are told that there are no reservations available. You tell them who you are and remind them that their restaurant is scheduled to be inspected in the next couple of weeks and ask them to double-check. This is a misuse of your position.

You may not disclose confidential or privileged information gained through your employment with the City.

Example: Working with the retirement board, you come across sensitive medical information about a senior manager and discover that they have a pre-existing medical condition that may impact their ability to perform certain job duties effectively. During lunch, you decide to share that information with your spouse. This conduct is improper and unethical.

MISUSE OF CITY TIME

Code § 17-33(c)(7) & (8)

You may not knowingly employ someone who does not show up for work; shows up for work but does not perform their duties; or gets paid an amount of money grossly disproportionate to the tasks they do perform.

You may not conduct outside business, including non-compensated business, during the regular hours of your City position.

Example: You are scheduled to attend your child's PTA meeting at 3:00 p.m., but your regular business hours do not end until 4:30 p.m. In order to attend, you should discharge personal time, or, if it is available, discuss compensation time with your supervisor.

IMPROPERLY OBTAINING A CITY POSITION

Code § 17-33(c)(4)

You may not, either directly or indirectly, give, promise, or pay any money, service, or other thing of value to anyone for the purpose of obtaining a promotion or employment with the City.

Example: It is unethical to offer to babysit your supervisor's children for an entire month to get a promotion.

REPRESENTING AND ADVISING OTHER PERSONS OR ENTITIES IN CONNECTION WITH A CITY MATTER

Code § 17-33(c)(9)-(10)

You may not represent, advise, consult, or assist any person or entity in connection with a matter:

- in which the City/municipal agency is a party or has a direct substantial interest; and
- in which you participated personally and substantially in your capacity as a City official/employee; and
- which involved a specific party/parties at the time of your participation; and
- which is the same matter in which you participated as a City official/employee.

Example: As a zoning board member, you voted on Dr. Jekyll's application for a use variance to operate a lab in a residential area. Dr. Jekyll's application was denied and they appeal to Superior Court, naming the zoning board as a party. It would be unethical to represent, advise, consult, or assist Dr. Jekyll with their appeal of the zoning decision.

Former Employees:

REPRESENTING, ADVISING, OR CONSULTING

Code § 17-33(d)(1-2)

For a period of one (1) year after leaving City service, a former employee/official of the City cannot represent, advise, consult, or assist any person or entity in connection with a matter:

- in which the City/municipal agency is a party or has a direct substantial interest; and
- in which you participated personally and substantially in your capacity as a City official/employee; and
- which involved a specific party/parties at the time of your participation; and
- which is the same matter in which you participated as a City official/employee.

CONTRACTS, GRANTS, AND SUBSIDIES

Code § 17-33(d)(3)

A former employee/official of the City who participated personally and substantially in a negotiation or supervised a negotiation, of a municipal contract, grant, or subsidy cannot accept employment with a party to the contract or the recipient of the grant or subsidy for a period of one (1) year after the contract is signed or the grant or subsidy is awarded.

CONFIDENTIAL INFORMATION

Code § 17-33(d)(4)

A former employee/official of the city cannot disclose confidential or privileged information acquired during service as an employee/official unless authorized by law.

CAMPAIGN ETHICS

Code § 17-33(e)(1-2),(b)(5) & (e)(4)

An employee of the City cannot take an active part in political management or campaigns during duty hours.

An employee of the City, while wearing a uniform required for employment, cannot solicit support for any candidate or request that an individual contribute any time, money, or other things of value to a candidate, political party, or political measure.

It is important to note that the term "employee" does not include elected officials.

It is unlawful for any person to solicit political contributions from employees of the City during the employee's hours of employment.

It is unlawful for any person to solicit or knowingly accept any campaign contributions in a City facility.

AIDING AND ABETTING

Code § 17-33(f)

No person shall knowingly and intentionally provide assistance to or otherwise aid or abet any other person in violating any provision of this ordinance.

SUSPENSION OR DISMISSAL FOR FELONIES RELATED TO EMPLOYMENT

Code § 17-33(g)

Upon being formally charged with a felony directly related to their employment, a City employee may be suspended with or without pay, or transferred to another position.

A City employee shall be dismissed immediately upon conviction of or plea of nolo contendere to a felony related to his or her employment.

PENALTIES AND ENFORCEMENT

A violation of the City's Code of Ethics can have serious consequences, including loss of employment, civil fines, and incarceration.

REVOLVING DOOR

The City's and State's codes of ethics both contain revolving door provisions—provisions that address moving from one position within the City to another. The following is a brief overview of both:

Municipal elected officials and school committee members may not seek or accept employment within any municipal agency of the municipality in which they serve, other than that held at the time of election, while in office, and for a period of one (1) year after leaving office. However, a municipal elected official or school committee member may seek election to any other elective office.

Elected and appointed officials may not accept appointment or election to positions that carry any financial benefit that requires approval by the body of which they are a member while serving as a member of that body and for a period of one (1) year thereafter.

RHODE ISLAND CODE OF ETHICS

All City of Providence employees and officials are also subject to the provisions of the Rhode Island Code of Ethics in Government.

Just as with your obligations under the City's Code of Ethics, your obligations under the Rhode Island Code of Ethics are yours and yours alone.

As such, you are strongly encouraged to consult the Rhode Island Ethics Commission website, www.ethics.ri.gov, for the most up-to-date guidance, resources, and materials.

For questions regarding the Rhode Island Code of Ethics, you may contact the Providence Ethics Team or reach out to the Rhode Island Ethics Commission directly by contacting:

Lynne Radiches
Education Coordinator/Staff Attorney
40 Fountain Street, 8th floor
Providence, RI 02903
(401) 222-3790, ext. 24
lynne.radiches@ethics.ri.gov

CONFLICTS OF INTEREST

Most, if not all, of the provisions of the Rhode Island Code of Ethics in Government, are concerned with conflicts of interest and variations on that same theme.

Under the Code, an official or employee cannot participate in matters where they have a conflict of interest in the performance of their duties.

When do you have a conflict of interest?

You have a conflict of interest if it is reasonably foreseeable that a decision you are helping to make as part of your public duties:

1. Will result in a financial benefit or detriment to:

- You,
- Your family or household members;
- Your outside employer; OR
- Your business associate.*

2. OR, even if there is no financial impact, if a family member, household member, employer, or business associate is a party to or is participating in, the matter being discussed.

** A business associate is any person or entity with whom you are joined to achieve a common financial objective. Your business associates are not only your business partners but also people you have hired as attorneys, accountants, realtors, contractors, etc. Your business associates are also any businesses or organizations, even if not-for-profit, for which you are an officer or director.*

What to do if you have a conflict of interest?

Merely having a conflict of interest is not a violation of the Rhode Island Code of Ethics. It is what you do after you identify a conflict of interest that matters.

If you identify a conflict of interest, you must take the following steps:

- **Inform your supervisor:** if it is necessary that another person handle the matter, you cannot reassign it yourself. Rather, you must inform your supervisor so that they can reassign it; and
- **Recuse:** meaning, do not participate in any aspect of the work or decision-making relating to the matter; and

- Complete a Statement of Conflict of Interest form; and
- Provide a copy to your supervisor; and
- Send a copy to the Rhode Island Ethics Commission.

Avoid the appearance of impropriety.

Even if you do not believe that you have a conflict of interest, as defined by the State's Code of Ethics, but you believe nonetheless that your participation in the matter would create an appearance of impropriety, you should still recuse and follow the procedures outlined above.

GIFT POLICY*

To avoid a conflict of interest, or the appearance of impropriety, employees and officials of the City of Providence may not accept gifts from vendors, suppliers, customers, potential employees, potential vendors or suppliers, or any other interested person, under any circumstances.

This zero-tolerance gift policy includes, but is not limited to, the following:

- A gift of cash, debt forbearance, or debt forgiveness in any amount;
- Vendor or potential vendor or supplier-provided food, beverages, or meals, whether delivered to work locations or provided in a restaurant setting;
- Gift baskets or similar vessels containing any food items, beverage items, or any other items of value;
- Tickets to entertainment venues such as sporting events, theatrical events, cultural events, etc.

If a City employee or department receives a gift:

- If feasible, the gift shall be returned to the vendor with a note of thanks.
- If not feasible to return the gift, the gift must be donated to an appropriate City-approved charity. This includes gifts of food or beverage, or gift baskets consisting of food or beverage or other items of value.
- Charitable donations of gifts received will be coordinated through the City's Department of People and Culture who should be contacted when donation assistance is required.

If any employee has questions about and/or needs clarification of any aspect of this policy, the employee should check with their supervisor. If the supervisor is uncertain, the Department of People and Culture will serve as the arbiter of the gift policy to ensure consistent employee treatment across the City.

**Please note that the City's Gift Policy differs from the State's policy. As a City employee/official, you are bound by both Codes of Ethics; however, when it comes to gifts, we should follow the City's Code.*

ADDITIONAL SECTIONS

Additional conduct covered by the Rhode Island Code of Ethics in Government:

- Nepotism and Favoritism
- Honoraria
- Outside Employment
- Acting as Agent or Attorney
- Appearances before your own Agency
- Revolving Door
- Contracts with State or Local Government
- Transactions with Subordinates

The overview provided in this handbook is by no means meant to be exhaustive. Rather, it is intended to bring issues to your attention for your own independent and further exploration.

You are strongly encouraged to familiarize yourself with the resources available on the Rhode Island Ethics Commission website: www.ethics.ri.gov.

GUIDANCE

If you have questions regarding the application of the City's Code of Ethics to you or to a particular situation or set of facts with which you are confronted, you may wish to do any of the following:

- Consult with your Board's or Commission's counsel (if applicable).
- Contact the City's Municipal Integrity Officer for informal, confidential advice.
- Submit a request in writing to the Providence Ethics Commission for a formal advisory opinion.

HELPFUL RESOURCES

- To confidentially report a potential violation of the Code of Ethics, you can do so by calling the Hotline at 844.9ETHICS (844.938.4427).
- To schedule ethics-related department-level training, please contact Leonela Felix, Ethics Education, and ADA Coordinator, at lfelix@providenceri.gov.
- For helpful Ethics Resources, please visit our website www.providenceri.gov/ethics



Section 1 – Workplace Conduct & Ethics



CITY OF PROVIDENCE

1.1 CODE OF CONDUCT

Purpose

This Code of Conduct establishes a framework for professional behavior and sets clear expectations for all employees, contractors, volunteers, and any other individuals representing the City of Providence. The purpose of the Code is to foster an environment of respect, integrity, and responsibility, ensuring that everyone associated with the City adheres to the highest standards of ethical behavior and professionalism.

Scope

This policy applies to all employees, applicants, contractors, and volunteers associated with the City of Providence

Nothing in this policy shall supersede, modify, or diminish any rights, benefits, or obligations contained within applicable collective bargaining agreements (CBAs) or laws. In the event of a direct conflict between this policy and a provision provided in the CBA, the CBA shall prevail for covered employees. For all other employees not covered by a CBA, this policy shall govern.

Policy

Employees of the City of Providence are responsible for sustaining the highest ethical standards of the City, and of the broader community in which they function. Employees are expected to be respectful of their fellow employees, the City and departmental hierarchies, City procedures as well as City's property; Employees shall be cognizant of, and comply with, the relevant policies, standards, laws and regulations that guide their work.

1. Expected Behaviors

All individuals are expected to:

- A. Act with integrity and honesty: Ensure that all actions and decisions align with the City's standards, policies, and applicable laws.
- B. Respect others: Treat colleagues, constituents, and stakeholders with dignity, fairness, and respect. Discrimination, harassment, bullying, or any form of inappropriate behavior is strictly prohibited.
- C. Maintain confidentiality: Safeguard sensitive City information and respect the confidentiality of colleagues and clients.
- D. Follow Company policies and procedures: Adhere to all applicable City policies, including those relating to health and safety, anti-harassment, data privacy, and conflict of interest.
- E. Be accountable: Take ownership of your actions and responsibilities and be willing to correct any mistakes or omissions promptly.
- F. Promote a positive work environment: Foster collaboration, open communication, and a positive, inclusive culture.
- G. Comply with laws and regulations: Ensure compliance with all local, state, and national laws.

2. Unacceptable Behaviors

Acts of misconduct may include, but are **not limited** to the following:

- A. Fraud, theft, vandalism
- B. Threatening behavior- whether blatant or implied
- C. Unauthorized possession of weapons in the workplace or on City property
- D. Harassment or unlawful discrimination in any form, including use of racial epithets



CITY OF PROVIDENCE

- E. Physical or verbal assault and/or abuse
- F. Consuming or arriving to work under the influence of alcohol, non-prescription drugs, or illegal substances
- G. Operating City vehicles without a valid driver's license
- H. Falsification of employment application and/or qualifications relating to the ability to carry out required job duties
- I. Excessive or chronic tardiness/absences
- J. Leaving work during scheduled shift(s) without authorization
- K. Misuse or unauthorized disclosure of City records or confidential information
- L. Insubordination
- M. Horseplay
- N. Swearing
- O. Careless workmanship
- P. Unauthorized City purchases
- Q. Blatant disrespect for colleagues, management, constituents, and/or vendors
- R. Safety violations
- S. Misuse or unauthorized use of material, production/office equipment, or any other City property for personal use
- T. Intentionally damaging City property
- U. Violation of the Code of Ethics guide and in accordance with state and local law.
- V. Failure to return to work following an expiration of a leave of absence

3. **Reporting Violations**

- A. If you become aware of any conduct that violates this code, it is encouraged to report it promptly. The City has established several methods for reporting violations, including:
 - 1. Reporting directly to a supervisor or manager
 - 2. Using the HR hotline (phone and/or email)
 - 3. Contacting the Department of People and Culture – Employee Experience
- B. Reports will be handled as confidentially as practical, per the circumstances, and no employee shall suffer retaliation for reporting in good faith.
- C. All reports of misconduct will be taken seriously and investigated promptly. The City will take appropriate corrective / disciplinary action, which may include but is not limited to;
 - 1. Counseling,
 - 2. Warning(s),
 - 3. Suspension,
 - 4. Termination of employment
- D. Actions listed herein are applied contingent upon the severity of the violation(s) in conjunction of the City's Discipline Policy.

4. **Compliance**

- A. Adherence to this Code of Conduct is mandatory.
- B. Employees are responsible for understanding and complying with the policy, as well as for supporting a culture of integrity and accountability.
- C. Directors and supervisors are expected to lead by example and enforce the Code fairly and consistently.

Related Policies:

Drug & Alcohol-Free Workplace Policy
Workplace Cleanliness Policy
Appearance Policy
Discipline Policy
Workplace Theft and Misappropriation Policy



CITY OF PROVIDENCE

Time Clock Policy
Attendance Notification Policy
Arrest Notification Policy
Non-Discrimination and Anti-Harassment Policy
Sexual Misconduct Policy

Other Related Information:

Local 1033 [Collective Bargaining Agreement](#)



CITY OF PROVIDENCE

1.2 CUSTOMER SERVICE STANDARDS AND GUIDELINES

Purpose

The purpose of this policy is to establish clear standards and guidelines for the delivery of high-quality customer service and to ensure that all interactions with the public reflect the City's commitment to professionalism, courtesy, and efficiency.

Scope

This policy applies to all employees of the City of Providence.

Definitions

Internal Customers: City employees, elected and appointed officials, volunteers, interns, and fellows

External Customers: Residents, constituents of the City of Providence, private and/or public entities conducting business with the City, vendors and contractors hired to perform work on behalf of the City

Policy

Employees at all levels are required to be mindful of their individual responsibility to provide exceptional customer service through productivity, action, communication or otherwise. These standards are to be applied to internal as well as external customers.

1. Customer Service Standards

- A. **Respect and Courtesy:** Employees must treat all customers with respect, courtesy, and professionalism. This includes addressing customers by name when possible and using polite and respectful language.
- B. **Responsiveness:** Employees should respond to customer inquiries, concerns, or requests in a timely manner. Employees are to acknowledge receipt of requests within 24 hours or as soon as operational procedures and/or standards allow; provide a resolution or update as quickly as possible.
- C. **Accuracy and Clarity:** Ensure that information provided to constituents is accurate and clear. Avoid using jargon or technical language that may cause confusion.
- D. **Empathy and Understanding:** Employees should listen carefully to customers without interruption, confirm understanding by summarizing their concerns and asking follow-up questions if needed. Exercise patience and provide appropriate solutions or alternatives.
- E. **Follow-Up:** After addressing a customer's issue or request, follow up to ensure their needs have been met.

2. Handling Complaints

- A. **Acknowledgment:** Acknowledge and apologize for any inconvenience or issue the constituent is experiencing. Let them know their complaint is taken seriously.
- B. **Resolution:** Work to resolve complaints promptly and effectively. If the issue requires further investigation, inform the customer of the expected timeline and keep them updated on the progress when possible.
- C. **Escalation:** If a complaint cannot be resolved at the initial point of contact, escalate it to a supervisor or designated escalation point. Ensure that the customer is informed of the escalation and the next steps.

3. Accessibility

- A. **Inclusivity:** Provide equal access to services for all constituents. Ensure that services are accessible and that reasonable accommodations are made as needed, and where possible without posing undue hardship on the City.
- B. **Language Assistance:** Offer language assistance services to constituents who may have limited English proficiency or require translation services.



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4. Training and Development

- A. **Ongoing Training:** Employees will receive periodic training offerings in customer service skills, including but not limited to communication, problem-solving, and conflict resolution.
- B. **Feedback and Improvement:** Departments are encouraged to seek feedback from customers and peers to continuously improve their customer service skills.

5. Department Guidelines

- A. **Processes:** There are many processes within the City that require following specific procedures. Departments are expected to make such processes as simple as possible and known to employees. Easy-to-understand instructions, simplified forms, plain language, and up-to-date and accurate information are examples of efforts that will help ensure a positive customer experience.
- B. **Website Maintenance:** Departments are responsible for ensuring their webpages are current, accurate, and regularly updated. The Webmaster/Information Technology Department can be contacted to assist and/or update your department's web page. Additionally, departments must ensure that links in the City's webpages are working and/or accurately and readily refer customers to appropriate and functional links.
- C. **Department Telephone Directories:** Departments are required to review and update directories periodically to ensure that, at a minimum, their staff's direct business phone numbers and proper departments/divisions are correctly listed.
- D. **Information and Referral:** When people inquire about matters that are not within the contacted department(s) or City's domain, every effort should be made to refer these individuals to the entity that is best able to handle their needs.
 - 1. All referrals should be provided accurately and include a phone number and/or location of the suggested employee, department, and/or division.
 - 2. Internal referrals should be handled in a similar manner. If a person is referred to a different department or employee, the individual should be given direct contact information for future reference prior to being redirected.
- E. **Difficult Customers:** Although it is ultimately the City's goal to provide constituents with excellent customer service, employees may terminate a conversation with any constituent/customer who demonstrates threatening, aggressive, or other clearly inappropriate behavior or language. Where possible, the constituent should be informed that continued inappropriate behavior will result in a termination of contact. Supervisors should be notified about such cases if this happens.

6. Safety Considerations

- A. On occasion, an employee may deem there is a risk to people or property in a customer or public interaction. When employees determine there is a need to contact the police or security personnel because a constituent/customer exhibits aggressive and/or threatening behavior, they should do so immediately. Employees are valuable members of our City team and are not expected to put themselves at risk during such any interaction with a constituent/customer.
- B. Additional information for reporting and documenting such issues is available in the City's Workplace Violence Policy.

7. Compliance

- A. **Monitoring:** Customer service interactions may be monitored to ensure adherence to these guidelines. Feedback will be used for performance evaluations and training purposes.
- B. **Violations:** Failure to comply with these customer service guidelines may result in disciplinary action, up to and including termination.

Related Policies:

Code of Ethics
Code of Conduct
Workplace Violence Policy
Discipline Policy

Other Related Information:

Local 1033 [Collective Bargaining Agreement](#)



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1.3 APPEARANCE POLICY

Purpose

The purpose of this policy is to establish clear guidelines regarding appropriate dress and appearance for employees of the City of Providence. The City values professionalism, inclusivity, and safety in the workplace, and this policy aims to ensure that employees present themselves in a manner that reflects the City's standards of conduct, fosters a positive work environment, and promotes respect for colleagues and the public.

Scope

This policy applies to all full-time, part-time, temporary, and contract employees of the City of Providence. It covers dress and appearance expectations while at work, during business hours, when representing the City in external settings.

Nothing in this policy shall supersede, modify, or diminish any rights, benefits, or obligations contained within applicable collective bargaining agreements (CBAs) or laws. In the event of a conflict between this policy and a CBA, the CBA shall prevail for covered employees. For all other employees not covered by a CBA, this policy shall govern.

Policy

This policy is designed to help provide consistent professional appearance guidelines. Our appearance reflects on ourselves and the City of Providence. The goal is to be sure that we maintain a positive appearance and not offend colleagues, constituents, or clients.

1. **General Guidelines:**

A. **Professional Appearance:**

1. Employees are expected to dress in a manner that is professional, neat, clean, and appropriate for their job responsibilities and work environment. Clothing should not be disruptive to the work environment.
2. Directors and supervisors have discretion to deviate from this policy to set dress codes specific to their department and its functions in compliance with this policy and the applicable collective bargaining agreement for its employees.
3. Clothing or other attire endorsing a political candidate or campaign are not permissible while at work or representing the City.

B. **Job-Specific Requirements:**

1. The appropriate type of clothing may vary depending on the nature of the employee's job. Employees who have jobs that involve physical labor, fieldwork, or public-facing roles may have different expectations for dress than those in office-based positions.
2. Employees who are issued uniforms are required to always wear the issued uniform while on duty and may not alter the uniform unless the alteration, such as the addition of a patch or decorative pin, is vetted and approved by the City and is in compliance with the standards of the department and the applicable collective bargaining agreement (CBA).
3. Additionally, employees who are issued personal protective equipment are bound by the City and departmental policies related thereto.

C. **Personal Hygiene:**

Employees should maintain proper hygiene to ensure a clean and pleasant working environment



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for themselves and others. This encourages employees to manage personal grooming in a way that supports a professional atmosphere and appearance.

2. **Specific Dress Code Guidelines:**

A. **Business Casual Attire (Office-based Roles):**

Employees in office-based roles at a minimum are generally expected to wear business casual attire unless otherwise specified by their department.

1. Acceptable business casual attire includes:
 1. Collared shirts (polo or button-up) and blouses.
 2. Slacks, khakis, skirts, or dresses.
 3. Professional shoes (e.g., flats, low heels, dress shoes).
 4. Sweaters or cardigans as appropriate for climate conditions.
2. Unacceptable business casual attire includes:
 1. Short shorts, Halter or tank tops, sweatsuits or exercise attire, bare midriffs, cutoffs, flip flops or T-shirts without a collar.
 2. T-shirts with offensive, inappropriate, or controversial graphics or messages.
 3. Clothing with distressing or excessive fading unless part of a designated casual Friday or department policy.

B. **Casual Attire (Field or Public-Facing Roles):**

Employees working in field-based, operational, or public-facing roles may be permitted to wear more casual attire, provided that it is appropriate for the work environment and safety requirements.

1. Acceptable casual attire includes:
 1. Uniforms or workwear as provided or mandated by the department.
 2. Comfortable, weather-appropriate clothing (e.g., durable pants, work shirts, and comfortable shoes).
 3. Closed-toed shoes or boots that provide adequate safety for the work environment.
2. Unacceptable attire includes:
 1. Clothing with offensive or inappropriate language, logos, or imagery.
 2. Sandals, open-toed shoes, or high heels if they pose a safety risk.
 3. Clothing that is excessively torn, stained, or damaged prior to the normal wear of work is performed as ordinary and custom to the job performed (e.g., before work, after work).

3. **Safety Gear and Uniforms:**

Certain positions require specific safety gear or uniforms, which should be worn at all times while performing work duties.

A. These may include:

1. Protective gear such as helmets, gloves, high-visibility vests, or safety boots for field employees.
2. Department-issued uniforms, if applicable, that are to be worn during working hours. Employees are expected to maintain safety gear and uniforms in good condition and adhere to all safety-related dress guidelines.

4. **Religious or Cultural Dress:**

The City of Providence recognizes and respects the diverse cultural and religious backgrounds of its employees. Religious or cultural attire, such as headscarves, turbans, or kippahs, is permitted and should be accommodated in the workplace. Employees are encouraged to discuss any specific dress



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needs with their supervisor or the Department of People and Culture to ensure an inclusive environment.

5. **Personal Grooming and Tattoos:**

Personal grooming and appearance should be neat, professional, and not distract from work responsibilities. Employees are expected to maintain a well-groomed appearance. This includes:

- A. Hair should be neat and clean.
- B. Tattoos and body piercings may be visible, provided they do not contain offensive or inappropriate imagery. Supervisors may request that tattoos be covered if deemed disruptive, offensive, or unprofessional.
- C. Fragrances and perfumes should be used sparingly, as strong scents may affect co-workers with allergies or sensitivities.

6. **Special Events or Business Travel:**

Employees attending external meetings, conferences, or events on behalf of the City should dress in accordance with the professional standards of the City and the event. Employees may be required to dress in formal business attire for such events, especially when representing the City in a public-facing role.

7. **Requests for Accommodation**

Employees who require accommodations due to medical, religious, or other protected reasons should contact Department of People and Culture – OSHA and/or Employee Experience to discuss reasonable adjustments to the dress code policy. The City of Providence is committed to providing an inclusive and equitable work environment for all employees.

8. **Compliance**

- A. Employees who fail to adhere to the appearance policy and its guidelines will be counseled to adjust their attire to meet the standards. Employees in violation are expected to immediately correct the issue.
- B. Employees may be sent home to change their attire or remediate their circumstances in accordance with city and departmental standards.
- C. Repeated or serious violations of the appearance policy may result in disciplinary action, up to and including corrective action and termination, depending on the nature of the violation.

Related Policies:

Discipline Policy
Workplace Cleanliness Policy
Code of Conduct
Discipline Policy
Open Door Policy

Other Related Information:

Local 1033 [Collective Bargaining Agreement](#)



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1.4 UNIFORM POLICY

Purpose

The purpose of this policy is to enhance the image of workers of the City of Providence by providing and maintaining modern, clean, and distinctive uniforms without additional cost to employees.

Scope

This policy applies to all employees required by the City of Providence who wear uniforms in connection with their employment.

Nothing in this policy shall supersede, modify, or diminish any rights, benefits, or obligations contained within applicable collective bargaining agreements (CBAs) or laws. In the event of a conflict, between this policy and a CBA, the CBA shall prevail for covered employees. For all other employees not covered by a CBA, this policy shall govern.

Policy

1. General Requirements

- A. The City of Providence will determine which employees will be required to wear uniforms and issue each said employee a reasonable number of uniform sets.
- B. Thereafter, all said employees will be required to wear a complete uniform, as defined by their department director, prior to commencing their scheduled shift.

2. Procedure

- A. All employees required to wear uniforms will be notified in advance of the effective date of the requirement.
- B. All such employees will be individually measured for their uniforms.
- C. All employees will be required to sign a detailed receipt for the uniform clothing which is issued to them.
- D. Any employee determined to have intentionally abused their uniform clothing will be held financially liable for the replacement cost. This does not apply to normal wear and tear.
- E. Any employee transferring to another department or terminating their employment (either voluntarily or involuntarily) must turn in their full issue of uniform clothing.
- F. The department director, in conjunction with the vendor, will establish pick-up and delivery dates for uniform cleaning. Every employee will be informed of those dates by the posting of a notice in the department.

3. Compliance

- A. Any employee reporting to work not wearing the complete uniform as defined by the department director will be informed to return home and not to report back to work until they are wearing a complete uniform. Repeated such incidents will result in disciplinary action in accordance with City policy.
- B. Any employee found not wearing their complete uniform during their scheduled shift will be instructed, immediately, to comply with the requirement to wear the complete uniform.
- C. Repeating incidents of non-compliance will result in disciplinary action in accordance with City policy up to and including termination.

4. Responsibility

Overall responsibility for the city-wide program presides with the Department of People and Culture. Department directors have the responsibility for implementation and administration of this policy.



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Related Policies:

Appearance Policy

Code of Conduct

Workplace Cleanliness Policy

Other Related Information:

Local 1033 [Collective Bargaining Agreement](#)



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1.5 WORKPLACE CLEANLINESS POLICY

Purpose

To maintain a healthy and productive work environment, this policy outlines the standards for workplace cleanliness. Adhering to these guidelines helps ensure a pleasant work environment, promotes the overall well-being of all employees, and quality of service to constituents.

Scope

This policy applies to all employees, interns, fellows, volunteers, and contracted employees of the City of Providence.

Policy

Cleanliness plays an integral role in ensuring the safety and quality of the workspace while conducting City operations. Maintaining professional hygiene in public areas is essential. All employees must adhere to the following standards.

1. Workplace Cleanliness

A. **Personal Responsibility**

1. Employees are responsible for maintaining the cleanliness of their own work areas. This includes organizing desk items, maintaining the cleanliness of electronic devices, and disposing of personal trash properly.
2. Employees are also expected to maintain their own personal cleanliness and hygiene. Refer to the [Appearance Policy](#) for additional information.

B. **Personal Items**

Items, such as mugs, dishes, and utensils, should be taken home daily or stored in a clean area allowed by department directors, or supervisors, and cleaned thoroughly.

C. **Workspace Sanitization**

Employees should regularly use proper city-supplied cleaning supplies and products to clean high-touch surfaces in their workspace, such as keyboards, phones, and desk surfaces.

D. **Common Areas**

Locations, such as break rooms, conference rooms, and restrooms, should be left clean and organized. Employees should promptly clean up any spills or messes they create

E. **Reporting**

Report any significant spills or property damages identified to the appropriate supervisor and/or Department of Public Property immediately.

2. Cleaning

With exception of departments with designated cleaning staff as a function of their position, the Department of Public Property will arrange for regular cleaning of common areas and offices. This includes daily cleaning of high-touch surfaces, periodic sanitation of carpets and upholstery.

3. Food Storage

A. **Designated Areas**

1. Food should only be stored in designated areas.
2. Employees are encouraged to use the provided refrigerator(s) for food storage, if one is provided.
3. It is expected that employees will clean up after each meal or snack and dispose of food waste in the designated bins.

B. **Storage Practices**



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1. Use designated storage areas for personal food items, labelling them with your name and date when possible.
 2. Perishable items must be stored in the refrigerator or freezer as appropriate.
 3. Non-perishable items should be kept in closed containers to prevent pests.
 - C. Ensure refrigerators are cleaned out at least weekly, discarding old or expired items. Items not removed may be subject to removal by supervisors or the appropriate management staff to ensure cleanliness and safety.
 - D. Additionally, ensure that all shared food storage or processing areas (microwaves, toasters, etc.) are always maintained in a clean and sanitary condition by employees utilizing such equipment and areas.
4. **Compliance**
- A. All employees are expected to adhere to these guidelines.
 - B. Supervisors are responsible for enforcing the policy and addressing any issues of non-compliance. Continued failure of compliance should be communicated to the Department of People and Culture.
 - C. A continued failure to comply with these cleanliness and hygiene standards may result in disciplinary action up to and including termination.

Related Policies:

[Discipline Policy](#)

[Code of Conduct](#)

[Vehicle Use Policy](#)

[Appearance Policy](#)

Other Related Information:

[Local 1033 Collective Bargaining Agreement](#)

[Formerly Workplace Cleanliness and Food Storage Policy](#)



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1.6 SOCIAL MEDIA POLICY

Purpose

The purpose of this policy is to establish clear guidelines for the responsible use of social media platforms by employees, authorized users and representatives of the City of Providence. This policy aims to protect the reputation of the municipality, safeguard sensitive information, and encourage the use of social media in a constructive, ethical, and professional manner.

Scope

This policy applies to all full-time, part-time, temporary, contract employees, including interns, fellows and volunteers of the City of Providence.

Nothing in this policy shall supersede, modify, or diminish any rights, benefits, or obligations contained within applicable collective bargaining agreements (CBAs) or laws. In the event of a conflict between this policy and a CBA, the CBA shall prevail for covered employees. For all other employees not covered by a CBA, this policy shall govern.

Policy

For the purposes of this policy, "social media" includes any platform or medium for posting or sharing content online, including but not limited to web logs (blogs), social networking sites, video sharing platforms, messaging services, forums, and other online or app based spaces. This policy covers all forms of electronic communication, whether the content is for personal or professional reasons. Employees are ultimately responsible for their online actions and content. Before posting or sharing information, employees should assess the potential impact on their work, colleagues, and the City of Providence.

1. General Guidelines

A. **Respect and Professionalism:**

1. Employees should maintain a high level of professionalism in their interactions on social media.
2. Any behavior that harasses, discriminates, or violates the rights of others will not be tolerated.
3. Threats of violence, or any other unlawful or inappropriate content will also not be tolerated.
4. Work-related complaints should be resolved through direct communication with the parties involved, management, or Department of People and Culture, not through social media.
5. Avoid making posts that could be seen as malicious, offensive, threatening, or that could create a hostile work environment. Any content that disparages others or causes harm to the reputation of colleagues or stakeholders is strictly prohibited.

B. **Transparency:**

1. Employees should avoid making any statements that could be seen as representing the views or positions of the City of Providence.
2. When posting on social media in a personal capacity about city-related matters or using its name in any personal social media posts, employees must clearly identify themselves as City employees and ensure the link is relevant and appropriate.
3. Employees should identify that they are stating their private opinion by including a disclaimer such as "these opinions are my own and do not reflect the views of the City of Providence" or a similar statement.

C. **Confidentiality and Privacy:**



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1. Employees should not share any confidential City information, employee, constituent or client details, or proprietary data on social media.
 2. Sensitive, non-public City information, trade secrets, financial data, and internal operations should not be disclosed.
- D. Honesty and Accuracy:**
1. Employees should be honest and accurate when posting information or sharing news. Any mistakes should be promptly corrected, and posts that have been altered should be disclosed as such.
 2. Given the permanent nature of online content, even deleted posts can be retrieved, so employees should refrain from posting false or misleading information about the City of Providence, its employees, or its partners.
- E. Reputation Management:**
1. Be mindful of the City's reputation when posting. Do not post anything that could damage the image or credibility of the City of Providence.
 2. Employees should avoid engaging in negative discussions about the City, colleagues, constituents/clients online.
- F. Media Contacts**
1. Employees should refrain from speaking on behalf of the City of Providence to the media without first consulting the Department of Communications.
 2. All media inquiries must be directed to the Department of Communications to ensure consistency and accuracy in the City's public messaging.
- G. Compliance with Laws and Regulations:**
1. All social media activities must comply with relevant laws, including defamation, harassment, and privacy laws.
 2. Employees must adhere to the rules and guidelines set by the social media platforms they use.
- H. Personal Social Media Use:**
1. Personal accounts should not be used for work-related purposes unless explicitly authorized by a department director.
 2. Employees are prohibited from using social media for personal purposes during work.
 3. Personal use of City email addresses for social media accounts is also prohibited.
2. **Guidelines for Work-Related Social Media Use:**
- A. Authorized Accounts:**
Only authorized employees are permitted to manage or post on official company social media accounts. Authorization will be determined by department directors or senior management.
- B. Content Creation:**
1. All work-related content shared on official social media accounts should be accurate, appropriate, and align with the City's values, mission, and goals.
 2. Any work-related content should be reviewed and approved by the designated Department of Communications or Social Media Manager before being published.
- C. Respect for Intellectual Property:**
1. Ensure that all content posted on social media complies with copyright and intellectual property laws. Do not share material that is not owned or licensed to you.
 2. Properly credit authors, photographers, designers, or creators when sharing their content.
- D. Engagement:**
1. Engage with the audience in a positive, respectful, and helpful manner.
 2. Respond to questions or complaints in a timely manner but avoid responding to negative comments or criticism impulsively. Direct such queries to the appropriate channels or department.



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3. **Compliance**

- A. The City reserves the right to monitor social media activities related to the City's interests and reputation.
- B. Any violation of this policy may result in disciplinary actions, which could include warnings, suspension, or termination depending on the severity of the infraction.

Related Policies:

Email Use Policy

Information and Systems Security Policy / Information Technology Policy

Discipline Policy

Code of Conduct

Personal Wireless Devices

Workplace Recording and Surveillance Policy

Other Related Information:

Local 1033 [Collective Bargaining Agreement](#)



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1.7 GIFT POLICY

Purpose

This policy is intended to promote and enforce the standards of integrity, public trust, and ethics, to avoid any real and perceived conflict of interest, and prevent the genuine and perception of influence professional decisions and/or actions.

Scope

This policy applies to all employees of the City of Providence, including full-time, part-time, temporary, seasonal, contract staff, volunteers, interns, and fellows.

Nothing in this policy shall supersede, modify, or diminish any rights, benefits, or obligations contained within applicable collective bargaining agreements (CBAs). In the event of a conflict between this policy and a CBA, the CBA shall prevail for covered employees. For all other employees, this policy shall govern.

Definitions

Gift: For the purposes of this policy, a “gift” is defined as any item of value, including both nominal and substantial gifts, offered or given to an employee

External Gift An external gift is any item of value, nominal and substantial, given to an employee by any outside organization and/or individual which include vendors, suppliers, customers, potential customers, potential vendors, or any other external individual(s) or organization.

Internal Gift An internal gift is any item of value, nominal and substantial, given to an employee by another employee.

Policy

1. **External Gifts**

City of Providence employees may not accept gifts under any circumstances from vendors, suppliers, customers, potential customers, potential vendors, suppliers, or any other external individual or organization, regardless of the value.

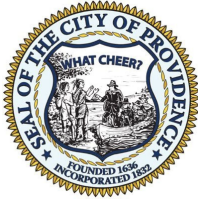
2. **Internal Gifts**

- A. Employees may give and/or accept gifts from another employee.
- B. Gifts given and accepted shall not exceed the value of fifty dollars (\$50), or one-hundred fifty dollars (\$150) in the aggregate per calendar year.
- C. Gifts shall not be given to influence, coerce, harass, or otherwise displace any employee(s), nor shall gifts be given in exchange for favors, or any other reason that violates this and/or any other applicable policy.

3. **Gift Examples**

The following are examples of items that fall under this gift policy include but are not limited to the following:

- A. Cash, debt forbearance, or debt forgiveness in any amount
- B. Food, beverages, or meals provided by vendors, suppliers, or potential vendors, whether delivered to work locations or provided in a restaurant setting
- C. Gift baskets or similar items containing food, beverages, or other valuable items



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- D. Tickets to entertainment venues, including sporting events, theatrical performances, cultural events, or other forms of entertainment

4. **Employee Responsibilities**

Employees are required to proactively and professionally communicate the City's no-gift policy to vendors, suppliers, and any other relevant parties. Employees should politely explain that the City has adopted this policy to avoid conflicts of interest and request that vendors refrain from providing gifts to any employee, department, or office at any time.

5. **Procedure for Handling Gifts Received**

If a City employee or department receives an external gift, or one that is of exceeding value than that allowed by this policy, the following actions should be taken:

- A. **Return of the Gift:** If feasible, the gift should be returned to the sender, accompanied by a note of thanks that includes an explanation of the City's no-gift policy.
- B. **Donation of the Gift:** If returning the gift is not feasible, the gift must be donated to an appropriate City-approved charity. This includes gifts of food, beverages, or gift baskets containing food, beverages, or other items of value.
- C. **Charitable Donations:** Charitable donations of gifts should be coordinated through the City's Department of People and Culture (DPC). Employees should contact DPC for assistance with the donation process.

6. **Code of Ethics and Policy**

The City of Providence's Gift Policy may differ from the State's policy. While City employees and officials are bound by both the City's and the State's Codes of Ethics, where such conflicts exist, the City's policy on gifts takes precedence.

7. **Clarifications and Questions**

Employees who have questions about this policy or need clarification on any aspect of it should first consult with their immediate supervisor. If further clarification is necessary, the Department of People and Culture will serve as the authority on the application of the gift policy to ensure consistent and fair treatment across the City. Employees may also contact the City Municipal Integrity Officer 401-680-5333 for questions about a gift.

8. **Compliance**

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

Related Policies:

Ethics guide
Discipline Policy
Code of Conduct

Other Related Information:

Local 1033 [Collective Bargaining Agreement](#)
Rhode Island Code of Ethics
Providence Code of Ethics



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1.8 ADDITIONAL EMPLOYMENT DISCLOSURE POLICY

Purpose

This purpose of this policy is to ensure transparency, accountability, integrity, and just service to the City of Providence and its residents. This policy mandates that employees disclose any secondary or additional employment to the City to prevent conflicts of interest, ensure compliance with the Providence Code of Ethics, and verify that employees can meet the time and service requirements of their positions.

This policy is to outline guidelines for employees regarding the disclosure of additional employment or business activities to the Department of People and Culture (DPC).

Scope

This policy applies to all employees (including full-time, part-time, temporary, and contract employees), who work for the City of Providence. The scope of this policy applies to all employees, with the exception of those designated as public safety personnel, for whom specific application procedures and guidelines will be determined by the Public Safety Commissioner.

Definitions

Additional Employment: Any compensated or uncompensated work, service, or business activity performed outside of an employee's official duties with the City of Providence, including but not limited to employment with another employer, self-employment, consulting, freelance work, independent contracting, ownership interest in a business, or regularly compensated volunteer service.

Conflict of Interest: A situation in which an employee's private interests, including financial or personal interests, could reasonably be perceived to influence, interfere with, or impair the employee's objectivity, independence, or judgment in performing official City duties.

Policy

The City of Providence is a professional public service organization and government dedicated to the needs of its constituents. The public perception of the City depends on the ability of our employees to consistently demonstrate a commitment to professionalism, integrity, ethical standards, and sound judgment.

Employees must disclose any additional employment, business ventures, or freelance work that they are engaged in. This disclosure must be made in writing to the Department of People and Culture (DPC). Employees are required to complete an "Additional Employment Disclosure Form" which can be obtained from the Department of People and Culture (DPC), or Provnet (City's intranet).

1. Disclosure process:

A. **Background Check Process:**

All candidates for employment must disclose any secondary or additional employment to the DPC during the background check process.

B. **While Employed:**

Disclosure must be made before the commencement of additional employment or business activity and within 30 days of any significant changes to existing activities commence.

C. **Disclosure Submission:**

Disclosure must be made in writing to the Department of People and Culture (DPC). Employees are required to complete an "Additional Employment Disclosure Form" which can be obtained



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from the Department of People and Culture (DPC), or ProvNet (City's intranet).

2. **Review Process:**

- A. Once the disclosure form is submitted, it will be reviewed by the Department of People and Culture to assess potential conflicts of interest, impacts on service required for their position with the City job performance or violations of the Providence Code of Ethics.
- B. The employee may be required to provide additional information or clarification regarding the nature of the additional employment or business activity.
- C. Additional employment or business activities that may create a conflict of interest, compromise confidentiality, or interfere with the employee's performance at City of Providence will be reviewed on a case-by-case basis.
- D. Employees can use the [Conflict of Interest Questionnaire](#) to preliminarily determine if they have a conflict of interest.
- E. If a conflict of interest is identified, The City of Providence may take appropriate action, which could include limiting the employee's involvement in additional activity or, in some cases, requiring the employee to cease additional employment.
- F. Employees are prohibited from using City of Providence resources, including equipment, time, and intellectual property, for their additional employment or business activities.

3. **General Considerations:**

- A. The City recognizes that employees may seek or have additional employment out of passion, choice, or necessity. The City does not prevent individuals from having additional employment as long as it does not conflict with their ability to fulfill their position's responsibilities, including regularly scheduled work hours.
- B. Employees are prohibited from using City of Providence resources, including equipment, time, and intellectual property for their additional employment or business activities.
- C. For any questions regarding the City of Providence Code of Ethics please contact the City Municipal Integrity Office

4. **Compliance**

- A. Failure to disclose secondary or additional employment, or any violations of this policy, the remote/telecommuting policy, the Providence Code of Ethics, or other applicable employment requirements may result in corrective and/or disciplinary action.
- B. Actions may include but are not limited to:
 1. Counseling
 2. Warning(s)
 3. Suspension
 4. Removal of remote work privileges, if applicable
 5. Termination of employment

Related Forms:

[Additional Employment Disclosure Form](#)

[Conflict of Interest Questionnaire](#)

Related Policies:

[Discipline Policy](#)

[Attendance Notification Policy](#)

[Vacation Policy](#)



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[Leave of Absence Policy](#)

[Time Clock Policy](#)

[Other Related Information:](#)

Local 1033 [Collective Bargaining Agreement](#)

Rhode Island Code of Ethics

Providence Code of Ethics



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1.9 PERSONAL RELATIONSHIPS & NEPOTISM POLICY

Purpose

The City of Providence is committed to maintaining a professional, ethical, and equitable workplace free from favoritism, conflicts, and misuse of authority. This policy establishes standards governing personal, romantic, and familial relationships to ensure fairness, transparency, and public trust.

Scope

This policy applies to all employees, contract staff, volunteers, interns, and fellows of the City of Providence.

Definitions

Relative: An individual related by blood, marriage, or legal action.

- Examples include, but are not limited to: spouse, fiancée, mother, father, daughter, son, sister, brother, mother-in-law, father-in-law, daughter-in-law, son-in-law, sister-in-law, brother-in-law, stepparent, stepchild, aunt, uncle, niece, nephew, grandparent, grandchild, cousin, and any individual related to the employee by blood or affinity whose close association is considered equivalent to family relationships.
- The term also includes domestic partners (individuals with whom the employee shares an interdependent life).

Romantic or Personal Relationship: A consensual relationship involving emotional, romantic, intimate, or sexual involvement.

Supervisor: An employee with the authority to hire, fire, discipline, assign, evaluate, or effectively recommend such actions. This includes managers, department heads, and administrators.

Power Differential: The dynamic created when one employee holds authority or influence over another.

Nepotism: The use, attempted use, or appearance of use of a position, authority, influence, or access to information to secure, advance, or affect the hiring, appointment, promotion, supervision, evaluation, compensation, discipline, or other employment-related benefit of a family member, household member, or romantic partner, rather than decisions being based solely on merit and/or organizational need.

Policy

The City of Providence prohibits employment practices or workplace arrangements that result in favoritism, conflicts of interest, impaired judgment, or misuse of authority arising from personal, romantic, or familial relationships. While personal relationships are not categorically prohibited, they must not compromise professional standards, create conflicts of interest, or undermine public confidence in City operations.

The following guidelines must be adhered to:

1. **Supervision:**

- A. Relatives or romantic partners may not work under the direct supervision of one another within the same department.
- B. A direct supervisor-subordinate relationship between relatives or romantic partners is prohibited.
- C. Employees may not supervise, evaluate, or make personnel decisions regarding a relative or romantic partner.

2. **Workplace Impact:**

Personal relationships must not negatively impact work productivity, performance, or create workplace disruptions. This includes maintaining professionalism and avoiding conflicts in work-related matters.



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3. **Review and Personnel Actions:**

- A. Employees may not assign, audit, or evaluate the work of a relative or romantic partner.
- B. Employees are prohibited from engaging in any capacity that allows them to review, approve, or influence personnel actions or wage adjustments related to a relative or romantic partner's job status or compensation.

4. **Conflict of Interest:**

Any personal employee relationship that creates or has the potential to create disruption, conflict of interest, or is otherwise prohibited by law, the Providence Code of Ethics, the Rhode Island Code of Ethics, or other applicable regulations, will not be allowed to persist. The City will take appropriate action to mitigate such situations.

5. **Disclosure:**

- A. All employees are required to disclose any potential or existing personal, romantic, and/or familial relationships that fall within the scope of this policy to the Department of People and Culture (DPC).
- B. Employees who fail to disclose relationships covered by this policy may be subject to corrective and/or disciplinary action, including termination of employment.

6. **Budget and Compensation Matters:**

- A. **General Prohibition:** Employees are prohibited from participating in actions or decisions related to budgetary items that would directly affect the employment, compensation, or benefits of any person within their family, household, romantic, or familial relationship.
- B. **Specific Budget Line Items:** An employee may participate in budget discussions or decisions if the family member or household member is part of a significant class of individuals impacted by the budget, and not individually or to a greater extent than others in the same class. Participation is subject to written approval from their department director/chief.

7. **Participation in Collective Bargaining and Employee Contracts:**

- A. **General Prohibition:** Employees are prohibited from participating in negotiations related to collective bargaining or employee contracts that address or affect the employment, compensation, or benefits of any direct family member, romantic partner, or household member.
- B. **Voting on Entire Contract:** Employees may participate in decision-making related to an entire collective bargaining agreement if the family, partner, or household member is impacted as part of a significant class of employees and not individually or to a greater extent than others in the class.

8. **Procedure for Addressing Relationship-Related Concerns**

When relationships that may fall under this policy are identified—whether with candidates for employment or current employees—the following steps will be taken:

A. **Report the Relationship:**

The matter should be reported immediately to the Department of People and Culture – Employee Experience.

B. **Assessment:**

- 1. DPC will assess whether the relationship falls within the scope of this policy based on the conditions outlined above.
- 2. If the relationship is found to create a conflict, violate this policy, or other relevant concern, DPC will consult with the affected employees and department director/chief, or supervisor to resolve the issue.

C. **Resolution:**

Possible resolutions may include:

- 1. Reassigning an employee to a different position or department.



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2. Supervisory reassignment to address conflicts or mitigate any issues of power differentials caused by the relationship.
 3. If no suitable accommodation can be arranged, DPC, in consultation with the department director/chief, will determine which employee must resign or be reassigned in order to resolve the issue.
9. **Retaliation**
The City strictly prohibits retaliation against any employee who in good faith discloses or reports a romantic or personal relationship as required by this policy, raises concerns about potential conflicts of interest, favoritism also including violations of this policy or participates in an investigation related to workplace relationships or related conduct.

Related Policies:

Non-Discrimination & Anti-Harassment Policy
Discipline Policy
Sexual Misconduct Policy
Code of Conduct
Open Door Policy

Other Related Information:

Local 1033 [Collective Bargaining Agreement](#)
Providence Code of Ethics
Rhode Island Code of Ethics

Formerly separate policies: Nepotism Policy, Personal Relationships in the Workplace Policy



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1.10 PROHIBITED POLITICAL ACTIVITY IN THE WORKPLACE

Purpose

The purpose of this policy is to ensure that political activity by employees of the City of Providence remains separate from their professional responsibilities and that no overlap exists between an employee's political activities and the work they perform or the resources to which they have access during their employment with the City of Providence.

Scope

This policy applies to all full-time, part-time, temporary, and contract employees of the City of Providence.

Policy

The City of Providence encourages employees to participate in lawful political expression, including political activity on behalf of any political party, candidate, or cause. Employees may choose to involve themselves in political activities to whatever degree they wish, provided that all such activities take place outside of work hours and use only the employee's personal resources exclusively. Participation in political activities must not imply that the employee is acting in an official City capacity, nor that the employee's activity represents the opinions or support of the City of Providence or its representatives.

1. Prohibited Political Activities

The following political activities are prohibited while employees are on duty or during any time spent in a City of Providence facility:

- A. Demonstrating or protesting.
- B. Counting or recounting votes.
- C. Circulating petitions.
- D. Soliciting votes or political contributions in any work area or facility.
- E. Conducting or participating in opinion polls.
- F. Fundraising or organizing political events.
- G. Any other political activities that are not part of the employee's job duties.

2. Use of City Resources

Employees are prohibited from using City of Providence equipment, communication channels, constituent contact information, or any other City resources for the purpose of making, copying, or distributing political materials or messages.

3. Political Displays and Harassment

- A. Employees are not permitted to display political messaging, such as clothing, signs, or symbols, in work areas or on City property that may be inappropriate, inflammatory, or offensive to co-workers.
- B. Harassment of co-workers, customers, or vendors regarding political preferences will not be tolerated. This includes any form of intimidation or pressure related to political beliefs.

4. Time Off for Political Activity

Employees may request vacation, floating holiday, or accrued compensatory time to engage in political activities, consistent with the City of Providence's time-off policies.

5. For Employees Subject to the Hatch Act



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- A. Employees of the City of Providence who work in roles associated with federally funded programs are subject to additional limitations on political activity under the federal Hatch Act.
- B. **The Hatch Act prohibits employees (who are subject to its provisions) from:**
 - 1. Using their official authority or influence to interfere with or affect the outcome of an election.
 - 2. Coercing, attempting to coerce, or advising any state or local employee to contribute to a political party, candidate, or cause.
 - 3. Running as a candidate for public office in a partisan election.
- C. **The Hatch Act does not prohibit municipal employees from:**
 - 1. Running for office in nonpartisan elections.
 - 2. Holding elective offices in political organizations or clubs.
 - 3. Campaigning for candidates in both partisan and nonpartisan elections.
 - 4. Contributing to political organizations.
 - 5. Attending or speaking at political fundraisers or rallies.
- D. **Important Notes:**
 - 1. Employees should evaluate whether they are subject to the Hatch Act based on their role in federally funded programs. Factors that do **not** impact Hatch Act eligibility include whether the employee is paid from non-federal funds, does not have discretion over federal program funds, or works in a program that is only partially federally funded.
 - 2. Violations of the Hatch Act may lead to investigation and prosecution by the U.S. Office of Special Counsel (OSC). Employees who are unsure about whether they are subject to the Hatch Act should seek guidance from the Department of People and Culture.

6. **Compliance**

Failure to comply with this policy may result in progressive disciplinary actions, up to and including termination.

Related Policies:

Ethics Guide
Gift Policy
Additional Employment Disclosure Policy
HR Hotline
Discipline Policy
Code of Conduct
Open Door Policy

Other Related Information:

Local 1033 [Collective Bargaining Agreement](#)
Rhode Island Code of Ethics
Providence Code of Ethics



CITY OF PROVIDENCE

1.11 WORKPLACE THEFT AND MISAPPROPRIATION POLICY

Purpose

The City of Providence values its employees, their property, time and the assets entrusted to the City. We expect that employees demonstrate the same respect for the City's property and time. All employees are expected to act with honesty, integrity, and professionalism. Theft or misappropriation of any kind will not be tolerated in the workplace.

This policy addresses theft and other forms of misappropriation, including but not limited to:

1. Cash or other financial instruments
2. Physical goods or assets of the City of Providence
3. Intellectual property
4. Property being stored by or disposed of by any city entity
5. Time theft (wrongfully compensated hours)

Scope

This policy applies to all employees, interns, fellows, applicants, contractors, and volunteers associated with the City of Providence

Nothing in this policy shall supersede, modify, or diminish any rights, benefits, or obligations contained within applicable collective bargaining agreements (CBAs) or laws. In the event of a conflict between this policy and a CBA, the CBA shall prevail for covered employees. For all other employees not covered by a CBA, this policy shall govern.

Definitions

Abuse: The improper or excessive use of something or using it in a way that goes against the law or its intended purpose. This can include misusing grant funds or using one's position in an unacceptable way.

City Property: For the purposes of this policy, all items stored or located on any City property (including leased or rented spaces), including those set for disposal or destruction, are considered City property. This includes items such as office supplies, vehicles, equipment, technology, materials, and intellectual property.

Fraud: The intentional act of deceiving someone to gain a financial or personal advantage. This can include making false statements, concealing information, or misrepresenting facts.

Theft: The act of taking City's property without permission with the intent to deprive the City of its use.

Waste: The careless or excessive use of resources, or the mismanagement of funds. This can include spending money on unnecessary things, or not getting reasonable value for the money spent.

Policy

City of Providence employees must comply with applicable local, state and federal law, as well as City policy. As a municipal entity, the City has a fiduciary responsibility to conserve, preserve, and efficiently use all City resources.

1. **Prohibition of Theft and Misappropriation**

- A. No employee, official, volunteer, fellow or intern of the City of Providence shall take, remove, steal or otherwise cause the removal of any City property, regardless of its value. This includes any items acquired by the City for disposal, demolition, or destruction.
- B. The policy applies to all City properties, including items held in storage, leased, or rented spaces, as well as property awaiting disposal.



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2. **Use of City Property**

- A. As per the City of Providence Code of Ordinances (17-33(c)(2)), City property, including supplies, provisions, and other assets, must only be used for the performance of official duties.
- B. Employees shall not use City property for personal purposes or any use other than for performing work required by the City.

3. **Time Theft and Misrepresentation of Hours**

- A. Employees shall not submit, request, or accept payment for hours not worked. This includes engaging in personal or recreational activities while being compensated for work time. Additionally, this includes sleeping during work hours outside of break times.
- B. Any employee found to have misrepresented hours worked or engaged in time theft will be considered to have committed theft of compensation.

4. **Reporting Theft or Misappropriation**

- A. The City takes all matters involving theft or misappropriation very seriously. Employees are required to report any suspected theft, misappropriation, or fraud to the Department of People and Culture immediately along with any data or information observed or obtained. This includes all forms of theft, regardless of how minor or seemingly insignificant the incident may appear.
- B. The intent to steal or misappropriate, even if unsuccessful or detected prior to execution, will also be treated as theft or misappropriation.
- C. The City prohibits retaliation against any employee who reports suspected theft in good faith. Employees who believe they have been retaliated against should report the concern immediately to the Department of People and Culture

5. **Investigation of Alleged Theft**

- A. All allegations of theft, misappropriation, or related misconduct will be thoroughly investigated by the City. Employees are expected to cooperate fully with any investigation.
- B. False accusations of theft or misappropriation will not be tolerated and may result in progressive disciplinary action, up to and including termination.

6. **Use of Surveillance**

The City reserves the right to use video surveillance, audio recording devices, and tracking software to monitor City property and detect theft or misappropriation.

7. **Compliance**

- A. Any employee found to have engaged in theft, misappropriation, fraud, or related misconduct will be subject to disciplinary action, including the immediate termination of employment.
- B. In addition, the City may pursue criminal or civil charges, seek restitution, and/or take legal action against the individual.
- C. The City of Providence Retirement Board may also reduce or revoke the employee's pension, in accordance with Code of Ordinances 17-189.1.

Related Policies:

Ethics Guide

Code of Conduct

Additional Employment Disclosure Policy

Vehicle Use Policy



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Personal Use of City Equipment
Discipline Policy
Gift Policy
Purchases of Gift Cards Prohibited
Time Clock Policy
Attendance Notification Policy

Other Related Information:

Local 1033 [Collective Bargaining Agreement](#)
City of Providence Code of Ordinances (17-33(c)(2))
City of Providence Code of Ordinances (17-189) (1))



CITY OF PROVIDENCE

1.12 WORKPLACE RECORDING AND SURVEILLANCE POLICY

Purpose

The purpose of this policy is to establish clear standards governing the audio, video, and photographic recording of individuals and activities in the workplace. The City of Providence is committed to maintaining a professional work environment that protects employee privacy, preserves operational integrity, safeguards confidential information, and promotes trust among employees and the public.

While Rhode Island law permits recording with the consent of at least one party, the City retains the authority as an employer to regulate workplace conduct and the use of recording devices while employees are performing their official duties. This policy is intended to ensure that recording activities occur only when authorized and necessary for the performance of official City functions.

Scope

This policy applies to all City of Providence employees, including full-time, part-time, temporary, seasonal employees, interns, fellows, volunteers, contractors, and any other individuals performing work on behalf of the City.

This policy applies while employees are:

- On duty or performing official City business
- Present in City-owned or City-operated facilities
- Using City equipment, vehicles, or systems
- Representing the City in an official capacity

Nothing in this policy shall supersede, modify, or diminish any rights, benefits, or obligations contained within applicable collective bargaining agreements (CBAs) or laws. In the event of a conflict between this policy and a CBA, the CBA shall prevail for covered employees. For employees not covered by a CBA, this policy shall govern.

This policy shall also be interpreted and applied consistently with employees' rights under federal and state labor laws, including employees' rights to engage in protected concerted activity where applicable.

Definitions

Recording: The capture, storage, or transmission of audio, video, photographic, or digital media of individuals, conversations, meetings, events, or activities using any device.

Recording Device: Any device capable of capturing audio, video, or images, including but not limited to smartphones, cameras, body cameras, tablets, laptops, wearable technology, or other electronic devices.

Authorized Recording: Recording that is required as part of an employee's official job duties, functions of work performed, or conducted with prior authorization from a department director or other authorized official.

Official Capacity: Any period during which an employee is performing work duties, representing the City of Providence, or using City resources.

Confidential Information: Information that is protected from unauthorized disclosure, including but not limited to personnel records, protected personal information, health information, investigative materials, legal communications, or other sensitive information.

Policy

1. General Prohibition on Workplace Recording



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- A. Employees are prohibited from audio recording, video recording, photographing, or otherwise capturing images or sound of any individual, meeting, workspace, or City operation while performing their official duties unless the recording is expressly authorized under this policy.
 - B. Unauthorized recording of employees, supervisors, constituents, vendors, or members of the public during the course of City operations is strictly prohibited.
2. **Authorized Recording**
- A. Recording may only occur when it is necessary for the performance of official job duties and has been authorized by the employee's department director, supervisor, or another designated authority.
 - B. Examples of authorized recording activities may include:
 1. Public safety body-worn camera usage
 2. Official training recordings
 3. Public meetings or hearings
 4. Authorized investigations
 5. Official City communications or media documentation
 6. Security or surveillance systems installed by the City
 - C. Recording conducted under this section must be limited strictly to the scope necessary to perform the authorized function.
3. **Prohibited Activities**
- A. Employees are prohibited from:
 1. Recording conversations with coworkers, supervisors, or members of the public without authorization.
 2. Recording internal meetings, disciplinary discussions, investigations, or personnel matters.
 3. Recording within areas where confidential or sensitive information may be discussed or stored.
 4. Recording for personal use, entertainment, or social media distribution while on duty.
 5. Sharing, distributing, or publishing recordings obtained during City work without authorization.
 6. Using personal devices to record City business without authorization.
4. **Confidentiality and Security**
- A. Employees must not record, capture, store, or distribute any recording that contains confidential, proprietary, or legally protected information unless expressly authorized.
 - B. Any authorized recordings that contain sensitive information must be handled, stored, retained, and disposed of in accordance with applicable City records retention and information security policies.
5. **Personal Devices**
- A. Employees may not use personal phones, cameras, or other personal recording devices to record City operations, coworkers, or work-related activities while on duty unless explicitly authorized.
 - B. Departments may impose additional restrictions on the use of personal devices where operational security, safety, or confidentiality concerns exist.
6. **Rhode Island Law**
- A. Rhode Island law permits recording when at least one party to the conversation consents. However, this law does not prohibit employers from establishing workplace policies restricting recording during the course of employment.
 - B. Nothing in this policy is intended to conflict with applicable state or federal laws governing protected employee rights.
7. **Compliance**
- A. The City will not utilize recordings that are formed in violation of this policy for the purposes of discipline of employees; however, the City reserves the right to utilize recordings from staff who document and



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record as required by and consistent with their ordinary and customary duties and/or from external parties such as constituents or law enforcement.

- B. Violation of this policy may result in disciplinary action in accordance with City disciplinary procedures and applicable collective bargaining agreements, up to and including termination of employment.
- C. Disciplinary action will be considered based on the severity of the violation, including whether the recording involved confidential information, employee privacy violations, operational disruption, or misuse of City information.

Related Policies:

Information and Systems Security Policy
Laptop Computer and Mobile Device Policy
Personal Wireless Devices Policy
Code of Conduct
Discipline Policy
City Records Management Policy

Other Related Information:

Local 1033 Collective Bargaining Agreement
Rhode Island Wiretap Act – R.I. Gen. Laws § 11-35-21
Rhode Island Access to Public Records Act (APRA)



SARA SILVERIA
DIRECTOR OF FINANCE

1.13 PURCHASES OF GIFT CARDS PROHIBITED

Purpose

The purpose of this policy is to establish clear guidelines that prohibit the purchase, issuance, or distribution of gift cards by any municipal department. This ensures compliance with municipal finance laws, promotes internal controls, mitigates the risk of misuse, and safeguards public funds.

Scope

This prohibition applies to all funding sources, including but not limited to:

- General fund
- Special revenue funds
- Grants (state, federal, or private)
- Trust funds
- Revolving funds
- Capital funds

Policy

Municipal funds shall not be utilized to purchase gift cards, gift certificates, prepaid debit cards, stored-value cards, or any similar instruments, regardless of their intended purpose or recipient.

1. Rationale

- A. Gift cards present significant financial and internal control risks, including:
 1. Lack of itemized documentation regarding fund expenditure
 2. Susceptibility to fraud, loss, or theft
 3. Inability to verify that purchases serve a municipal purpose
 4. Audit findings for improper or non-compliant expenditures
- B. Prohibiting the use of gift cards helps ensure accountability and transparency in the utilization of public funds.

2. Exceptions

- A. Exceptions are permitted only if expressly approved in writing by the Finance Director, the City Controller, and the City Treasurer.
- B. Exceptions may be issued only when:
 1. Required by a grant or specific program regulation (e.g., emergency assistance under state-approved guidelines), and
 2. Pre-approved in writing by the Finance Director, City Controller, and City Treasurer, with documentation of:
 1. Legal authority
 2. Program guidelines
 3. Internal controls for distribution
 4. Reconciliation and reporting requirements
 3. No exception is valid without written authorization.



SARA SILVERIA
DIRECTOR OF FINANCE

3. Prohibited Actions

Strictly Prohibited

- A. Purchasing gift cards for employees, elected officials, volunteers, or the public for any reason, including but not limited to:
 1. Employee recognition, incentives, or awards
 2. Holiday gifts
 3. Thank-you gestures
 4. Program participation incentives
 5. Emergency assistance (unless allowed by specific program regulations)
 6. Distributing gift cards obtained through municipal funds or received as donations without proper accounting and approval.
 7. Using municipal credit cards or procurement cards to purchase gift cards.

4. Responsibilities

A. Department Heads

1. Department Heads are responsible for ensuring compliance with this policy, including training staff and monitoring departmental purchasing.
2. Finance Department
The Finance Department shall:
 1. Review all purchase transactions for prohibited items
 2. Reject or deny reimbursement for gift card purchases
 3. Report violations to the appropriate authority (e.g., Mayor/Administration, The Department of People and Culture, Internal Auditor)

B. Employees

1. Employees who violate this policy may be subject to:
 1. Denied reimbursement
 2. Disciplinary action, up to and including termination
 3. Reporting to external auditors or oversight bodies, if required

Related Policies:

Ethics Guide
Theft and Misappropriation Policy
Discipline Policy
Code of Conduct
Gift Policy

Other Related Information:

Rhode Island Code of Ethics
Providence Code of Ethics



CITY OF PROVIDENCE

1.14 ACCESS TO AND VIDEO RECORDING OF CITY RESOURCES BY OUTSIDE PARTIES

Purpose

The City of Providence's buildings are public buildings and as such are sometimes visited by individuals or groups seeking to photograph, videotape or otherwise document City spaces, staff and other resources. This Policy intends to provide guidance on how to best manage these interactions, while complying with all applicable laws.

Scope

This policy applies to all employees, applicants, interns, fellows, contractors, and volunteers associated with the City of Providence.

There are separate rules for the oral and/or video recording of formal hearings, contingent upon the applicable laws and regulations for open meetings, board or commission standards, and court(s); individuals are encouraged to consult with the specific board, commission, and/or court for more information.

Policy

1. Preface

The City of Providence is dedicated to transparency within the limits of the law regarding the physical spaces it manages, the execution of its public mission, and the work done by its employees to serve the interests of the City's various stakeholders. Governmental entities are permitted under existing laws to impose time, place, and manner restrictions on access to public spaces, so long as those restrictions remain content neutral and are not applied solely to a particular individual or group but fairly applied to everyone. Therefore, the City has established the following policies regarding public access to its resources.

2. Access to City Owned or Managed Spaces

- A. Certain City offices or specific locations of individual offices, particularly those containing personal or business records, files, or other materials protected under Federal or State privacy laws, may be designated as available to "employees only" or to "authorized personnel only".
- B. In these circumstances, any individual granted access must be a city employee authorized to access such protected material, or alternately, an individual possessing an appointment or other invitation to enter the "authorized" area.
- C. Bilingual signage clearly indicating that access to certain spaces is limited to "Authorized Personnel Only" should be clearly posted indicating any department, facility, or other location to which access is limited to authorized individuals.
- D. When fielding inquiries about access to City spaces, and about areas which are limited in access to authorized individuals, staff are to remain polite and engaged throughout such visits and prepared to educate the public about why such spaces are so limited. This is of particular importance to departments that handle personal or sensitive information about Providence Neighbors or business entities.
- E. Staff should always try to be welcoming and informative when interacting with constituents seeking access to City spaces or resources, and must avoid stating or inferring that such areas are "restricted", "not public", or "private", while at the same time reiterating that certain designated



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spaces may be accessed only by authorized individuals, and that only City employees or those with appointments may access these space, to comply with existing laws designed to safeguard the privacy of certain information. In the case of anyone filming, staff are reminded to follow common practices, customer service values and training. In the case of media, please contact the Director of Communications, Mayor's Office, in case additional follow-up is needed.

3. **Access to Public Documents**

- A. When fielding inquiries pertaining to accessing public documents, please note that the release of public records should be requested pursuant to the Access to Public Records Act (APRA) and follow all City procedures.
- B. The City's Public Records Request Procedures can be found at <https://www.providenceri.gov/law-department/public-records-request/>.
- C. Staff are reminded that Protected Personal Information (PPI), Protected Health Information (PHI), Health Insurance Portability and Accountability Act (HIPAA) or other confidential information are not public records and should not be released without proper authorization. Directors and management staff must be prepared to support where necessary and be comfortable articulating how the City processes all requests for information received.
- D. If Staff have any specific questions regarding the City's APRA procedures, they may contact the Law Department's Public Records Unit.

4. **On Filming in Public Spaces**

- A. The City cannot and does not restrict the filming of spaces within public buildings, if all such filming takes place from an authorized location.
 1. *As an example, if an individual enters an office space within a City building and is standing in a reception area which is not restricted to authorized personnel, and if that individual proceeds to film an area beyond that space (such as desks behind a gate) they are within their rights, and free to do so.*
- B. As such, it is the responsibility of employees to ensure that materials subject to privacy laws which may be viewed or photographed from authorized spaces are safeguarded. Staff must turn over or securely file paperwork containing PPI, PHI, HIPAA or other confidential information when not in use, lock computer screens, and reposition workspaces in a manner which prevents such private content from being viewed or photographed from authorized areas.
- C. Staff may under no circumstance tell individuals that they are not authorized to film. If individuals demand to view materials or documents on workstations, staff should not state that such materials are "confidential". Any determination of whether an item may be shared fully or in part with redactions is determined in consultation with the City's legal team through the aforementioned public records request procedures. Staff should understand and be prepared to communicate that the City seeks to be as transparent as possible.

5. **Employee Safety**

The safety of City staff is always a top priority. As with any circumstance, if any staff member begins to feel unsafe or unsure how to de-escalate an interaction with a member of the public, they should seek the support of their management team or Public Safety, as appropriate. Staff must know how to seek support, if they need it.



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1.15 SERVICE ON EXTERNAL BOARDS, COMMISSIONS, AND ELECTED/APPOINTED POSITIONS

Purpose

This policy establishes guidelines and ensures transparency, accountability, and operational continuity when City of Providence employees serve on external boards, commissions, committees, or are appointed or elected to roles in other municipalities or state agencies.

Scope

This policy applies to all employees, interns, fellows, volunteers, and contracted employees of the City of Providence, regardless of union affiliation, who wish to serve or are appointed to work related and non-work-related Boards.

Definitions

External Boards, Commissions, or Committees: Any organized body not established by or under the authority of the City, including state, regional, nonprofit, or private organizations.

Official Capacity: Participation in a role that is formally designated, sponsored, or approved by the City.

Personal Capacity: Participation in a role undertaken as a private individual, not on behalf of or representing the City.

State/Municipal agency: These terms define bodies that perform governmental functions beyond solely advisory roles.

State/municipal appointed official: An individual appointed to a term by constitution, law, charter, ordinance, or governing body—this includes boards, commissions, and other like groups.

State or municipal elected official: Any person holding public office via general or special election.

Policy

The City supports civic engagement and public service, recognizing that employees may serve on external bodies or hold positions outside of City of Providence government. However, such participation must not interfere with the employee's job duties, create a conflict of interest, or give the appearance of City endorsement without formal authorization.

1. **Reporting Requirement:**

- A. Employees must disclose any current or anticipated service on an external board, commission, or committee, or candidacy for or appointment to an externally elected/appointed role.
- B. Please see the [Additional Employment Disclosure Form](#) and [Additional Employment Disclosure Policy](#) for more information regarding reporting additional employment.

2. **Work Time Conflicts:**

- A. If participation requires attending meetings, hearings, or events during the employee's scheduled City work hours, the employee must submit an [Alternate Work Arrangement Form](#) to the Department of People and Culture (DPC) for review and approval.
- B. The City reserves the right to deny or revoke approval if the external role interferes with City duties or presents a conflict.

3. **Conflicts of Interest:**



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Employees are prohibited from using their City position, resources, or confidential information for the benefit of an external role. The City's Code of Ethics and Conflict of Interest policies apply.

4. **Compliance**

- A. Failure to comply with this policy including, but not limited to, non-disclosure of service, failure to obtain required approvals, or engaging in conduct that creates a conflict of interest may result in disciplinary action in accordance with the City's progressive discipline policy, up to and including termination.
- B. In addition, employees found to be in violation may be required to immediately cease participation in the external board, commission, committee, or elected/appointed role if it is determined that such participation conflicts with their responsibilities or compromises the interests of the City.
- C. The Department of People and Culture, in coordination with the employee's department leadership, shall be responsible for investigating potential violations and determining appropriate corrective or disciplinary measures.

Related Policies:

Ethics guide

Additional Employment Disclosure Policy

Prohibited Political Activity in the Workplace

Discipline Policy

Code of Conduct

[Attendance Policy](#)



Section 2 – Equity, Respect, & Employee Rights



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2.1 DIVERSITY, EQUITY, EQUALITY, AND OPPORTUNITY (DEEO) POLICY

Purpose

The purpose of this Diversity, Equity, Equality, and Opportunity (DEEO) Policy is to foster a work environment where all employees are valued, respected, and have equal opportunities to thrive. The City of Providence is committed to promoting diversity, ensuring equity, and providing equal opportunities for all individuals regardless of their background.

Scope

This policy applies to all employees, full-time, part-time, temporary, seasonal, interns, fellows, and volunteers, applicants, contractors, boards, commissioners and stakeholders associated with the City of Providence.

Definitions

Diversity: Refers to the presence of differences within a given setting, including but not limited to race, ethnicity, gender, age, sexual orientation, disability, skill, knowledge, and socioeconomic background.

Equity: is the practice of ensuring fair treatment, opportunities, and advancement for all individuals while striving to identify and eliminate barriers that either lead or have led to unequal treatment.

Equality: Refers to the state of being equal, especially in status, rights, and opportunities, ensuring that all individuals have access to the same resources and opportunities.

Opportunity: Refers to the chance or possibility to advance, grow, and succeed within the organization, regardless of one's background or identity.

Policy

The City of Providence is dedicated to creating a diverse, equitable, and inclusive workplace. The City maintains the belief that diverse teams drive innovation, improve decision-making, and enhance our ability to serve our constituents and community effectively. We are committed to upholding the principles of diversity, equity, equality, and opportunity in all aspects of our operations.

1. Commitments

A. **Recruitment and Hiring**

The City of Providence is committed to a recruitment process that attracts and retains a diverse pool of candidates. Hiring decisions will be based on merit and qualifications, with no discrimination based on race, gender, age, religion, disability, sexual orientation, or other protected characteristics.

B. **Workplace Inclusion**

Employees all have a role in creating an inclusive environment where diverse perspectives are valued and all employees are provided with the opportunity to feel welcome and respected. The City will promote practices and policies that support inclusion and address issues of bias and discrimination.

C. **Fair Treatment**

The City is committed to the fair treatment of all employees, providing them with equitable resources and opportunities. The City of Providence will regularly review policies and practices to ensure they support equity and do not perpetuate systemic bias.

2. Responsibilities

A. **Employees**

Employees are expected to uphold the principles of diversity, equity, equality, and opportunity in their interactions with colleagues and constituents. They are encouraged to report any incidents of discrimination, harassment, or bias to the Department of People and Culture-Employee Experience.



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B. **Department of People and Culture (DPC)**

The DPC is responsible for overseeing the implementation of this policy, conducting DEEO training, handling workplace complaints of discrimination or bias, and ensuring that recruitment, promotion, and compensation practices are in compliance with this policy.

3. **Reporting and Grievances**

A. **Reporting Mechanism**

Employees who experience or witness discrimination, harassment, or bias are encouraged to report their concerns to the Department of People and Culture. Employees are also encouraged to utilize the HR Hotline to report concerns, suggestions, kudos, and/or ideas.

B. **Investigation and Resolution**

All reports of discrimination, harassment, or bias will be investigated promptly and thoroughly. Appropriate actions will be taken to address and resolve any issues, and the confidentiality of the reporting process will be maintained to the extent possible. See the Employee Reporting and HR Hotline Policy and Whistleblower – Anti-Retaliation Policy for more information.

Related Policies:

Sexual Orientation and Gender Identity Policy
Non-Discrimination and Anti-Harassment Policy
Non-Retaliation Whistleblower Policy Employee
Reporting and HR Hotline
Open Door Policy



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2.2 NON-DISCRIMINATION AND ANTI-HARASSMENT POLICY

Purpose

The City of Providence is committed to a work environment in which all individuals are treated with respect and dignity. Every individual has the right to work in a professional atmosphere which promotes equal employment opportunities and prohibits unlawful discriminatory practices, including harassment. Therefore, the city expects that all relationships among employees will remain professional and free of discrimination, prejudice, and harassment.

Any employee who has questions or concerns about these policies should either talk to their direct supervisor or with the Equal Employment Opportunity Officer for the City of Providence, who may be reached via telephone at 401-680-5615, or via the City's HR Hotline at 401-680-5714 or email at hrhotline@providenceri.gov.

Scope

This policy applies to all employees, applicants, contractors, and volunteers associated with the City of Providence and refers to conduct either by city employees, by constituents, or other individuals not directly employed by the City of Providence (e.g., outside vendors, consultants, or customers).

The conduct addressed by the policy below is not allowed in the workplace or in any work-related setting outside the workplace, such as during business trips, business meetings, or business-related social events.

Policy

1. Equal Employment Opportunity

The City of Providence is committed to ensuring equal employment opportunity for all its employees without discrimination or harassment on the basis of race, color, religion, sex, sexual orientation, gender identity or expression, age, disability, marital status, citizenship, national origin, genetic information, or any other characteristic protected by law.

2. Retaliation

The City of Providence prohibits retaliation against any individual who reports discrimination or harassment or participates in an investigation of such reports.

3. Discrimination

- A. The City of Providence is a workplace free of discrimination, and discriminatory practices will not be tolerated.
- B. Discrimination is defined by disparate treatment of an individual as a result of their membership in a class protected under Title VII of the US Civil Rights Act, Age Discrimination in Employment Act (ADEA), Americans with Disabilities Act (ADA), and other laws. These include:
 1. Race
 2. Color
 3. Religion
 4. Sex (including pregnancy, sexual orientation, and gender identity)
 5. National origin
 6. Age (40 or older)
 7. Disability
 8. Genetic information (including family medical history)



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- C. When a nexus exists or appears to exist between any derogatory employment decision and an employee's membership in a protected class, discrimination may exist.
- D. In addition to ethical and moral concerns raised by discriminatory behavior in the workplace, discriminatory behavior on the part of management staff represents a significant legal liability to the employer, a disincentive to employee engagement and retention, and a trigger for disciplinary action for the employee found to have been acting in a discriminatory manner.

4. **Sexual Harassment**

- A. The City of Providence has a zero-tolerance policy regarding sexual harassment, which constitutes a form of discrimination and is illegal under federal, state, and local laws.
- B. Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when, for example:
 - 1. Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment.
 - 2. Submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual.
 - 3. Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment.
- C. Title VII of the Civil Rights Act recognizes two types of sexual harassment:
 - 1. Quid pro quo
 - 2. Hostile work environment
- D. Sexual harassment may include a range of subtle and not-so-subtle behaviors and may involve individuals of the same or different gender. Depending on the circumstances, these behaviors may include:
 - 1. unwanted sexual advances or requests for sexual favors
 - 2. sexual jokes and innuendos
 - 3. verbal abuse of a sexual nature
 - 4. commentary about an individual's body
 - 5. sexual prowess or sexual deficiencies
 - 6. leering
 - 7. whistling
 - 8. touching
 - 9. insulting or obscene comments or gestures
 - 10. display in the workplace of sexually suggestive objects or pictures
 - 11. and other physical, verbal, or visual conduct of a sexual nature.
- E. Refer to the Sexual Misconduct Policy for more information.

5. **Other Types of Harassment**

- A. Harassment on the basis of any protected characteristic is also strictly prohibited.
- B. Under this policy, harassment is verbal, written, or physical conduct that denigrates or shows hostility or aversion toward an individual because of their race, color, religion, sex, sexual orientation, gender identity or expression, national origin, age, disability, marital status, citizenship, genetic information, or any other characteristic protected by law, or that of relatives, friends, or associates, and that:
 - 1. Has the purpose or effect of creating an intimidating, hostile, or offensive work environment.
 - 2. Has the purpose or effect of unreasonably interfering with an individual's work performance.
 - 3. Otherwise adversely affects an individual's employment opportunities.
- C. Harassing conduct may include, but is not limited to:
 - 1. Epithets
 - 2. slurs or negative stereotyping
 - 3. threatening
 - 4. intimidating or hostile acts
 - 5. denigrating jokes



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6. or written or graphic material which demonstrates hostility, aversion, or contempt toward an individual or group and which is posted on walls or elsewhere on city property or otherwise circulated in the workplace on company time or using company equipment, by e-mail, phone, text message, social networking site, or any other means.

6. **Reporting an Incident of Harassment, Discrimination, or Retaliation**

- A. The City of Providence encourages employees to report any perceived incident of discrimination, harassment, or retaliation to which they have been subjected or have witnessed, regardless of the offender's identity or position.
- B. Employees who believe they have been the victim of such conduct should discuss their concerns with the City of Providence's Equal Employment Opportunity Officer (Phone: 401-680-5615 or email: hrhotline@providenceri.gov).
 1. Alternatively, individuals may choose to report their experience to a member of management or supervisor, who should in turn refer them to the EEO Officer.
 2. Reports of discrimination or harassment should not be handled at the department level.
 3. See the complaint procedure described below for a detailed account of the process.

7. **Complaint Procedure**

- A. Employees who believe they are subjected to any discriminatory or harassing behavior should, if comfortable doing so, advise the offender that their behavior is unwelcome and request that it be discontinued immediately.
 1. This action alone may stop the behavior in process and may thereby resolve the immediate situation.
 2. The employee may prefer to disengage from the situation and pursue the matter through the City's complaint procedure and is encouraged to do so.
- B. Any supervisor in receipt of a complaint of discrimination, harassment, or any other prohibited behavior by an employee, should refer the complaining employee to the Department of People and Culture – Employee Experience, and also follow up with the Equal Employment Opportunity Officer
- C. All complaints of harassment or discrimination must be reported promptly so that rapid and constructive action can be taken, thereby avoiding further instances of harassment.
 1. When at all possible, a complaint about problematic behavior should be made within thirty (30) days of the first occurrence of the incident.
 2. Early reporting and intervention are considered the most effective method of resolving actual or perceived incidents of harassment.
- D. All reported incidents of harassment, discrimination or retaliation will be investigated within thirty (30) days of the complaint being filed.
- E. Investigations may include individual interviews with the parties involved or, where applicable, with individuals who may have observed the alleged conduct or may have other relevant knowledge.
 1. The City of Providence will maintain confidentiality throughout the investigatory process to the degree possible, while ensuring adequate investigation and appropriate corrective action.
 2. While complete confidentiality cannot be assured due to the nature of the process, the City will make every effort to maintain the highest degree of confidentiality attainable to the particulars of the situation.
- F. Acts of retaliation should be reported promptly to the City's EEO Officer to be investigated and addressed.
- G. Once the investigatory process has been completed, the complainant will receive a summary report informing them that the process has been completed and the final determination of the investigation. The specifics of any disciplinary action taken will not be provided, just the fact that disciplinary or corrective action was taken, if applicable.
- H. An effective sexual harassment policy requires the support of all city personnel. Anyone who engages in sexual harassment and/or retaliation or who fails to cooperate with any city-sponsored investigation may be disciplined by suspension or termination from employment.

8. **Appeals**



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If a party to a complaint does not agree with its resolution, that party may appeal to the City of Providence's Chief People Officer, the Rhode Island Commission on Human Rights, or the Federal Equal Opportunity Commission.

9. **Compliance**

- A. The City will act upon employee misconduct found by investigation to constitute harassment, discrimination, or retaliation through disciplinary action.
 - 1. Depending on the severity of the infraction, this may include:
 - 1. mandatory training
 - 2. additional disciplinary action such as a warning,
 - 3. suspension without pay,
 - 4. immediate termination from employment
 - 5. Such discipline will be issued as the City deems appropriate under the particular circumstances.
- B. There is a zero-tolerance for sexual harassment and discrimination, egregious violations are considered grounds for immediate termination.
- C. Any retaliation against an individual for reporting harassment or discrimination or for participation in an investigation of a claim of harassment or discrimination is a serious infraction and, like harassment or discrimination itself, will be subject to disciplinary action.

Related Policies:

Discipline Policy

Code of Conduct

DEEO Policy

Whistleblower - Anti-Retaliation Policy

Sexual Misconduct Policy

Other Related Information:

Local 1033 [Collective Bargaining Agreement](#)



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2.3 ADA AND REASONABLE ACCOMMODATION POLICY

Purpose

This policy, in accordance with the Americans with Disabilities Act (ADA), ensures that public services and employment within the City of Providence are accessible and free from discrimination to individuals with disabilities. It establishes procedures for requesting and processing reasonable accommodations to enable qualified individuals to participate in or perform essential job functions without undue hardship to the City of Providence.

Scope

This policy applies to all employees, applicants, contractors, and volunteers associated with the City of Providence.

Definitions

Americans with Disabilities Act (ADA): Signed into law on July 26th, 1990, the ADA is a federal civil rights law that prohibits discrimination based on disability and mandates equal access to employment and public services.

Disability: A physical or mental impairment that substantially limits one or more major life activities; a record of such impairment; or being regarded as having such an impairment.

Essential Job Function: A job duty fundamental to the position. Considerations include time spent on the function, consequences of not performing it, and written job descriptions.

Undue Hardship: An action requiring significant difficulty or expense when considered in light of the employer's size, resources, and nature of operations.

Interactive Process: A mandatory, good-faith dialogue between employers and employees to identify reasonable accommodations for disabilities, enabling employees to perform essential job functions.

Policy

The City of Providence, through the Department of People & Culture (DPC), is committed to providing equal employment opportunities for qualified individuals with disabilities. Upon being notified that a qualified individual requires accommodation to fulfill the essential functions of their job, the City will engage in a good-faith effort to provide reasonable accommodation, provided it does not pose an undue hardship.

1. Essential Functions

- A. A job function may be considered essential for several reasons, including but not limited to the following:
 1. The function may be essential because the position exists to perform that function.
 2. The function may be essential due to the limited number of employees available, among whom the performance of that job function can be distributed.
 3. The function may be highly specialized, so that the incumbent in the position is hired for their expertise or ability to perform the function.
- B. Evidence of whether a particular function is essential includes, but is not limited to:
 1. The employer's judgment as to which functions are essential.
 2. Written job descriptions prepared before advertising or interviewing applicants for the job.
 3. The amount of time spent on the job performing the function.
 4. The consequences of not requiring the incumbent to perform the function.
 5. The terms of a collective bargaining agreement.



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6. The work experience of past incumbents in the job.
7. The current work experience of incumbents in similar jobs.

2. **Reasonable Accommodation**

- A. The City is committed to supporting the success of its employees, upholding the values of wellness and health, and providing employees with the resources needed to enable their ability to perform the functions of their jobs to the extent practical and allowed by law.
- B. Reasonable accommodations are considered adjustments or modifications to the job or work environment that enable a qualified individual to perform essential job duties or enable equal access to benefits. For example:
 1. Modifications or adjustments to a job application process that enable a qualified applicant with a disability to be considered for the position they desire.
 2. Modifications or adjustments to the work environment, or to the manner or circumstances under which the position held or desired is customarily performed, that enable a qualified individual with a disability to perform the essential functions of that position.
 3. Modifications or adjustments that enable a covered entity's employee with a disability to enjoy equal benefits and privileges or employment as are enjoyed by its other similarly situated employees without disabilities.
- C. **Undue Hardship:** The concept of undue hardship includes any action that is unduly costly, extensive, substantial, disruptive, or would fundamentally alter the nature or operation of the business. Accordingly, whether a particular accommodation will impose an undue hardship must always be determined on a case-by-case basis.

3. **Reasonable Accommodation Process**

- A. **Requesting Accommodation:** Employees or applicants may request accommodation verbally or in writing to their department director, hiring manager, or directly to DPC – OSHA, via the Director of OSHA. The City is committed to addressing all accommodation requests in a prompt and professional manner.
- B. **Participating in the Interactive Process:** Upon receiving a request, DPC-OSHA will engage in an interactive process to clarify limitations and identify suitable accommodations. The employee will be asked to provide documentation and participate in discussions to help determine adequate and effective accommodation.
- C. **Process Timeline and Documentation**

The following is a summarization of the processing timeline and its phases. It is not to be construed as a deadline or uniform for each case as circumstances, contingencies, and information varies.

 1. **Day 1–3:** Acknowledge receipt of the accommodation request.
 2. **By Day 5:** Initiate contact with the employee (or their representative) to begin the interactive process and gather any required documentation.
 3. **Days 5–10:** Confirm receipt of all required documentation. Complete the review, conduct any additional interactive discussions (if necessary), and issue a determination or proposed accommodation.
 4. **If delays occur:** (e.g., awaiting input from a healthcare provider, department leadership, or legal review), notify the employee and provide an updated timeframe.
- D. **Medical Information:**
 1. If the disability or need for accommodation is not immediately apparent, documentation from a licensed medical professional may be requested. In such cases, the employee or applicant may be asked to complete a form of release for information and documentation relevant to their requests.
 2. The City will provide the employee's job description to the provider to support evaluation. Documentation should outline:



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1. The nature, extent, and expected duration of disability.
2. The impact on the ability to perform essential job functions.
3. Recommended accommodations to perform the essential functions of the job.
3. If documentation is insufficient, the employee will be allowed to supplement the request. A failure to respond may be interpreted as a lack of participation in the interactive process and may serve as a legitimate basis for denying your reasonable accommodation request.
- E. **Determination:** DPC-OSHA will evaluate the request and documentation to determine whether the individual is a qualified person with a disability. Employees are expected to understand the following:
 1. The City is not obliged to provide the preferred accommodation if an alternative is equally effective.
 2. Approved accommodation will be documented and monitored for effectiveness.
 3. Denied requests will include reasons and offer alternative suggestions where possible.
4. **Confidentiality:**
 - B. All medical documentation and related accommodation information will be maintained confidentially in accordance with ADA and the Health Insurance Portability and Accountability Act (HIPAA).
 - C. Information may only be shared with:
 1. Supervisors, and management personnel to implement work-related accommodations.
 2. First aid and safety personnel as needed.
 3. Others as necessary and permitted by HIPAA and City policy.
5. **Complaint Process**
 - A. Individuals who believe they have been unfairly denied accommodation or discriminated against due to a disability or perceived disability may contact the Department of People & Culture.
 - B. Additionally, individuals may also file a complaint with:

Rhode Island Commission for Human Rights
180 Westminster Street, Providence, RI 02903
Phone: (401) 222-2661
Website: <http://www.richr.ri.gov/>



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2.4 OPEN DOOR POLICY

Purpose

The purpose of this Open Door Policy is to promote open, respectful, and constructive communication throughout the City of Providence. The City recognizes that employees are often best positioned to identify workplace concerns, operational challenges, and opportunities for improvement. Encouraging employees to raise questions, concerns, and ideas in a timely manner supports a professional, transparent, and accountable workplace.

This policy establishes a framework that allows employees to communicate concerns, seek guidance, and provide feedback while preserving appropriate supervisory structures, respecting collective bargaining agreements, and ensuring that workplace issues are addressed through appropriate channels.

The City is committed to fostering a workplace where employees can raise concerns in good faith without fear of retaliation.

Scope

This policy applies to all employees associated with the City of Providence.

Nothing in this policy shall supersede, modify, or diminish any rights, benefits, or obligations contained within applicable collective bargaining agreements (CBAs) or laws. In the event of a conflict between this policy and a CBA, the CBA shall prevail for covered employees. For all other employees not covered by a CBA, this policy shall govern.

This policy is not intended to replace formal complaint procedures, grievance processes, or reporting requirements established under City policy or law.

Definitions

Open Door Communication: A workplace practice that encourages employees to communicate questions, concerns, suggestions, or feedback to supervisors or appropriate management officials without unnecessary barriers.

Supervisor: An employee's immediate manager or any individual responsible for directing the employee's work and performance.

Escalation: The process of bringing a concern to a higher level of management or to the Department of People and Culture when a matter cannot be resolved at the supervisory level or when an employee reasonably believes that raising the concern with their immediate supervisor is not appropriate.

Retaliation: Any adverse action taken against an employee because the employee raised concern, reported misconduct, participated in an investigation, or exercised a right protected by law or City policy.

Policy

The City of Providence encourages open dialogue between employees and supervisors to address workplace issues promptly and constructively. Open communication supports effective problem-solving, strengthens working relationships, and promotes accountability throughout the City, which translates into quality service to constituents.

Employees are encouraged to raise questions, concerns, or suggestions regarding workplace issues, policies, operations, or conditions through appropriate supervisory channels whenever possible. An Open Door Policy means that access to the supervisor is available, and employees should feel comfortable speaking with their supervisors about any questions or concerns they have. In most cases, talking with the supervisor is the most



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effective and efficient way to resolve issues. The supervisor is typically the most direct source of information regarding an employee's job and departmental policies and procedures.

1. **Employee Standards**

Employees are expected to understand and adhere to the following standards:

A. **Non-Retaliation**

1. The City of Providence strictly prohibits retaliation against any employee who raises concerns, reports potential misconduct, participates in an investigation, or seeks guidance under this policy.
2. Employees who believe they have experienced retaliation should report the concern to their supervisor, Department leadership, or the Department of People and Culture.
3. Employees can refer to the Non-Discrimination and Anti-Harassment Policy for further information.

B. **Respectful Communication**

Employees are expected to engage in open conversations in a professional, respectful, and solution-oriented manner. Open dialogue is most effective when it is conducted in good faith and with a focus on resolution.

C. **Confidentiality**

1. Management will make every effort to respect confidentiality and privacy of information received when employees raise concerns.
2. In situations where confidentiality cannot be guaranteed, employees will be informed ahead of time.

2. **Escalation**

A. When concerns cannot be resolved at the supervisory level, employees may escalate concerns through the following channels:

1. Immediate Supervisor
2. Next-Level Supervisor or Department Leadership
3. Department of People and Culture (Employee Relations / Employee Experience)
4. Other appropriate reporting mechanisms depending on the nature of the concern

B. If the concern involves issues such as discrimination, harassment, or policy violations, employees can contact DPC – Employee Experience directly for guidance and support.

C. Employees may also utilize formal complaint or reporting procedures established under other City policies or collective bargaining agreement (CBA) when appropriate.

3. **Supervisor Responsibilities**

A. Supervisors and managers play a critical role in maintaining open communication within the workplace.

B. Supervisors are expected to:

1. Maintain an environment where employees feel comfortable raising concerns or questions;
2. Listen to employee concerns respectfully and objectively;
3. Address workplace concerns promptly and professionally;
4. Seek guidance from the Department of People and Culture when issues involve policy interpretation, employee relations concerns, or potential policy violations;
5. Maintain appropriate confidentiality to the extent possible;
6. Avoid any behavior that could be perceived as retaliatory.

C. Supervisors should not dismiss concerns raised in good faith and should escalate issues to appropriate City leadership or the Department of People and Culture when necessary.

4. **Confidentiality**



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- A. The City will make reasonable efforts to respect the privacy of employees who raise concerns. However, confidentiality cannot always be guaranteed. In certain situations, information may need to be shared with appropriate individuals to properly review, investigate, or address issues.
- B. Employees raising concerns will generally be informed when confidentiality cannot be maintained due to operational, legal, or investigative requirements to the extent applicable.

5. **Limitations**

- A. While this Open Door Policy encourages communication on a wide range of workplace issues, there are some matters that may fall outside of its scope.
- B. These may include:
 - 1. **Issues Outside the Control of Management**
Certain issues, such as changes in law or City-wide policies, may require broader organizational decisions and are not always resolvable through individual discussions.
 - 2. **Behavioral or Legal Violations**
If concerns involve serious violations of City policy or laws (e.g., theft, fraud, violence), these should be reported through formal grievance or reporting processes, including the company's whistleblower policies, as appropriate.
 - 3. **Collective Bargaining Grievance Procedures**
The grievance procedure for union employees is determined by labor law and the applicable collective bargaining agreement; this policy is not intended to replace lawful rights entitled to covered union employees.

Related Policies:

Non-Retaliation Whistleblowers Policy
Non-Discrimination Anti-Harassment Policy
Ethics Guide
Discipline Policy
Code of Conduct
Grievance Procedure

Other Related Information:

Local 1033 [Collective Bargaining Agreement](#)



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2.5 WHISTLEBLOWER – ANTI-RETALIATION POLICY

Purpose

The purpose of this Whistleblower Policy is to encourage employees and contractors to report concerns about illegal, unethical, and/or inappropriate conduct within the City of Providence. Additionally, this policy aims to protect whistleblowers from retaliation and ensure that reports are handled with integrity and confidentiality.

Scope

This policy applies to all employees, fellows, interns, contractors, and any third party who have a business relationship with the City of Providence. It covers concerns related to illegal activities, ethical breaches, and/or other violations of City policies.

Nothing in this policy shall supersede, modify, or diminish any rights, benefits, or obligations contained within applicable collective bargaining agreements (CBAs) or laws. In the event of a conflict between this policy and a CBA, the CBA shall prevail for covered employees. For all other employees not covered by a CBA, this policy shall govern.

Definitions

Whistleblower: An individual who reports or discloses information about suspected wrongdoing or unethical behavior within the City.

Wrongdoing: Activities or behaviors that violate laws, regulations, and/or City policies, including but not limited to fraud, corruption, theft, harassment, discrimination, safety, and/or violation(s).

Policy

The City of Providence is committed to maintaining the highest standards of ethical conduct and compliance with legal requirements. We encourage anyone with knowledge of wrongdoing to report their concerns. The City prohibits retaliation against anyone who reports in good faith or participates in an investigation.

1. Reporting Mechanisms

A. Internal Reporting

1. Employees are encouraged to contact the City's HR Hotline via the Department of People and Culture
 1. Via email: HRHotline@providenceri.gov
 2. Or via phone: (401) 680-5714
2. Additionally, employees are encouraged to contact the City's Municipal Integrity Officer for assistance related to ethics complaints/concerns:
 1. Via email: rperry@providenceri.gov
 2. Or via phone: (401) 680-5333

B. Anonymous Reporting

1. The City of Providence provides a mechanism for anonymous ethics reporting through 844.9ETHICS (844-938-4427) or by going to www.providenceri.gov/ethics/contact-ethics/
2. While anonymous reports may be submitted, providing contact information is encouraged to allow for follow-up and resolution.

2. Handling of Reports

A. Investigation Process



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1. All reports will be investigated promptly and thoroughly. The investigation will be conducted with respect to confidentiality and fairness.
2. The extent and method of investigation will be determined based on the nature and seriousness of the report.
- B. **Confidentiality**
The identity of the whistleblower and the details of the report will be kept confidential to the extent possible and required by law. Disclosure will be limited to those involved in the investigation, personnel with a need-to-know, or those required by law.
3. **Protection Against Retaliation**
 - A. **Non-Retaliation**
 1. The City of Providence strictly prohibits retaliation against anyone who reports concerns in good faith or cooperates with an investigation.
 2. Retaliation includes but is not limited to adverse employment actions such as termination, demotion, harassment, or discrimination.
 - B. **Reporting Retaliation**
If an individual believes they have been subjected to retaliation for making a report and/or participating in an investigation, they should report the retaliation to the Municipal Integrity Officer or the Department of People and Culture. Such complaints will be investigated and addressed accordingly.
4. **Responsibilities**
 - A. **Employees**
Employees are encouraged to report concerns as outlined in this policy and shall cooperate with investigations. They should act in good faith and provide accurate and factual information.
 - B. **Management**
 1. Department chiefs, directors, supervisors, and managers are responsible for ensuring that employees are aware of and understand this policy.
 2. They must also report any concerns that come to their attention and cooperate with investigations.
 - C. **Municipal Integrity Officer**
The Municipal Integrity Officer is responsible as the City's MIO for encouraging officials and employees of the City to act in an ethical manner and ensure continuous compliance of this policy, managing the ethics reporting and investigation process, and ensuring compliance with legal requirements.
 - D. **Department of People and Culture (Human Resources)**
The Department of People and Culture are responsible for the implementation and workforce compliance of this policy, as well as the management of workplace investigations conducted in conjunction with the personnel system of the City of Providence, as allowed by regulatory, procedural, and compliance standards.
5. **Compliance**
 - A. Employees found in violation of this policy will face progressive disciplinary action, in line with the City's disciplinary procedures as applicable to the standard of policy, regulation, and/or ethics violation identified and sustained.
 - B. There is a zero-tolerance for retaliation. Department chiefs, directors and supervisors are responsible for ensuring compliance with this policy within their respective departments.

Related Policies:

Code of Conduct
Non-Discrimination and Anti-Harassment Policy
Ethics Guide
Additional Employment Disclosure Policy
Workplace Violence Policy
Criminal Background Disqualification Policy



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2.6 EMPLOYEE REPORTING & HR HOTLINE

Purpose

The purpose of this policy is to establish a clear structured, confidential, and accountable channel for employees to report concerns, complaints, ethical violations, misconduct, suggestions, and commendations.

The City of Providence recognizes the importance of maintaining a transparent, ethical, and supportive work environment, and the HR Hotline serves as an essential tool for fostering open communication and resolving issues effectively.

Scope

This policy applies to all employees, including full-time, part-time, temporary, seasonal, and contract staff, as well as volunteers, interns, and fellows of the City of Providence.

Nothing in this policy shall supersede, modify, or diminish any rights, benefits, or obligations contained within applicable collective bargaining agreements (CBAs) or laws. In the event of a conflict, between this policy and a CBA, the CBA shall prevail for covered employees. For all other employees not covered by a CBA, this policy shall govern.

Definitions

HR Hotline: The City's centralized intake mechanism for employment-related complaints, concerns, suggestions, commendations, and reports of policy violations.

Good Faith Report: A report made with an honest belief that the information provided is true, regardless of whether the allegation is substantiated.

Retaliation: Any adverse employment action taken against an individual for engaging in protected activity, including reporting concerns or participating in an investigation.

Anonymous Report: A report submitted where the reporter's identity is completely unknown to both the recipient and the investigator.

Investigation: A structured review process conducted by the Department of People and Culture - Employee Experience or other authorized entity to determine facts and appropriate action.

Protected Activity: Reporting concerns, participating in investigations, or opposing unlawful conduct in good faith.

Policy

The HR Hotline is a critical resource to support an ethical and respectful workplace at the City of Providence.

1. HR Hotline Accessibility

A. The HR Hotline is designed to be accessible, confidential, and easy to use. Employees can reach the hotline by:

1. Phone: (401) 680-5714
2. Online Form: <https://www.providenceri.gov/hr/hr-hotline/>
3. Email: hrrhotline@providenceri.gov

B. All contact information and methods of submission will be widely communicated and available to employees.

2. Confidentiality



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- A. All submissions to the HR Hotline will be treated with discretion and confidentiality to the extent possible consistent with a thorough investigation and applicable law.
- B. Employees who report concerns, complaints, or commendations will be protected from retaliation. Disclosure will be limited to individuals with a legitimate business need to know.
- C. The City of Providence is committed to maintaining privacy throughout the process while ensuring integrity and thorough investigation of reported issues.

3. **Types of Reports and Concerns**

Employees are encouraged to use the HR Hotline for a variety of purposes, including:

A. Complaints:

1. Harassment, discrimination, or bullying based on race, gender, sexual orientation, religion, disability, or other protected characteristics.
2. Violations of workplace safety or health protocols.
3. Any illegal, unethical activities, including violations of City policies.
4. Retaliation, unfair treatment by supervisors or co-workers.

B. Ethics Violations:

1. Misuse of City resources.
2. Conflicts of interest.
3. Breaches of the City's Code of Ethics.
4. Fraud, theft, or corruption.

C. Suggestions or Recommendations:

1. Ideas to improve workplace efficiency, morale, or culture.
2. Proposals for new policies or practices that can benefit the workplace.

D. Recognition or Commendation (Kudos):

- A. Acknowledgment of exceptional performance, teamwork, or service by colleagues.
- B. Positive feedback about individuals or teams who go above and beyond expectations.

Matters involving criminal conduct may be referred to law enforcement. Ethics-specific matters may be referred to the Municipal Integrity Officer. Emergencies should be directed to 911.

4. **Review and Investigation:**

A. Upon receiving a report, the Department of People and Culture will:

1. Acknowledgment will be issued within **five (5) business days**, when contact information is provided.
2. The Department of People and Culture (DPC) - Employee Experience will conduct an initial triage assessment.
3. Reports will be classified by severity, impact liability, and applicable jurisdiction.
4. Where appropriate, matters may be:
 - A. Investigated internally
 - B. Referred to the Law Department
 - C. Referred to the Municipal Integrity Officer

B. Resolution and Follow-up:

1. After an investigation or review, the DPC – Employee Experience will provide a response, outlining the resolution or any actions taken.
2. Employees who report concerns can expect a follow-up, ensuring that the issue has been addressed appropriately.
3. Investigations will be conducted in a manner consistent with due process requirements and applicable collective bargaining agreements.

C. Anonymity:



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1. Employees have the option to remain anonymous when submitting reports. However, anonymity may limit the City's ability to investigate fully.
 2. Providing contact information can assist DPC - Employee Experience to follow up if more details are needed for resolution.
- D. Non-Retaliation:**
1. The City of Providence strictly prohibits retaliation against any employee for reporting concerns or providing feedback through the HR Hotline.
 2. Retaliation includes, but is not limited to, demotion, discrimination, harassment, or any adverse employment action as a result of utilizing the hotline.
 3. Employees who experience retaliation should report it immediately through the hotline.
- E. Reporting Standards**
1. All reports must be made in good faith.
 2. False, malicious, or frivolous claims may result in disciplinary action.
 3. The City of Providence encourages all employees to act with integrity when using the HR Hotline.
- F. Training and Awareness**
1. All employees will receive training and information on how to use the HR Hotline during their orientation and at regular intervals throughout their employment.
 2. The City will ensure that employees are aware of the hotline's availability and how it can be used to report a variety of concerns or commendations.
- G. Accountability and Continuous Improvement**
1. The HR Hotline is an essential tool for maintaining a healthy, ethical, and productive work environment.
 2. The Department of People and Culture shall:
 - A. Maintain aggregate data regarding hotline usage
 - B. Review trends quarterly
 - C. Provide anonymized summary reports to executive leadership
 - D. Recommend policy or training improvements based on identified patterns
- H. Disciplinary Actions**
- Failure to follow the City's policies, including those relating to ethical or policy violations, will result in appropriate disciplinary actions, up to and including termination. This includes both violations reported through the HR Hotline and any instances of retaliation against employees who use the system.
- I. Additional Resources**
1. The City of Providence also has an Ethics Hotline administered through the legal department
 2. Reports can be made via:
 - A. Phone: 844.9ETHICS (844.938. 4427)
 - B. Online: <https://www.providenceri.gov/ethics/contactethics/>
 - C. Mail: C/O Municipal Integrity Officer, 444 Westminster Street, Providence, RI 02903
 - D. All contact methods are managed to ensure confidentiality and anonymity.

Related Policies:

Ethics Guide

Whistleblower – Anti-Retaliation Policy

Additional Employment Disclosure Policy

Code of Conduct

Personnel Records and Disposition Policy

Other Related Information:

Local 1033 [Collective Bargaining Agreement](#)



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2.7 SEXUAL ORIENTATION AND GENDER IDENTITY POLICY

Purpose

The City of Providence is committed to maintaining a professional, respectful, and inclusive workplace free from discrimination, harassment, and retaliation. This policy affirms the City's commitment to ensuring a respectful and inclusive workplace for all employees, applicants, interns, volunteers, contractors, and members of the public interacting with City employees, regardless of sexual orientation, gender identity, or gender expression.

Scope

This policy applies to all City employees, applicants, interns, volunteers, contractors, and third parties interacting on behalf of the City of Providence. It applies to conduct occurring in City workplaces, at City-sponsored events, during work-related travel, and in work-related communications.

Definitions

Sexual Orientation: Refers to an individual's emotional, romantic, or sexual attraction to others, which can be heterosexual, homosexual, bisexual, asexual, or another orientation.

Gender Identity: Refers to an individual's internal sense of their own gender, which may be different from the sex they were assigned at birth. Gender identities can include male, female, non-binary, genderqueer, or others.

Gender Expression: Refers to how individuals express their gender identity through clothing, behavior, appearance, voice, and/or mannerisms.

Nonbinary: A person whose gender identity does not fit exclusively within male or female categories.

Transitioning / Transition: The process through which a person begins living in accordance with their gender identity. Transitioning may include social, legal, and/or medical steps but is highly individualized.

Misgendering: Referring to a person using pronouns or gendered terms that do not align with their gender identity.

Deadnaming: Referring to an individual by a former name after they have communicated their affirmed name.

Policy

Discrimination, harassment, retaliation, or unequal treatment based on sexual orientation, gender identity, or gender expression is strictly prohibited. Protections apply regardless of whether an individual has taken legal or medical steps to affirm their gender identity.

1. Non-Discrimination

A. **Equal Employment Opportunity**

The City of Providence provides equal employment opportunities to all employees and applicants, regardless of sexual orientation or gender identity. Employment decisions will be based on individual merit and qualifications.

B. **Anti-Harassment and Malicious Treatment**

1. Harassment and mistreatment based on sexual orientation or gender identity is strictly prohibited. This includes, but is not limited to, offensive jokes, slurs, or any form of verbal, visual, physical, misgendering, deadnaming, or conduct of malicious intent.
2. All complaints of harassment will be investigated promptly and addressed according to City policies.

2. Respect for Sexual Orientation and Gender Identity

A. **Name and Pronouns**

Employees should be addressed by their chosen names and pronouns. The City of Providence will support the use of chosen names and pronouns in City records allowed by law and communications.

B. **Personnel and System Records**



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1. Upon written request to the Department of People and Culture (DPC), and the completion of an the Status Change Form, the City will update internal systems where operationally feasible, including:
 1. Email display name/signature
 2. Directories
 3. ID badge systems
 4. Organizational charts
 5. Internal communication systems
 6. Business cards
2. Legal names will continue to be used where required by law, including payroll, tax documentation, benefits, and background checks.
3. Employees are not required to complete a legal name change in order to update internal systems.

C. **Privacy**

The City will protect the privacy of employees' sexual orientation and gender identity. Information regarding an employee's sexual orientation or gender identity will only be disclosed with the employee's consent or as required by law.

3. **Workplace Facilities**

City locations may provide gender neutral restrooms to be utilized by employees, regardless of gender identity.

4. **Support and Resources**

A. **Employee Assistance**

1. The City of Providence will provide support to employees who require assistance related to sexual orientation or gender identity, including access to counseling services and support groups through the Employee Assistance Program (EAP).
2. The City welcome employees to participate and join affinity groups, programs, and resource sharing such as Employee Resource Group Opportunities (ERGO).
3. Time served during normal operating hours will require supervisor consent to ensure continuity of operations.

B. **Training and Education**

1. All Employees will receive training on Anti-discrimination and Anti-Harassment Policies during their employment with the City, including during the New Employee Orientation process.
2. All employees will receive training on diversity, inclusivity, and respect for sexual orientation and gender identity. This training aims to enhance understanding and create a supportive work environment.

5. **Reporting and Resolution**

A. **Reporting Mechanisms**

1. Employees who experience or witness discrimination or harassment related to sexual orientation or gender identity are encouraged to report the issue to their supervisor.
2. Supervisors and managers who observe or receive information about potential violations must promptly report the matter to the DPC, regardless of whether a formal complaint has been filed.
3. In addition, or in the absence of their supervisor, employees may report concerns to the DPC - EEO Officer. This may be done directly through the established compliant processes, and/or through the City's HR Hotline.

B. **Investigation and Action**

1. Reports of discrimination or harassment will be investigated promptly and discreetly. The City of Providence will take appropriate action to address and resolve any issues.



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2. This is considered a **zero-tolerance** policy, violations may result in corrective action up to and including immediate termination, consistent with applicable policies and collective bargaining agreements.

Related Policies:

Anti-Discrimination and Harassment Policy
Code of Conduct
ADA and Reasonable Accommodation Policy
Sexual Misconduct Policy
Discipline Policy
DEEO Policy

Other Related Information:

[Employee Status Change Form](#)



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2.8 SEXUAL MISCONDUCT POLICY

Purpose

The purpose of this policy is to establish clear standards of conduct regarding inappropriate sexual behavior in the workplace, to prohibit actions that undermine professional integrity or workplace safety, and to ensure that all employees are treated with dignity and respect.

This policy expands beyond traditional sexual harassment definitions to address broader forms of sexual misconduct that may disrupt the workplace, compromise professional boundaries, or create hostile or inappropriate working conditions.

The City of Providence maintains a **zero-tolerance approach toward sexual misconduct**, particularly where power differentials exist or where such conduct interferes with the rights, safety, or wellbeing of employees.

Scope

This policy applies to all employees, officers, interns, fellows, applicants, contractors, and volunteers associated with the City of Providence

Nothing in this policy shall supersede, modify, or diminish any rights, benefits, or obligations contained within applicable collective bargaining agreements (CBAs) or laws. In the event of a conflict, between this policy and a CBA, the CBA shall prevail for covered employees. For all other employees not covered by a CBA, this policy shall govern.

Definitions

Sexual Misconduct: Any unwelcome sexual behavior or conduct of a sexual nature that violates professional workplace standards, interferes with an employee's work environment, or exploits a power imbalance between individuals. Sexual misconduct may occur regardless of gender, sexual orientation, or gender identity.

Sexual Harassment: Unwelcome sexual advances, requests for sexual favors, or other verbal, physical, or visual conduct of a sexual nature that creates an intimidating, hostile, or offensive work environment or that is made a condition of employment.

Quid Pro Quo Harassment: A form of sexual harassment in which submission to sexual conduct is made explicitly or implicitly a term or condition of employment, promotion, compensation, or other employment benefit.

Hostile Work Environment: Conduct that is severe, pervasive, or persistent enough to create an intimidating, abusive, or offensive workplace environment.

Sexual Exploitation: Taking advantage of another individual through sexual conduct or sexualized behavior for personal benefit, professional advantage, intimidation, or coercion.

Inappropriate Sexual Conduct: Conduct of a sexual nature that violates workplace professionalism even if it may not meet the legal definition of harassment. Examples include sexually suggestive behavior, inappropriate discussions, or sharing sexual content in the workplace.

Power Differential: A situation where one employee has authority or influence over another employee's employment conditions, including supervisors, managers, department heads, or individuals involved in employment decisions.

Policy

The City of Providence strictly prohibits sexual misconduct in all forms. All employees are expected to maintain professional boundaries and conduct themselves in a manner consistent with the City's standards of professionalism and public service.



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1. **Prohibited Conduct**

The following behaviors are prohibited under this policy and may constitute sexual misconduct:

A. **Sexual Harassment**

1. Unwelcome sexual advances
2. Requests for sexual favors
3. Sexual propositions
4. Suggestive comments or innuendo
5. Repeated unwanted requests for dates or romantic engagement

B. **Inappropriate Sexualized Behavior**

Examples include but are not limited to:

1. Sexually suggestive jokes or comments
2. Sexual gestures
3. Displaying sexually explicit images, videos, or materials
4. Sharing sexually explicit content through electronic communications
5. Commenting on an employee's body or physical appearance in a sexualized manner

C. **Physical Misconduct**

1. Unwanted touching
2. Physical contact of a sexual nature
3. Blocking movement or invading personal space in a sexualized manner
4. Attempted or actual sexual assault

D. **Misuse of Authority or Power**

Employees in supervisory or leadership positions are strictly prohibited from:

1. Using authority to request sexual favors
2. Creating implicit pressure for sexual or romantic involvement
3. Making employment decisions based on sexual relationships or rejection of such conduct

E. **Sexual Exploitation or Coercion**

Examples include:

1. Conditioning employment opportunities on sexual conduct
2. Coercing or intimidating an employee into sexual activity
3. Attempting to manipulate professional opportunities for sexual gain

F. **Digital or Electronic Misconduct**

1. Sexual misconduct may occur through digital platforms including:
 1. Text messages
 2. Social media
 3. Email
 4. Messaging platforms
 5. Virtual meetings
2. Examples include:
 1. Sending sexually explicit messages
 2. Sharing inappropriate photos or videos
 3. Sexual harassment conducted through digital communications.

2. **Reporting Sexual Misconduct**

A. Employees who experience or witness sexual misconduct are encouraged to report the behavior immediately.

B. Reports may be made to:

1. The Department of People and Culture (DPC)
2. A supervisor or department director
3. The City's HR Hotline
4. The Municipal Integrity Officer

C. Reporting procedures and protections are further outlined in the Whistleblower – Anti-Retaliation Policy.



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3. **Investigations**

- A. All reports of sexual misconduct will be:
 - 1. Promptly reviewed
 - 2. Investigated thoroughly
 - 3. Handled with discretion and confidentiality to the extent possible
- B. Investigations may be conducted by:
 - 1. The Department of People and Culture
 - 2. The City Solicitor's Office
 - 3. External investigators when appropriate.

4. **Compliance**

- A. The City of Providence maintains a **zero-tolerance approach toward sexual misconduct**, particularly where power differentials exist or where such conduct interferes with the rights, safety, or wellbeing of employees.
- B. Where conduct may constitute criminal behavior, the City may refer matters to appropriate law enforcement authorities.
- C. Failure to comply with this policy may result in corrective or disciplinary action consistent with the City's disciplinary procedures and applicable collective bargaining agreements. Violations considered egregious will result in immediate termination.

Related Policies:

Ethics Guide

Whistleblower – Anti-Retaliation Policy

Code of Conduct

Discipline Policy

Personal Relationships and Nepotism Policy

Sexual Orientation and Gender Identity Policy

Non-Discrimination and Anti-Harassment Policy

Other Related Information:

Local 1033 [Collective Bargaining Agreement](#)



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2.9 ANIMALS IN THE WORKPLACE

Purpose

This policy outlines guidelines for employees regarding the presence of animals in the workplace. As organizations increasingly recognize the benefits of animal-assisted environments for employee well-being and productivity, this policy ensures a balanced approach to maintain a safe, comfortable, and compliant work environment for all employees. While also ensuring compliance with both Rhode Island's human rights laws and the Americans with Disabilities Act (ADA).

Scope

This policy applies to all employees, interns, fellows, and volunteers engaged by the City of Providence.

Nothing in this policy shall supersede, modify, or diminish any rights, benefits, or obligations contained within applicable collective bargaining agreements (CBAs) or laws. In the event of a conflict between this policy and a CBA, the CBA shall prevail for covered employees. For all other employees not covered by a CBA, this policy shall govern.

Definitions

Municipal Facilities: refer to any municipal building and other individual workspaces including parking lots, grounds, vehicles and common areas. Municipal property that the general public are permitted to bring service or emotional support animals to, such as unposted parks and open spaces, are excluded from this policy when used by employees on non-work time.

Service Animals: refers to animals used to guide or provide assistance to people with disabilities in the activities of independent living. Under the Americans with Disabilities Act (ADA), Service Animals are defined as an animal that are individually trained to do work or perform tasks for people with disabilities. Examples of such work or tasks include guide dogs, signal dogs or other dogs individually trained to do work or person tasks for the benefit of an individual with a disability.

Emotional Support Animals: refers to an animal that is prescribed or otherwise documented by a healthcare or mental health professional as treatment for an individual with a disability. The support animal provides emotional or other support that improve one or more identified symptoms or effects or a person's disability. Unlike service animals, support animals are not required to be trained to perform work or tasks.

Policy

It is City policy to permit the public and employees for Service Animals to accompany people with disabilities. For the general public the City does not require documentation of the Service Animal. However, if it is not readily apparent that an animal is a service animal, staff may make inquiries to determine whether the animal qualifies as a service animal, which considers:

- Is the animal required because of disability?
- What work or task has the animal been trained to perform?

1. Approval Process

- A. Employees who wish to bring animals to the workplace must obtain prior approval from the Department of People and Culture.



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- B. Requests for animals in the workplace should be submitted to the Director of Occupational Safety & Health Administration, in writing and should specify the type of animal, their role (e.g., therapy animal, service animal), and any specific needs or accommodations.
- C. Requests are subject to the Interactive Process. Approval is granted on a case-by-case basis in accordance with the ADA and can be revoked at any time if concerns arise about safety, allergies, or disruption. This does not apply to animals that employees work with as their job requires.

2. **Service Animals**

- A. Employees with disabilities are permitted to bring service animals to the workplace in accordance with the Americans with Disabilities Act (ADA) or relevant local laws, subject to making a reasonable accommodation request and undergoing the interactive process.
- B. Service animals must be under control and on a leash or harness at all times. Employees are responsible for the care and supervision of their service animals.

3. **Therapy and Emotional Support Animals**

- A. Therapy animals or emotional support animals may be permitted on a case-by-case basis in accordance with the provisions of the ADA and are subject to the interactive process.
- B. Documentation from a licensed mental health professional may be required to verify the need for the animal.
- C. Employees are encouraged to provide advance notice of at least two weeks before bringing such animals to the workplace.

4. **Employee responsibilities for service or ESA Animals**

A. **Animal Behavior and Control:**

- 1. Animals in the workplace must be well-behaved, clean, and free from any disease.
- 2. Aggressive or disruptive behavior (e.g., barking, biting, excessive noise) will not be tolerated, and animals may be asked to leave the workplace.
- 3. Animals should not roam freely and must remain within the employee's workspace and control or in designated animal-friendly areas.

B. **Health and Safety Considerations:**

- 1. Employees must ensure their animals are up-to-date on vaccinations, flea/tick treatments, and grooming. In this instance we may request documentation to ensure the safety of other employees in the workplace.
- 2. Employees with allergies or phobias may request accommodations, such as relocation or designated "animal-free" zones. Efforts will be made to balance the needs of all employees.

C. **Cleaning and Hygiene:**

- 1. Employees must maintain cleanliness and hygiene, ensuring their animals do not create an unsanitary environment. Employees should promptly clean up after their animals and dispose of waste properly.
- 2. The workplace will provide designated areas for walking animals and disposing of waste.

D. **Liability:**

Employees are responsible for their animals' actions and may be liable for injuries or damage caused by the animals in the workplace.

E. **Insurance:**

If an employee brings an animal to work, they must carry appropriate insurance or provide proof of coverage that addresses potential liabilities associated with the animal's presence in the workplace.



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5. **Allergy or Medical Concerns**

Employees with allergies or health concerns related to animals may request accommodations. The City will make reasonable efforts to ensure that individuals with allergies or health conditions are not unduly affected.

6. **Complaint Process**

1. If you have a complaint related to this policy, please contact the Department of People and Culture – Employee Experience.
2. Any employee who believes that they have been discriminated against by this policy may, either by phone, sending a written complaint or by going to the Agency in person, also contact:

US Department of Justice
950 Pennsylvania Avenue, N.W.
Civil Rights Division
Disability Rights Section- NYA
Washington, DC, 20503
800-514-0301

3. Any employee who believes that they have been discriminated against can also reach out to the:

RI Commission for Human Rights
180 Westminister St #201
Providence, RI 02903
[\(401\) 222-2662](tel:4012222662)

7. **Compliance**

Any violations of this policy should be reported to the Department of People and Culture or management. Depending on the severity of the violation, corrective actions may include removal of the animal from the workplace, warnings, or other disciplinary action up to and including termination.

Related Policies:

Whistleblower – Anti-Retaliation Policy
Discipline Policy
Code of Conduct
Workplace Cleanliness Policy
ADA and Reasonable Accommodation Policy

Other Related Information:

Local 1033 [Collective Bargaining Agreement](#)



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2.10 NON-DISCRIMINATION GRIEVANCE PROCEDURE

Purpose

The City of Providence (City) adopts the following procedures to allow any person or group to submit a complaint alleging discrimination of any kind by the City, including discrimination that may constitute a violation of any state or federal statute or regulation that the City enforces, and in order to ensure prompt and fair resolution of any such discrimination complaints.

The procedures do not provide an avenue for relief for complainants seeking individual remedies, including punitive damages or compensatory remuneration, nor prohibit complainants from filing complaints with other state or federal agencies, nor deny complainants the right to seek private counsel to address acts of alleged discrimination. The procedures described in this document apply to the City, its sub-recipients, contractors, and subcontractors in their administration of federally funded programs and activities.

Scope

Any person requiring assistance with filing a complaint or requiring accommodation for a disability may contact the Non-discrimination Compliance Coordinator (NCC). Interpreter services are also available at no cost upon request.

Assistant City Solicitor
444 Westminister Street, Suite 220
Providence, RI 02903
Phone: (401) 680-5333 (TTY/Relay: 771)

Policy

The City of Providence is committed to ensuring that no person is excluded from participation in, denied the benefits of, or subjected to discrimination under any program, service, or activity administered by the City, its departments, or its sub-recipients on the basis of race, color, national origin, sex, disability, age, religion, sexual orientation, gender identity or expression, or any other characteristic protected under federal or state law. This commitment extends to the administration of all City operations, including those funded by federal and state agencies.

In accordance with applicable laws and regulations—such as Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, the Americans with Disabilities Act, and related nondiscrimination authorities—the City prohibits all forms of discrimination and will take appropriate steps to investigate and resolve allegations of discriminatory practices.

1. Filing a Complaint

In order to have a complaint submittal considered for investigation under this procedure, the complainant shall file the complaint using our [Complaint Form](#), no later than **180 calendar days** after the date(s) of the alleged act(s) of discrimination.

- A. Complaints shall be in writing and signed by the complainant or the complainant's representative and shall include contact information for the complainant or their representative. Appropriate assistance shall be provided to individuals with disabilities and individuals with limited English proficiency. Complaint shall specify with as much detail as possible:
 1. The actions or inactions by the City that support an alleged violation.



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2. The alleged discrimination that did or will result from such actions or inactions.
 3. The identity of the person(s) harmed or potentially harmed by the alleged discrimination.
 4. The state or federal statutes or regulation that the City allegedly violated (if known).
- B. All complaint submittals shall be mailed or faxed to the Nondiscrimination Compliance Coordinator (NCC). Individual's may call the solicitors' office for email information as well.

Mailing Address:

City of Providence, Solicitor's Office
ATTN: Nondiscrimination Compliance Coordinator
444 Westminster Street, Suite 220
Providence, RI 02903
Phone Number: (401)-680-5333
Fax Number: (401) 680-5520

2. **Complaint Handling and Initial Review Process**

- A. All complaint submissions that meet the requirements outlined in Section 1A will be logged, date-stamped, and saved electronically, including all related documents (such as attachments and envelopes). The NCC will create a case file containing all relevant documents and information and retain these records in accordance with the designated retention schedule.
- B. If the complaint submittal falls under FHWA jurisdiction, the NCC shall immediately forward it to the R.I. Department of Transportation in accordance with the procedures outlined in Section 4.
- C. If the complaint submittal alleges employment-related discrimination, it will be logged and promptly forwarded to the City's Equal Employment Opportunity Officer for processing in accordance with established procedures.
- D. If the complaint submittal alleges discrimination by the Providence Public School District, it will be logged and promptly forwarded to the Department of People and Culture (DPC) for processing in accordance with established procedures.
- E. The following are examples of what will not be logged as a complaint submittal:
 1. Anonymous submissions.
 2. Submissions too vague to reasonably determine the allegations of discriminatory conduct.
 3. Submissions not sufficiently identifying the person(s) harmed or potentially harmed by the alleged discrimination.
 4. Inquiries seeking advice or information.
 5. Courtesy copies of court pleadings.
 6. Newspaper articles.
 7. Web-based media sources such as YouTube videos, email strings, blog posts, comment threads, or web pages.
 8. Courtesy copies of internal grievances.
 9. Voice mail messages, telephone calls, or in-person conversations.
- F. During the initial review, the NCC shall determine whether the City has jurisdiction to pursue the matter, and whether the complaint contains sufficient merit to warrant further investigation. A complaint shall warrant further investigation unless:
 1. It lacks an identifiable path to resolution or does not provide enough clarity to warrant next steps.
 2. Within the time allotted for making the determination of jurisdiction and investigative merit, the City reaches an agreed resolution with the complainant.
 3. Within the time allotted for making the determination of jurisdiction and investigative merit, the complainant withdraws the complaint.
 4. The complaint was not submitted within the time limits established in Section A.



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- G. Within 14 business days of receiving the complaint, the NCC will contact the complainant to determine whether they prefer to resolve the matter formally or informally. The steps for each process are outlined below.
1. Informal Complaint Process
 1. In most cases, the parties may participate in an informal resolution process as an alternative to any formal process. All parties must voluntarily consent in writing to the informal resolution process. Additionally, all parties must agree to treat information obtained in the course of the informal resolution process as confidential, which means it should not be disclosed to third parties except as may be required by law, nor can it be used in a formal grievance procedure at the City, should the matter not be informally resolved.
 2. Once the parties agree to a particular outcome as part of the informal resolution process, the matter will be deemed resolved and the parties will be precluded from taking the resolved matter to the formal grievance process. These options are available until a formal decision-making process (post investigation) begins.
 3. The parties must also agree to comply with the City's non-retaliation provisions and must review and sign the [Privacy and Non-Retaliation Acknowledgement](#). Either party can withdraw consent to the informal resolution process at any time. If that happens, the complaint may be resolved through the formal hearing procedure.
 4. During the informal complaint process, the NCC shall contact the respondent (person alleged to have discriminated against the complainant) for a conversation. The NCC shall report back to the complainant about the conversation with the respondent. Informal remedies can include coaching, counseling conversation, targeted training, mediation, or other potential remedies as appropriate.
 5. If the complainant is satisfied with the outcome, a closing letter will be mailed to the complainant.
 6. NOTICE: The NCC retains the right to either end the informal resolution process and/or initiate the formal hearing process. Because informal findings are not subject to personnel records, the NCC's informal decision cannot be appealed.
 7. As pertaining to federal funds from the U.S. Department of Transportation, including Federal Highway Administration, all complaints whether informal or formal are forwarded to the R.I. Department of Transportation.
 2. Formal Complaint Process
 1. If the complainant chooses a formal complaint process, the NCC will share the complaint with the respondent, who will submit a written response to be shared with the complainant. However, the NCC will maintain the confidentiality of all complaints, ensuring that the complainant's identity is not disclosed to the respondent unless (a) such disclosure is essential for conducting a preliminary investigation, and (b) the complainant has submitted a [Complainant Consent/Release Form](#) authorizing the disclosure.
 2. The NCC shall review the alleged facts to determine the course of the investigation. The investigation may include interviews with the complainant, respondents, and/or any witnesses. Relevant City employees shall make themselves available as necessary. The NCC shall issue a fact-finding report with a determination on whether the respondent violated any nondiscrimination laws, regulations, or directives including 40 CFR Part 7 and 49 CFR Part 21. The report shall include all pertinent information including a narrative of the incident, identification of individuals interviewed, evidence reviewed, and whether a violation occurred. The report will be shared with the formal parties, reports may be redacted for confidentiality / privacy.
 3. Parties have an opportunity to submit an appeal or a rebuttal. The NCC reviews any final due process information the parties may submit at this stage. If no further investigation is required, the



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NCC will make a final decision as to whether there was a violation found or not based on a preponderance of evidence, taking the rebuttal information into consideration.

4. The NCC issues an outcome letter with copy to appropriate decision-makers. This letter includes the violation if found and any other relevant information to be referred to the appropriate decision-maker for action consistent with the findings.

3. **Appeals**

- A. If the complaint is unsatisfied with the NCC's determination, they may appeal the decision within 10 business days to the City Solicitor.
City Solicitor
444 Westminster Street, Suite 220
Providence, RI 02903
Phone: (401) 680-5333 (TTY/Relay: 771)
- B. The City Solicitor shall issue a written decision in response to the appeal no later than 30 business days after its receipt.

4. **DOT/FHWA TITLE VI Complaint Process**

- A. The Federal Highway Administration (FHWA) is responsible for all decisions regarding whether a complaint under FHWA jurisdiction should be accepted, dismissed, or referred to another agency. The City shall log all Title VI complaints on receipt in accordance with Section B and thereafter forward the complaint to:
Rhode Island Department of Transportation
Office of Civil Rights
Two Capitol Hill
Providence, RI 02903
(401) 222-2450
RIDOT will then forward the complaint to the FHWA for processing and potential investigation. Once the FHWA Headquarters Office of Civil Rights (HCR) has decided whether to accept, dismiss, or transfer the complaint, HCR will notify the Complainant, the FHWA Division Office, City, and the sub-recipient (where applicable).
- B. HCR may delegate the task of investigating City to RIDOT, who is responsible for preparing and forwarding the investigation report to HCR for review and final disposition.
- C. ONLY AFTER City has been instructed to do so by HCR can City begin investigation of a complaint under FHWA jurisdiction pursuant to these procedures.

Related Policies:

Public Records Policy and Procedure
Open Door Policy
City Records Retention and Disposition
Personnel Records Retention and Disposition
Access to and Video Recording of City Resources by Outside Parties

Other Related Information:

Privacy and Non-Retaliation Acknowledgement
Complainant Consent/Release Form



Section 3 – Governance & Policy Administration



CITY OF PROVIDENCE

3.1 PERSONNEL RECORDS RETENTION AND DISPOSITION

Purpose

The purpose of this Records Retention Policy is to establish clear guidelines for the management, retention, and disposal of records created and maintained by the Department of People and Culture (DPC) of the City of Providence. This policy ensures compliance with applicable federal and state laws, including the Rhode Island Municipal Records Retention Schedule and relevant privacy regulations, while promoting efficient and secure management of Department of People & Culture records.

This policy is designed to safeguard sensitive employee data, ensure appropriate retention periods for various types of records, and facilitate the proper disposal of records that are no longer required.

Scope

This policy applies to all records created, received, or maintained by the Department of People and Culture, including those related to recruitment, employment, benefits, payroll, training, performance evaluations, and employee separation. It covers records in any format, including paper, electronic, and audio-visual.

Definitions

Record: Any document, file, form, or piece of information created or received by the HR department in the course of its operations, including but not limited to personnel files, applications, resumes, disciplinary records, benefits information, payroll records, and training materials.

Retention Period: The designated time period during which a record must be retained before it can be destroyed or archived.

Disposition: The process of either retaining, archiving, or destroying records when their retention period expires.

Confidential Records: Records that contain sensitive information, such as Social Security numbers, medical information, performance evaluations, or other personal data, which are subject to privacy laws and must be handled with heightened security.

Policy

This Records Retention Schedule has been developed in line with the Rhode Island Local Government Records Program of the State Archives, updated to incorporate evolving standards in data privacy, cybersecurity, and compliance with state, federal, and international regulations.

1. Retention Guidelines

Employee Administrative Services

Personnel Files	a) Vital information such as hire and separation date, salary and position history, accrued hours reports, and summaries, pension contributions/returned contribution summaries/reports Retention: Retain fifty (50) years after separation. b) All other records Retention: Retain ten (10) years after separation. c) Per diem employees Retention: Retain seven (7) years after separation
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Employment Eligibility Verification Forms	Retain three (3) years after the date of hire or one (1) year after the date employment ends whichever is later (8 C.F.R. 274a.2).
Wage Verification	Retain three (3) years
Quarterly Tax and Wage Reports	Retain data or copies of reports three (3) years.
Calculation Worksheets	Retain three (3) years.

Employee Benefits

Employee Benefit Plans	Retain six (6) years after termination or enrollment or termination of plan.
COBRA Records	Retain seven (7) years.
Family Medical Leave Act Files	Retain three (3) years per 29 C.F.R. 825.500.
Savings Bond Authorization Records	Retain three (3) years or until termination of savings bond deduction, whichever is sooner.
Waiver of Insurance Benefits	Retain three (3) years or until updated or superseded or obsolete, whichever is longer.
Employee Award Program	Retain three (3) years after presentation of award.

Examination and Testing Records

Examination Materials	Retain three (3) years.
Exam Records/Lists	Retain three (3) years.
Exam Booklets	Retain until superseded (Retain one (1) copy permanently).

Classification

Classification Records	Retain five (5) years.
Job Specifications	Retain five (5) years after updated, superseded, or obsolete.

EEO/ADA

Affirmative Action Plans and EEO Reports	<p>a) Plans, policies, annual and semi-annual reports Retention: Permanent.</p> <p>b) EEO reports Retention: Retain three (3) years.</p> <p>c) All other records Retention: Retain three (3) years.</p>
ADA Accommodation Records	Retain three (3) years from the date of making the record or personnel action involved. In cases of termination, retain three (3) years from date of termination (29 C.F.R. 1602.31).

Training and Education Records

Employee Training Records	Retain until employee separates. Maintain summary information in personnel folder.
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Recruitment and Hiring

Employee Application Files	a) Unsuccessful applications
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	<p>Retention: Retain four (4) years after hiring of successful applicant for position in question (or four (4) years after search concluded is position is left unfilled)</p> <p>b) Unsolicited applications and resumes not in connection with posted job openings Retention: Retain four (4) years.</p> <p>c) Applications/referrals of individuals recruited from protected classes (see Uniform Guidelines on Employee Selection Procedures and Title VII of the Civil Rights Act of 1964) Retention: Retain four (4) years or until individual is hired or is no longer seeking employment with the agency, whichever is longer.</p> <p>d) Confirmation receipt for new hire reporting State and local agencies are required by federal and state law to register all new hires and rehires with RI New Hire Reporting administered by the Department of Human Services – Office of Child Support Services. Confirmation receipts are forwarded to the agency upon receipt of new hire information filed as stipulated in R.I. Gen. Laws Chapter 15-24 (Public Law 1997 Chapter 170 §16). Retention: Retain in employee personnel file. See LG15.1.1 – Personnel Files – Official Copy.</p>
Vacancy Notices and Lists	Retain until resolution of all grievances (if any) and then until of no further administrative value (minimum three (3) years).

Compensation Records and TDI Records

Workers Compensation Employee Claim Files	<p>a) Investigative reports, attorney notes, and physical therapy records Retention: Retain until of no further administrative value but no less than three (3) years from the date of incident or major impairment.</p> <p>b) First Report of Injury/incident or accident report that does not result in workers compensation claims Retention: Retain three (3) years from date of incident/accident.</p> <p>c) All other records Retention: Retain thirty (30) years.</p>
Unemployment Compensation Claim Files	Retain three (3) years or until all litigation (if any) has been resolved, whichever is later.
Temporary Disability Records (TDI)	Retain three (3) years after employee applies for benefits under the program.

Medical Records and Occupational Safety

Occupational Safety	a) Employee exposure records
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	Retention: Retain thirty (30) years (29 C.F.R. §1910.1020(d)(1)(ii)) or until all litigation is resolved, whichever is later. b) Summary log of occupational injury and illness, annual summary, and supplemental records Retention: Retain five (5) years following the end of the year to which they relate (29 C.F.R. § 1904.33; 29 C.F.R. § 1904.11).
OSHA Compliance Orders and Reports	Retain seven (7) years after final action relating to an inspection or violation.
Employee Medical Files	Retain for duration of employment plus thirty (30) years (29 C.F.R. § 1910.1020 (d)(1)(ii)).

Retirement

Retiree Files/ Disability Retiree Files	Retain until retiree no longer draws funds from the plan due to death and lack of beneficiary.
Beneficiary Designation	Retain current copy. Transfer to Retiree Files (LG15.10.1) or Return of Contributions Files (LG15.10.3) upon separation or retirement.
Return of Contribution Files	Transfer to Personnel Files (LG15.1.1).
Qualified Domestic Relations Orders	Transfer to Retiree Files (LG15.11.1) or Return of Contributions Files (LG15.11.3) upon separation or retirement.
Pension Distribution Tax Reports	Retain four (4) years after the due date of such tax for the return period to which the records relate, or the date such tax is paid, whichever is later (26 C.F.R. § 31.6001-1(2)).
Municipal Pension Plan	Permanent.
Transaction Registers	Retain six (6) years after termination of plan.
Trade Confirmation Reports	Retain six (6) years after termination of plan.
Pension Participant Payout Reports	Retain three (3) years.
Actuarial Reports	Retain one (1) copy permanently.
Employment Verification Forms	Retain one (1) year.

Administration

Meeting Minutes	Permanent.
Reports	a) Daily and weekly reports Retention: Retain one (1) year. Note: Reports required in audit must be retained one (1) year after audit is completed. b) Monthly, quarterly, and periodic reports Retention: Retain three (3) years. c) Annual and special reports and studies Retention: Permanent.
Personnel Lists	Retain three (3) years.
Rate and Time Records	Retain four (4) years. See LG2.6.3.



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Sick Bank Records	<p>a) Meeting minutes Retention: Retain three (3) years.</p> <p>b) Employee requests and donation records Retention: Retain three (3) years after separation of employee.</p> <p>c) All other records Retention: Retain three (3) years.</p>
Certificates of Records Destruction	Permanent.
Work Schedules	Retain three (3) years.

2. Disposition of Records

- A. Review and Destruction: When the retention period for a record has expired, the Department of People and Culture (DPC) will review the record for final disposition. Records that are no longer required will be securely destroyed in a manner that protects confidentiality, such as shredding paper documents and permanently deleting electronic files.
- B. Confidential Disposal: Confidential records will be destroyed in a manner that ensures confidentiality, such as shredding, burning, or using secure data-wiping methods for electronic records.
- C. Approval of Disposal: Destruction of records will be authorized by the Chief People Officer (CPO) or a designated records manager. A record of all destroyed records, including the type of record, destruction date, and reason for destruction, will be maintained for audit purposes.
- D. Refer to City Records Management Policy when the record in question for disposition is a non-personnel record

3. Audit, Non-Compliance and Enforcement

- A. Monitoring Compliance: DPC will regularly review its record retention practices to ensure compliance with this policy, applicable laws, and the Rhode Island Municipal Records Retention Schedule.
- B. Audit and Training: DPC staff will receive training on proper handling, retention, and disposal of records. Periodic audits will be conducted to ensure records are being properly maintained and disposed of in accordance with this policy.
- C. Violations: Violations of this policy may result in corrective action, including disciplinary measures for non-compliance with records management procedures.

Related Policies:

- City Records Management Policy
- Hiring Policy
- Discipline Policy



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3.2 CITY RECORDS MANAGEMENT POLICY

Purpose

The purpose of this policy is to establish a framework for effective management, preservation, and protection of municipal records.

Having a records management program ([R.I. Gen. Laws § 38-3-7](#)) at an agency (as defined in [R.I. Gen. Laws § 38-3-2\(1\)](#)) enhances the ability to efficiently perform the agency's core mission, effectively retrieve and dispose of records, ensure regulatory compliance with State Law (including the [Access to Public Records Act](#)), and safeguard important information to preserve departmental knowledge.

Scope

This policy applies to all departments, employees, contractors, and elected officials of the municipality who create, receive, maintain, or dispose of municipal records in any format, physical or digital.

Definitions

Record: Any document, file, form, or piece of information created or received by the HR department in the course of its operations, including but not limited to personnel files, applications, resumes, disciplinary records, benefits information, payroll records, and training materials.

Disposition: The process of either retaining, archiving, or destroying records when their retention period expires.

Policy

1. Maintenance and Access to Information and Records:

- A. Each department has different software(s), storage, file structures, etc. Departments should utilize the State's [records retention schedules](#) for all records that are generated and received within their office. For guidance on organizing, digitization, file naming, etc. can be found at https://sosri.access.preservica.com/uncategorized/SO_5b9d3c2c-f80a-45f8-a867-609932e1a33e/.
- B. The City is committed to transparency and open government. Pursuant to the Access to Public Records Act ("APRA"), R.I. Gen. Laws § 38-2-1, et. seq.
- C. All City employees are, to a certain extent, records managers, because they inevitably create, receive, and/or handle records of their departments as part of their responsibilities, so it is essential that employees are familiar with basic aspects of records management.

2. Records Management: Creation and Maintenance

- A. Records management is "the systematic and administrative control of records throughout their lifecycle to ensure efficiency and economy in their creation, use, handling, control, maintenance, and disposition" (Society of American Archivists).
- B. A "public record" is anything created or received by department, including documents, papers, letters, maps, books, tapes, photographs, films, sound recordings, or other material regardless of format, physical or digital. The City generates and receives a multitude of records daily that can include, but is not limited to administrative documents, legal files, financial reports, permits, meeting minutes, public correspondence, etc.
- C. By practicing good records management, departments will be able to:
 1. Preserve agency knowledge;
 2. Properly perform their core mission;
 3. Effectively retrieve or dispose of records; and



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4. Ensure regulatory compliance.
- D. Without the daily practice of records management, agencies may:
 1. Incur legal penalties for failure to locate or produce records;
 2. Lose public trust due to the inability to produce requested records; and
 3. Incur remediation costs if records are damaged that have not yet met retention.
- DI. Departments are responsible for creating, receiving, and maintaining records that fully document all legally mandated activities, including policies, decisions, and transactions ([RI General Laws §§ 38-3-7](#) and [42-8.1-17](#)).
 1. To be able to maintain public records, departments must:
 1. Know what records they have and how to store them.
 2. Organize records efficiently for current and future accessibility; and
 3. Dispose of eligible records in accordance with the corresponding Records Retention Schedule.
 2. All city employees are responsible for the records they create and receive, and must be able to:
 1. Identify records upon request;
 2. Organize records in a consistent way across the agency; and
 3. Maintain records in good order and condition so they remain usable and readable for as long as they are required to be retained.

3. **Different Record Types:**

The City and Archives play a vital role in preserving documents and materials of local government while ensuring compliance with legal and administrative requirements. Effective records management hinges on understanding the nature, lifecycle, and legal status of various record types. Understanding record status helps streamline operations and optimize storage.

A. **Digital Records (Digital-Born and Scanned)**

Municipal records increasingly originate or exist in digital formats. These include:

1. **Digital-Born Records:** Created electronically from the outset (e.g., emails, Word documents, spreadsheets, GIS data).
2. **Scanned Records:** Paper documents digitized for improved access and preservation (e.g., historical maps, permits, handwritten correspondence).
3. **Priorities:**
 1. Ensure metadata integrity and use standardized formats.
 2. Apply digital preservation strategies to prevent data loss or obsolescence.
 3. Store in secure, searchable repositories that support long-term access.
 4. Departments should reach out to the Archives if they want to move forward with digitization options.

B. **Emails Are Public Records**

Emails generated or received in the course of municipal business are legally considered public records. They may document decisions, policies, or communications relevant to governance. These records must be retained in accordance with approved retention schedules, are subject to public records laws and FOIA requests, and require classification, and secure archiving.

C. **Permanent Records**

Permanent records have enduring value and must be preserved indefinitely. They serve as the backbone of municipal history and legal continuity.

1. Examples:

Mayoral executive records, City charters, ordinances, and resolutions, Council minutes and agendas, vital records and land deeds, historical photographs and maps.



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D. **Inactive vs. Active Records**

1. **Active Records:** Used regularly in current operations (e.g., open permits, current budgets).
2. **Inactive Records:** No longer needed for daily use but retained for legal, historical, or compliance reasons (e.g., closed case files, past fiscal reports).
3. **Management Strategies:**
 1. Active records remain in departmental systems for quick access.
 2. Inactive records are transferred to the archives or offsite storage.
 3. Appraisal determines whether inactive records are destroyed or preserved as permanent.

4. **Preservation and Archiving Records:**

Archiving and preservation of municipal records are essential for maintaining the integrity, accessibility, and historical continuity of local government operations. These records must be systematically stored and protected to ensure long-term usability, compliance with legal mandates, and transparency for public access and future research.

A. **Preservation and Archiving**

1. Use of archival-quality materials: Acid-free folders, boxes, and non-reactive fasteners prevent degradation.
2. Environmental controls: Maintain stable temperature and humidity to prevent mold, fading, or brittleness.
3. Conservation efforts: Repair and stabilize fragile documents using professional techniques.
4. Controlled access systems: Limit who can view or modify archived records.

B. **Social Media Archiving**

1. Municipal government is increasingly using social media to communicate with the public that share updates and engage with the community. As these platforms become integral to government transparency and outreach, it is essential to treat social media content as official public records. Archiving social media ensures compliance with public records laws, supports accountability, and preserves digital communications for future reference or legal discovery.
2. The Archives currently uses software called ArchiveSocial. This platform is automated archiving solutions that capture posts, comments, edits, and deletions in real time, ensuring the integrity and accessibility of these records over time.
3. Any department that has social media accounts that are not maintained by the Mayor's Office, or the City Council Office should reach out to the Archives to connect to this platform.

5. **Safeguarding from Damage or Loss:**

To protect the City's records from physical or digital threats, the City and Archives have implemented a range of strategies:

A. **Physical Protection**

1. Climate-controlled storage: Records are sent to Iron Mountain to prevent deterioration due to humidity, temperature, or pests.
2. Restricted access: Limits handling to authorized personnel to reduce risk of mishandling or theft.
3. On-site storage: Records are being processed and sent offsite when on-site conditions do not meet archival standards. Records that remain on-site are monitored and maintained by the Archives and respective departments.

B. **Digital Preservation**



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1. Digitization of paper records: Converts physical documents into searchable digital formats, when applicable.
2. Digital archiving: Store scanned copies in secure, searchable databases with metadata tagging.
3. Migration and format updates: Regularly update digital formats to prevent obsolescence.
4. Cloud-based backups: Ensures redundancy and recovery in case of local system failure.
5. Cybersecurity protocols: Protects digital records from unauthorized access, malware, and data breaches.

C. **Disaster Preparedness**

1. Emergency response plans: Includes procedures for salvaging records during floods, fires, or other disasters

6. **Records Retention and Destruction Policies:**

Retention and destruction of municipal records are governed by legal mandates to ensure accountability, transparency, and compliance with public records laws. Proper retention safeguards are essential for documentation of audits, litigation, and historical reference, while timely destruction of obsolete records helps mitigate legal risk and uphold data privacy regulations.

A. **Retention**

1. **Retention Schedules:** Records must be kept based on the State's retention schedules. Records must be maintained until they meet their retention, and/or have no legal holds.
 1. If a record does not seem to meet the criteria in any of the schedules, the department should reach out to the Archives.

B. **Damaged Records:** Permanent or long-term records that sustain damage—such as from water, fire, or mold—and pose preservation challenges must be retained until the Archives and appropriate state authorities have assessed potential remediation options.

1. Do NOT throw away any records, regardless of their condition. Use personal protective equipment to place the documents in a box until they can be reviewed.

C. **Destruction**

1. Each department shall contact the Archivist/Deputy Archivist to obtain the form and instructions on what must be retained for a particular amount of time and what can be destroyed. If documents are allowed to be destroyed, the Certificate of Destruction will be filled out with the appropriate information, signed by the department head/custodian. It is then forwarded to the Archivist who forwards to the State Archivist Administrator for signature. The Archivist will forward the fully executed Certification of Records Destruction and at which point the records can be destroyed.

7. **Communication and Training:**

- A. For further information regarding records management and training, departments should reach out to the Providence City Archives. The Deputy Archivist, Britni Gorman, oversees the records management program for the City, and she can be reached by her email: bgorman@providenceri.gov or by phone: 401-680-5595.
- B. Additional training modules from the R.I. Secretary of States office, are available to view at https://sosri.access.preservica.com/uncategorized/SO_8038c4c1-806e-4d0a-bbe7-87c71d2dcc63/.

Related Policies:

Public Records Policy and Procedure



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Other Related Information:

Local 1033 Collective Bargaining Agreement

R.I. Gen. Laws § 38-3-7

R.I. Gen. Laws § 38-3-2(1)

Access to Public Records Act

R.I. Gen. Laws § 42-8.1-17



CITY OF PROVIDENCE

3.3 JOB REQUEST AND MODIFICATION POLICY

Purpose

The City of Providence is committed to being a fair, equitable, and competitive employer of choice, recognizing a continual need to evaluate positions, scopes of work, qualifications, compensation, classifications, and other relevant factors to ensure the City is positioned to recruit, retain, and maintain talent. The purpose of this policy is to provide a consistent framework whereby modifications are evaluated and managed formally, consistently, and in compliance with relevant employment law(s) and collective bargaining agreements (CBA).

Scope

This policy applies to all employees and positions associated with the City of Providence across all departments with the exception of positions in the Providence Public Schools Department (PPSD) and sworn personnel of the Providence Police and Fire Department. The budgetary processes applicable to job creation and changes may vary for agencies such as Providence Public Schools and Providence Water. This is not intended to supersede any such processes, rules, or standards.

Nothing in this policy shall supersede, modify, or diminish any rights, benefits, or obligations contained within applicable collective bargaining agreements (CBAs) or laws. In the event of a conflict between this policy and a CBA, the CBA shall prevail for covered employees. For all other employees not covered by a CBA, this policy shall govern.

Policy

1. Preamble

- A. Pursuant to the Article IX of the Providence Home Rule Charter, and as a part of the City's commitment to equity, fair hiring, and compensation practices, the Department of People and Culture (DPC) will conduct an extensive review and analysis of all proposed changes in position, title, and compensation across all City of Providence departments. This includes throughout the fiscal year, during budget submissions, during union contract negotiations, and in all other instances. The Department of People and Culture will review all these requests and exercise the use of applicable data to inform and recommend decisions to approve, adjust, or deny these requests.
- B. Requests for changes to title and compensation, as well as any requests for new positions must be submitted to the Chief People Officer, by the department director/chief requesting the change or new position. This process applies to all new and modified position requests.

2. Proposals and Requests

- A. All proposed changes to job titles, compensation, or the creation of new positions must be submitted by the department director to the Department of People and Culture and the Finance Department.
- B. The DPC will review all newly proposed positions and evaluate their titles, job specifications, field and industry standards, and qualifications to determine operational necessity, positionality, legal compliance, FLSA status, and bargaining implications where necessary, and role inventory, including whether an existing position should be utilized instead of the newly proposed position.



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- C. Requests shall be submitted in writing, with a description of the change(s) requested. As applicable, submitted requests should include the following:
 - 1. The department director submitting the request;
 - 2. A proposed or revised job description and narrative of job functions and work to be performed;
 - 3. Compensation assignment requests with explanation of rationale;
 - 4. Any additional supporting materials relevant to the request.
- D. The review and approval process varies based on the position category (e.g., Union, Non-Union).
- E. All changes are subject to the final approval of the City Administration and Providence City Council.

3. **Union Positions**

Positions covered by a collective bargaining agreement must adhere to the following process:

A. **Labor Relations:**

- 1. Positions that are either newly proposed or requested to be modified will be evaluated to determine any applicable labor implications and/or action(s) such as bargaining unit assignment, negotiation(s) required, impact bargaining, or otherwise, and whether the job shall be classified as a union or non-union position.
- 2. DPC will engage in negotiations with the union in collaboration with department leadership.
- 3. All union position changes shall be documented in writing and require an executed memorandum of agreement (MOA) or executed tentative agreement (TA).

B. **Job Revisions:**

- 1. DPC will evaluate the proposed title change, job description, and comparable classifications within the bargaining unit.
- 2. The Chief People Officer or their designee will work as a liaison between the department and union representation
- 3. Approval must be obtained from the Chief People Officer in agreement with the appropriate union before implementation.

C. **Compensation Adjustments:**

- 1. DPC will conduct an internal equity and market review.
- 2. Any proposed changes in pay or pay structure must be negotiated with and approved by the applicable union.
- 3. To the extent applicable by law, changes are subject to final approval as indicated in Section 1.D of this policy.

D. **New Positions:**

DPC will assess whether an existing union position is appropriate or if a new title is necessary. If a new classification is proposed, it must be reviewed and approved by the management and the union, including the pay structure.

4. **Non-Union Positions**

Positions not covered by a collective bargaining agreement (e.g., executive staff, or exempt employees or elected and appointed officials) follow this review process:



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- A. **Title Changes:**

DPC will evaluate proposed changes in job title and responsibilities to ensure consistency and alignment with comparable City positions.
 - B. **Compensation Adjustments:**

DPC will conduct a compensation analysis using internal benchmarks and external market data. Final approval will be made in coordination with the Mayor's Office and Finance Department.
 - C. **New Positions:**

Department directors in conjunction with DPC will determine the need for and compensation of new non-union roles and assign appropriate titles and salary ranges.
 - D. Final approval is subject to administrative and budgetary review as indicated in Section 1.D of this policy.
5. **Part-Time and Temporary Positions**
Includes seasonal, temporary, per diem, and part-time employee:
- A. **Title Changes:**

DPC will ensure that part-time and temporary positions maintain alignment with applicable job structures and avoid duplication of existing roles.
 - B. **Compensation Adjustments:**

Compensation must comply with the City's pay scales, minimum wage laws, and budget allocations. DPC will review all job descriptions for consistency and compliance.
 - C. **New Positions:**

DPC must approve the creation of any new temporary or part-time position to ensure proper classification and pay equity.
6. **Budget and Finance**
- A. All jobs, whether newly created or changed, must have the adequate number of vacancies and funding allocated for the position(s) to ensure jobs are accounted for and properly funded.
 - B. The Finance Department is responsible for overseeing all budget requests applicable to positions and funding.
 - C. All compensation considerations will be reviewed by DPC in collaboration with the Finance Department and are subject to budgetary approval.
 - D. Department directors are expected to comply with the budgetary process applicable to any requests related to compensation budgeting during the City's budget preparation process.
7. **Compliance**
- A. Departments may not unilaterally implement changes to job titles, compensation, or effectuate newly created positions without written approval from the Department of People and Culture.
 - B. Unauthorized changes may be reversed, and the department may be subject to administrative review or corrective action.
 - C. DPC reserves the right to conduct periodic audits to ensure compliance with this policy.

[Other Related Information](#)

City of Providence, Home Rule Charter – Section IX

Local 1033 Collective Bargaining Agreement



CITY OF PROVIDENCE

3.4 HIRING POLICY

Purpose

The City of Providence is committed to attracting, hiring, and retaining highly qualified employees. This policy establishes the standards for onboarding to ensure consistency, fairness, and compliance with applicable laws, collective bargaining agreements, and City policies.

Scope

The scope of this policy applies to all departments and employees involved in the recruitment, selection, and onboarding process for the City of Providence, with the exception of those designated as sworn public safety personnel, for whom specific application, selection, hiring procedures and guidelines will be determined by law, the applicable collective bargaining agreement and the Public Safety Commissioner. For non-union positions, this policy shall be followed in full unless superseded by applicable law or municipal ordinance.

Nothing in this policy shall supersede, modify, or diminish any rights, benefits, or obligations contained within applicable collective bargaining agreements (CBAs) or laws. In the event of a conflict between this policy and a CBA, the CBA shall prevail for covered employees. For all other employees not covered by a CBA, this policy shall govern.

Policy

Hiring is a critical process that integrates new employees into the City's workforce, ensuring they are informed, equipped, and supported in performing their roles effectively.

1. Responsibilities

A. **Department of People and Culture**

1. Support departments with effective recruitment, selection, and hiring methods and service.
2. Oversees and coordinates the initial onboarding process.
3. Ensures all required documentation, background checks, and pre-employment verifications are completed.
4. Provides New Hire Orientation and ensures compliance with attendance requirements.

B. **Department Directors and Supervisors**

1. Complete a requisition request via the City's Posting Request Form (PRF) and participate in candidate evaluation.
2. Identify and select the prospective employee(s) to hire and recommend selection(s) to the Chief People Officer for hiring approval.
3. Provide workplace orientation, on-the-job training, and introduction to team members.
4. Establish performance goals within the first three months of employment.

C. **New Employees**

1. Complete all onboarding requirements, including documentation, background checks, and New Hire Orientation attendance.
2. Comply with City policies and departmental expectations.

2. Talent Acquisition Standards

- ###### A. All onboarding activities shall:



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1. Comply with federal, state, and local laws.
2. Follow applicable provisions of collective bargaining agreements for union positions.
3. Maintain consistency, fairness, and transparency in treatment of all new hires.
4. Support the City's policies, standards, and service objectives.

B. Position Posting & Recruitment

1. Job descriptions must be accurate, approved by the Chief People Officer, and compliant with the collective bargaining agreement where applicable.
2. Union positions will be posted in accordance with the CBA- internally for 3 days; if the position is hard to fill it will be posted for 15-20 days with permission from the Chief People Officer (CPO).
3. Non-union postings will follow City posting guidelines, posting on the City's job site, Indeed, LinkedIn, the Rhode Island League of Cities and Towns, the Brown Server listings and any specialized websites the department requests.
4. The Department of People and Culture – Talent will utilize available resources to extend job advertisement, marketing, and support departments with hiring needs.

C. Candidate Screening & Selection

1. Screening and interviews must be conducted objectively, without discrimination based on job specific characteristics.
2. Internal union candidates meeting minimum qualifications shall be interviewed before external candidates for union positions. The bidding list is arranged based on seniority of those who applied within the department, seniority of those applying from another department and external/outside candidates.
3. In accordance with City Ordinance, hiring managers shall screen and interview candidates who have graduated from a Providence high school that meet the minimum qualifications for the vacant position considered.
4. Union positions shall be awarded per their seniority and qualification provisions as outlined in the applicable collective bargaining agreement.
5. Union employees applying for non-union positions will be considered along with all other applicants but will not be given priority over external candidates; selection will be based solely on the job qualifications, knowledge, skills, abilities, and other characteristics relevant to the position and operational needs.

D. Hiring Approval & Offer

1. When the department's interviews are complete and a candidate has been identified for selection, the Department Director or a designee will upload a recommendation to the Asana task "Send the Chief People Officer (CPO) a Recommendation".
2. Once the CPO approves the candidate, the Talent Acquisition Manager will prepare the offer letter. For all positions an offer letter is created, sent to the candidate with background check and reference release forms required.

E. Onboarding Process

1. Candidates will be sent a link to register for an onboarding session with a Talent Coordinator, and the start date will be arranged with the department supervisor. It is communicated to the candidate what information they are required to bring in to complete the hiring process.
2. All hires must complete Form I-9 within 72 hours of their first day of work. Employees unable to meet the legal compliance requirements will have their employment terminated, approval to hire rescinded, or experience a delay in being authorized to work.



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3. Department directors or their designee is expected to contact the IT Department prior to the employee's start date, request the appropriate technology and software requests via the IT Department's forms. See the [Information and Systems Security](#), and [Laptop Computer and Mobile Devices Policy](#) for more information.
4. Department directors or their designee must complete an Employee Status Change Form. For more information about this form, please contact the Department of People and Culture – Talent hr@providenceri.gov.

F. **New Hire Orientation**

1. New Hire Orientation is mandatory for all newly hired employees, unless exempted by policy. The new employee will attend this session to receive pertinent information regarding the City, departments, resources, policies, and benefits.
2. Current employees being promoted or transferred are not required to attend New Hire Orientation. For any questions on New Hire Orientation, please contact hr@providenceri.gov.

G. **Probationary Periods**

1. Union employees: Six (6) months for new hires; sixty 60 working days for transfers.
2. If an employee is not deemed qualified for the position during said period, the employee shall be restored to their former job and position; however, should the successful bidder receive two (2) or more notices of deficient performance and said notices identify with specificity all deficiencies with a notice of additional training, the trial period may, at the discretion of the City, be extended to ninety (90) working days unless otherwise specified in the collective bargaining agreement.

3. **Temporary and Seasonal Hiring**

- A. Temporary and seasonal employees are non-union and shall be hired in accordance with this policy and applicable law.
- B. All temporary and seasonal positions must have an approved job description on file with DPC prior to recruitment.
- C. Offers of employment must outline the approved number of hours per week and either a tentative end date of employment or a maximum number of hours the position is permitted to work.
- D. Departments are responsible for tracking the hours worked by each temporary or seasonal employee. Additionally, there must be a break in employment between each temporary or seasonal position.

4. **Employment of Minors**

- A. The City will comply with all Rhode Island state and federal child labor laws. Minors must provide a valid work permit prior to employment. Hours and duties for minors will be restricted in accordance with applicable labor regulations.
- B. 14 -15 year olds restrictions:
 1. Maximum hours
 1. RI 8 hours per day, 40 hours per week
 2. Federal - 3 hours per day (school day) - 8 hours non-school day, 18 hours per week (school week - 40 hours, non-school week)
 2. Curfew
 1. RI Employment permitted between the hours of 6 A.M. and 7 P.M. (except 9 P.M. during school vacations)

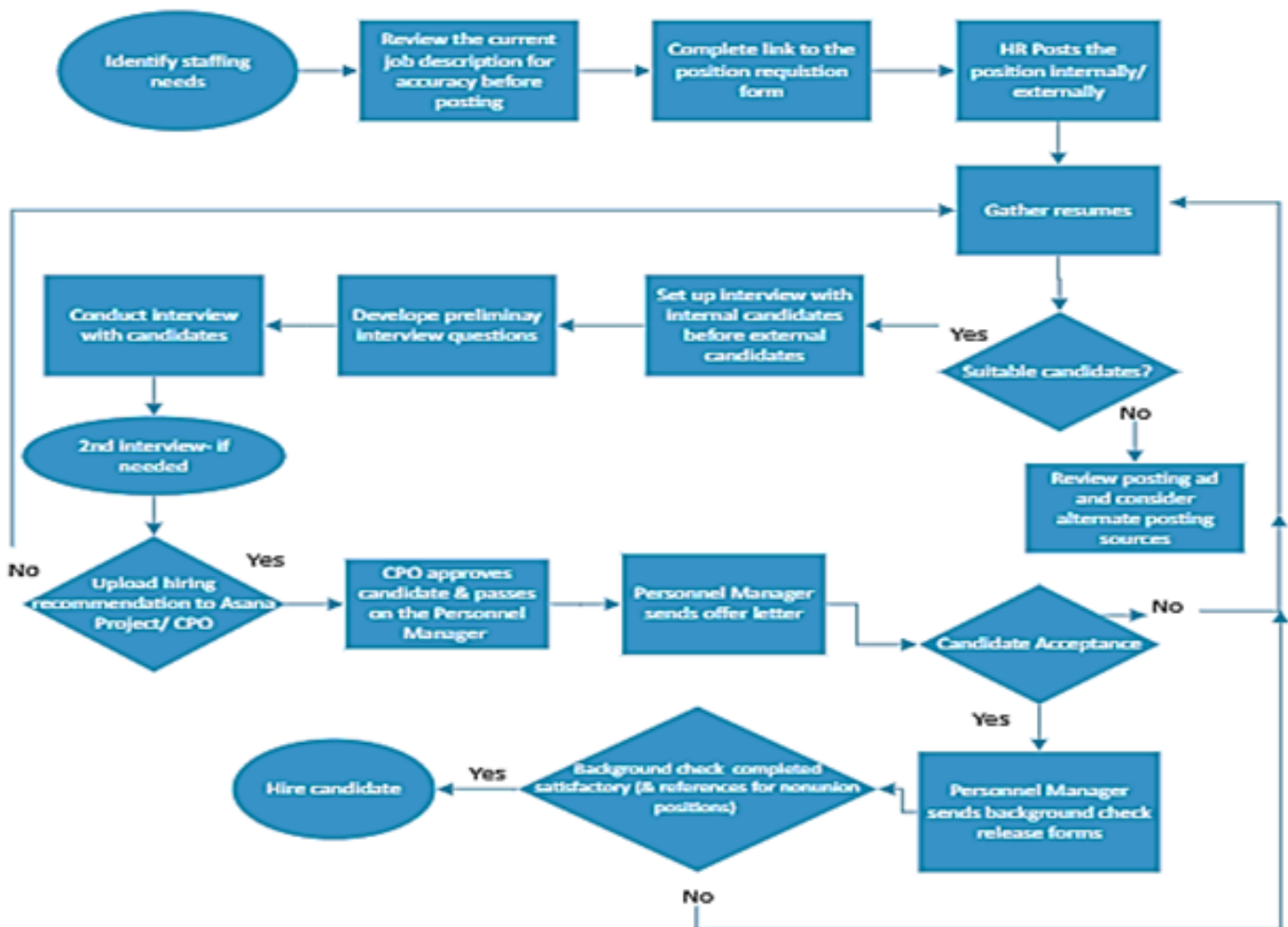


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- 2. Federal - Employment between the hours of 7 A.M. and 7 P.M. (except 9 P.M. from June 1st through Labor Day)
- C. 16-17 year olds restrictions:
 - 1. Maximum hours
RI 9 hours per day (9 3/5 per day in a 5 day work week.) 48 hours per week.
 - 2. Curfew
STUDENTS: Employment permitted between the hours of 6 A.M. and 11:30 P.M. (if no classes are scheduled on the following day, minor may be employed until 1:30 A.M.)

5. Compliance

- A. All departments, supervisors, and employees involved in the onboarding process are required to comply with this policy. Noncompliance will result in corrective action.
- B. The Department of People and Culture is responsible for monitoring adherence to this policy, investigating potential violations, and recommending corrective or disciplinary actions as appropriate. Enforcement will be consistent, documented, and aligned with the City's standards of integrity, fairness, and accountability.



(Flow/Process Map of Hiring Process)



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Related Policies:

Criminal Background Disqualification
Reemployment of Retirees
Job Request and Modification Policy
Student Interns/ Fellows -Paid and Unpaid
Provisional Appointments
Information Systems and Security Policy

Other Related Information:

Local 1033 [Collective Bargaining Agreement](#)

[City of Providence Code of Ordinance, Chapter 17, Section 17-35](#)



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3.5 CRIMINAL BACKGROUND DISQUALIFICATION

Purpose

The purpose of this policy is to establish fair, consistent, and legally compliant procedures for evaluating criminal background information during the hiring and personnel decision-making processes. This policy is intended to protect public trust and safety while ensuring equal employment opportunities for individuals with criminal records, in accordance with Rhode Island law and federal anti-discrimination statutes.

Scope

This policy applies to all employees, applicants, contractors, and volunteers associated with the City of Providence.

All prospective employees, interns, fellows, and volunteers of the City of Providence are required to complete a Bureau of Criminal Identification and Investigation (BCI) Authorization Form as a condition of employment or placement. A review of resulting criminal background reports may disqualify individuals from consideration if it reveals convictions for certain offenses, in accordance with City policy.

This policy is adopted in compliance with R.I. Gen. Laws § 28-5-7(7) and other applicable provisions of Rhode Island's Fair Employment Practices Act.

Policy

1. Standard of Suitability

- A. The City of Providence is committed to ensuring that hiring decisions are based on job-related criteria and are free from discrimination.
- B. A criminal conviction will not automatically disqualify an individual from employment unless it is determined to be substantially related to the duties of the position or have a nexus to the nature of the work in question.
- C. The City will conduct individualized assessments before making any disqualification decisions based on criminal history.

2. Criminal Background Check Procedures

A. Timing of Checks:

Criminal background checks shall only be conducted after a conditional offer of employment has been made.

B. Disclosure and Consent:

Applicants will be required to provide written consent prior to any background check and prior to starting any position.

C. Review of Convictions:

1. Individuals with an active or pending criminal case are not eligible for employment with the City of Providence until the matter is fully adjudicated.
2. The City will conduct an individualized assessment considering the following factors:
 1. Nature and gravity of the offense
 2. The number of offenses committed
 3. Time elapsed since the conviction or completion of sentence
 4. Nature of the job sought



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- 5. Evidence of rehabilitation or mitigating circumstances
- 6. The relationship of the offense to the position's duties

3. Notice of Disqualification:

- A. If a disqualification is based on criminal background information, the applicant will receive a notice based on the results of the background check.
- B. A general description of the basis for disqualification (e.g., "criminal history inconsistent with job requirements"), without attaching or reproducing the background report itself.
- C. Contact information for the City's Department of People and Culture (DPC) for questions or clarification.

4. Disqualifiers

- A. The City of Providence is committed to workforce diversity and recognizes that past criminal offenses do not automatically preclude otherwise qualified candidates from accessing employment and advancement opportunities. However, this commitment must be balanced with the City's responsibility to ensure the safety, integrity, and trustworthiness of its workforce.
- B. Accordingly, the Department of People and Culture, in consultation with the City Solicitor's Office, reserves the right to conduct a case-by-case review of a prospective employee's, intern's, fellow's, or volunteer's criminal background report to determine suitability for service.
- C. This review will take into account the following factors:
 - 1. The nature and gravity of the offense;
 - 2. The number of offenses committed;
 - 3. The time elapsed since the conviction or completion of sentence;
 - 4. The nature of the position sought;
 - 5. Evidence of rehabilitation or mitigating circumstances; and
 - 6. The relationship of the offense to the responsibilities of the position.
- D. The following list is not exhaustive. The arrest and/or conviction, information produced by criminal records review, or arrest pending disposition for one of the criminal offenses listed below, or any of the following offenses, or for any offense which involves elements of proof that are substantially similar to the following offenses, disqualifies an individual from employment with the City of Providence:

Murder	Sexual Assault
Voluntary Manslaughter	Domestic Assault/Battery
Involuntary Manslaughter	Assault on a Person Sixty (60) Years or Older / Elderly Person
Felony Assault	Assault with Intent to Commit Specified Felonies (Murder, Robbery, Rape, Burglary, et cetera)
Burglary	First Degree Arson
Robbery	Drug Offense Involving the Sale or Distribution of Narcotics
Larceny	Federal Bank Law Violations
Felony Child Abuse or Neglect	
Felony Domestic Violence	
Crime committed against a child:	<ul style="list-style-type: none"> • Child Molestation • Child Pornography • Circulation of Obscene Publications or Shows • Sale or Exhibition to Minors of Indecent Publications, Pictures, or Articles • Child Nudity in Publication



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	<ul style="list-style-type: none"> • Transportation for Indecent Purposes • Harboring • Prostitution • Pandering • Deriving Support or Maintenance from Prostitution
Drug offense, committed less than five (5) years ago	
Felony involving violence:	<ul style="list-style-type: none"> • Murder • Manslaughter • Rape • First Degree Sexual Assault • Second Degree Sexual Assault • Kidnapping • Carjacking • First Degree Arson • Second Degree Arson • Mayhem • Felony Assault • Felony Battery
Felony drug offenses	Prostitution
Transportation for Indecent Purposes	Pandering
Deriving Support or Maintenance from Prostitution	Harboring
Circulation of Obscene Publications and Shows	

- E. For the purposes of this policy, a plea of nolo contendere that results in a fine, a suspended sentence, probation, or any combination thereof shall be considered equivalent to a conviction. Conversely, a plea of nolo contendere that results only in probation—without the imposition of a fine or suspended sentence—shall not be considered a conviction.
- F. Any prospective employee, intern, fellow, or volunteer who is currently on probation as the result of a criminal conviction or adjudication shall be disqualified from service to the City of Providence until the successful completion of that probation/adjudication.
- G. The City reserves the right to request documentation regarding the disposition of any charges identified in a criminal background investigation.
 - 1. It is the responsibility of the applicant to provide such documentation prior to the commencement of any service to the City.
 - 2. Examples of acceptable documentation include, but are not limited to, a 48A Dismissal Report and an Expungement Record.
- H. The City also reserves the right to conduct a case-by-case review of any criminal background report for prospective employees, interns, fellows, or volunteers.
 - 1. Final eligibility for service will be determined in consultation with the City Solicitor’s Office, based on factors such as but not limited to:
 - 1. The nature of the offense
 - 2. The time elapsed since the offense
 - 3. The relevance of the offense to the duties of the position
 - 4. The number of offenses
 - 5. The individual’s ability to file for expungement under applicable laws.

5. Confidentiality

- A. All criminal background records and related information shall be maintained in a secure and confidential manner, separate from the general personnel file, and only accessible to individuals with a legitimate need-to-know.



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- B. In accordance with the Rhode Island Access to Public Records Act (APRA), R.I. Gen. Laws §§ 38-2-1 et seq., criminal background records are considered public records once received by the City; however, they may be exempt from public disclosure pursuant to applicable exemptions, including but not limited to:
1. R.I. Gen. Laws § 38-2-2(4)(A)(I)(b) (personnel and employment records to the extent disclosure would constitute a clearly unwarranted invasion of personal privacy);
 2. R.I. Gen. Laws § 38-2-2(4)(A)(I) (records identifiable to an individual applicant for employment);
 3. Any other exemption applicable under state or federal law.
- C. The City shall evaluate any request for access to criminal background records on a case-by-case basis in consultation with the Law Department to determine whether disclosure is required or exempt under APRA.
6. **Appeals**
- A. Applicants or employees who believe they were unjustly disqualified due to their criminal history may submit a written appeal to the Department of People and Culture within ten (10) business days of receiving a final notice of disqualification and should include any supporting documentation for reconsideration.
- B. Applicants who have a record may be subject to a discretionary interview for the sake of clarity around the criminal history in order to identify if the applicant can still be seen as an appropriate consideration for the role they applied to.
7. **Compliance**
- A. Failure to adhere to the provisions of this policy may result in disciplinary action, up to and including termination of employment, including City employees responsible for conducting or using background checks. This includes, but is not limited to:
1. Conducting background checks before a conditional offer is made;
 2. Using arrest records or non-conviction data as a basis for disqualification;
 3. Failing to conduct an individualized assessment when required;
 4. Discriminatory application of this policy or violation of applicable equal opportunity laws;
 5. Mishandling or improperly disclosing confidential criminal background information.
- B. Any person who becomes aware of a potential violation of this policy should report the concern to the Department of People and Culture or the City Solicitor's Office immediately.
- C. The Department of People and Culture is responsible for monitoring compliance, investigating alleged violations, and recommending corrective action as appropriate. The City reserves the right to audit departmental hiring practices to ensure adherence to this policy.

Related Policies:

Anti-Discrimination and Harassment Policy
Whistleblower Anti-Retaliation Policy
Code of Conduct
Employee Reporting and HR Hotline
Drug & Alcohol-Free Workplace Policy
Substance Abuse Program & Policy
Recovery Friendly Workplace

Related Information:

Local 1033 [Collective Bargaining Agreement](#)

[R.I. Gen. Laws § 28-5-7\(7\)](#)

[R.I. Gen. Laws § 28-5-1 et seq.](#)

[R.I. Gen. Laws § 38-2-2\(4\)](#)



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3.6 ARREST NOTIFICATION POLICY

Purpose

The purpose of this policy is to outline the procedures and responsibilities related to the notification of an employee's arrest, and to ensure the City of Providence complies with legal and regulatory requirements while maintaining a safe, secure, and productive workplace.

Scope

This policy applies to all full-time, part-time, temporary, and contract employees of the City of Providence.

Nothing in this policy shall supersede, modify, or diminish any rights, benefits, or obligations contained within applicable collective bargaining agreements (CBAs) or laws. In the event of a conflict, between this policy and a CBA, the CBA shall prevail for covered employees. For all other employees not covered by a CBA, this policy shall govern.

Policy

The City of Providence expects employees to conduct themselves in accordance with applicable laws and regulations, both during working hours and outside of work. In the event that an employee is arrested or charged with any felony or misdemeanor by any federal, state, or local law enforcement authorities (including those outside the State of Rhode Island), it is the responsibility of the employee to promptly inform the City to ensure proper handling of the situation.

1. Employee Responsibility to Notify

A. **Notification Requirement**

Employees must notify their direct supervisor or the Department of People and Culture (DPC) within 24 hours if they are arrested (or as soon as reasonably possible), charged or convicted with any felony or misdemeanor by any federal, state, or local law enforcement authorities (including those outside the State of Rhode Island).

B. **Content of Notification**

The employee should provide the following information:

1. The nature of the offense and arrest.
2. The date and location of the arrest.
3. Whether the employee was released on bond or remains incarcerated.
4. Any impact this arrest may have on their work schedule, responsibilities, or ability to report to work.

C. Failure to provide timely notification under this policy will result in disciplinary action, up to and including termination, regardless of the outcome of the criminal matter.

D. Notification is not required if the employee is arrested and released without being charged.

2. City's Response to Arrest Notification

A. **Initial Assessment**

Upon receiving notification of an employee's arrest, the Department of People and Culture (DPC) will review the circumstances and assess whether the arrest is likely to impact the employee's ability to perform their duties, the City's reputation, or the workplace environment.

B. **Temporary Suspension**



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Depending on the nature of the offense, the employee may be temporarily placed on administrative leave with or without pay, pending further investigation or a final resolution of the matter. Administrative leave decisions will be made based on the seriousness of the offense and its potential impact on the City of Providence.

C. **Confidentiality**

All information regarding an employee's arrest will be treated as confidential and disclosed only to those who have a legitimate business need to know.

3. **Grounds for Disciplinary Action**

A. **Immediate Termination**

If the employee's actions or the nature of the offense is deemed to significantly undermine requirements of their position or pose a liability to the City having a nexus to their position and nature of the job in service to the City, the City may take immediate disciplinary action, including termination.

B. **Disciplinary Action Process**

For offenses that do not require immediate termination, the City may proceed with a disciplinary process, which could include warnings, suspension, or other corrective actions based on the nature and severity of the charge, the employee's role, and any relevant City policies or guidelines.

C. **Ongoing Evaluation**

The City reserves the right to continue monitoring the legal situation and may take additional action based on the outcome of criminal proceedings or investigations.

Related Information:

This policy is intended to comply with all applicable local, state, and federal laws, including anti-discrimination laws, privacy regulations, and other relevant legal requirements. If any part of this policy conflicts with any law or regulation, the City will comply with the law, and the policy will be amended as necessary.

Related Policies:

Discipline Policy
Code of Conduct
Workplace Theft and Misappropriation
Attendance Notification Policy
Criminal Background Disqualification

Other Related Information:

[Local 1033 Collective Bargaining Agreement](#)



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3.7 STUDENT INTERNS/ FELLOWS - PAID AND UNPAID

Purpose

The purpose of this policy is to provide clear guidance on the onboarding, classification, and management of student interns and fellows working within the City of Providence. This program supports educational and professional development while contributing to City operations in a structured, compliant manner.

This program complements, and in no way replaces positions that should be filled through the City's hiring process.

Scope

This policy applies to all departments engaging student interns or fellows, whether paid, unpaid, or sponsored through third-party organizations.

Definitions

Intern: A student or recent graduate who temporarily works within the City to gain practical experience related to their field of study or career interests. Interns may be paid, unpaid, or sponsored by a third party.

Fellow: A participant in a structured learning or service program—often post-graduate—who works on specific projects or assignments within the City, typically for a defined term and under formal guidelines. Fellows may also be paid, unpaid, or sponsored.

Paid Intern/Fellow: An individual compensated directly by the City for their time and work under a temporary employment classification.

Third-Party Sponsored Intern/Fellow: An individual placed within the City through an external program or organization, which provides oversight and compensation. These individuals are not City employees.

Supervisor: A City employee assigned to oversee the intern/fellow's daily activities, provide direction, and ensure the experience aligns with the City's goals and program guidelines.

Policy

1. Intern Classification

A. Paid Internships

1. Paid interns are classified as temporary, non-benefited employees.
2. Compensation shall be at or above Rhode Island's minimum wage.
3. Hours are typically limited to 20 hours per week during the academic year and 35 hours during breaks.

B. Unpaid Internships

1. Must meet the DOL's "primary beneficiary test" to ensure the internship is educational in nature. This test allows for the examination of the "economic reality" of the intern-employer relationship to determine which party is the "primary beneficiary" of the relationship.
2. Unpaid interns shall not displace regular employees or perform primary operational tasks, nor shall they perform work designated to positions covered by unions as provided by the collective bargaining agreement (CBA).
3. Participation must be tied to an educational program or academic credit.

C. Third-Party Sponsored Interns/Fellows:

1. Individuals who are placed through and/ or compensated by a community organization, educational institution, or external fellowship program.



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2. Although they perform work within the City, their pay, oversight, and primary accountability remain with the sponsoring organization.

2. **Onboarding Requirements**

- A. Interns over the age of 18 are subject to a background check, including a Bureau of Criminal Identification (BCI) screening, as part of the onboarding process.
- B. For paid interns and fellows, a digital status form must be submitted. These placements must go through the standard approval process, including required signoffs from the Finance Department, Department of People and Culture (DPC) and other designated offices.
- C. All paid interns must complete onboarding paperwork with DPC.
- D. Third-party sponsored placements must be supported by a formal agreement or Memorandum of Understanding (MOU) between the City and the sponsoring organization. This agreement should outline the scope of work, supervision, duration, and any liability or compliance considerations.

3. **Supervision and Work Guidelines**

- A. All interns and fellows must be assigned a designated supervisor who will provide guidance, training, and oversight.
- B. Interns and fellows may not perform work that displaces regular employees or involves access to confidential or sensitive information unless specifically authorized, nor shall they perform work designated to positions covered by unions as provided by the CBA.
- C. Supervisors are responsible for ensuring that interns' work aligns with learning objectives and city goals.

4. **Duration and Limits**

- A. Internships and fellowships are temporary in nature and should not exceed six months unless part of an approved academic or fellowship program.
- B. Interns/fellows may work in any increment as long as the total hours comply with classification limits and any grant or program restrictions.

5. **Timekeeping and Compensation (Paid Interns)**

Paid interns must accurately record all worked hours through the department's timekeeping system. Overtime is prohibited unless pre-approved by the department director.

6. **Compliance**

Failure to follow this policy may result in termination of the internship or fellowship placement. Departments found to have placed interns/fellows outside the approved process, misclassified a role, or violated labor laws may face disciplinary action.

Related Policies:

Time Clock Policy

Criminal Background Disqualification

Reemployment of Retirees

Job Request and Modification Policy

Other Related Information:

[Fair Labor Standards Act – US Department of Labor Standards](#)



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3.8 REEMPLOYMENT OF RETIREES

Purpose

The purpose of this policy is to establish guidelines and procedures regarding the reemployment of retirees who have previously retired from the City of Providence. This policy is intended to ensure compliance with applicable state laws, code of ordinances and retirement regulations, promote transparency, and maintain equitable hiring practices.

Scope

This policy applies to all City departments, including previous non-union and union employees, where consideration is being given to re-hiring a retiree for any period of time.

Nothing in this policy shall supersede, modify, or diminish any rights, benefits, or obligations contained within applicable collective bargaining agreements (CBAs) or laws. In the event of a conflict, between this policy and a CBA, the CBA shall prevail for covered employees. For all other employees not covered by a CBA, this policy shall govern.

Definitions

Retiree: Any individual who has officially retired from a position within the City of Providence and is receiving a pension.

Rehire: Employment or re-employment of a retiree in any capacity, including part-time, seasonal, or temporary roles.

Policy

1. Eligibility and Restrictions

- A. Rehiring retirees must comply with all applicable City Ordinances. Retirees receiving a pension may work no more than 75 full working days per calendar year or 150 part-time days impacting their pension benefit.
- B. Retirees may only be rehired on a temporary basis for the sole purpose of training and transferring institutional knowledge to current employees; they shall not be rehired to perform the full duties of their former position, including any other bargaining unit position. Such allowance is expected to adhere to the standard of critical need for skills or expertise that cannot be readily filled through competitive recruitment; Time-sensitive operational demands; or cost-efficiency or project-specific necessity.
- C. Rehired retirees may work in any increment or schedule as determined by departmental need, provided their total hours do not exceed the equivalent of 75 full working days or 150 part time days within the calendar year.
- D. The following standards as expanded upon in City of Providence Ordinance and collective bargaining agreement (CBA) shall be understood by departments engaging in the rehiring of a retiree:
 1. **Sec. 17-8.** - Restriction on employment of persons drawing city pension.
 2. Retired Police are allowed per Ordinance to work additional days to do detail - The process is codified in the applicable Police CBA

2. Approval Process



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All retiree rehire requests must be submitted through the digital status change form process and will follow the same approval workflow as a new hire, including required approvals from the Finance Department, the Mayor's Office, and the Department of People and Culture (DPC). Status change forms will be reviewed to ensure compliance with budgetary and pension regulations.

3. **Compensation**

Pay rates must be consistent with established pay plans and comparable to similarly situated employees, not influenced by previous earnings or retirement status.

4. **Conflict of Interest / Break in Service**

- A. A bona fide break in service is required prior to any rehire to avoid "pre-arranged reemployment" situations prohibited under IRS regulations and Rhode Island law.
- B. Retirees must not have had a prior agreement to return to work before their retirement date.
- C. No retiree may be rehired into a non-bargaining unit supervisory role over their previous subordinates without approval from the Chief People Officer to avoid perceptions of favoritism or conflicts of interest.

5. **Compliance**

- A. All City departments, supervisors and retirees are responsible for adhering to the provisions of this policy.
- B. Failure to adhere to the provisions of this policy may result in administrative action, including the revocation of the retiree's work assignment and corrective measures for the requesting department.
- C. Departments that rehire retirees outside of the approved process such as bypassing required approvals, misclassifying the nature of the assignment, or assigning duties beyond training and knowledge transfer, will be subject to review by the Department of People and Culture. Repeated or willful violations may lead to disciplinary action for responsible parties, up to and including restrictions on future hiring authority.

Related Policies:

Criminal Background Disqualification
Job Request and Modification Policy
Student Interns - Paid and Unpaid
Hiring Policy

Other Related Information:

[Local 1033 Collective Bargaining Agreement](#)

City of Providence Ordinance - Sec 17-8



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3.9 EMPLOYEE IDENTIFICATION BADGE POLICY

Purpose

The purpose of this policy is to ensure the safety and security of City of Providence employees and constituents, and to maintain the integrity of all sites in which the City of Providence conducts operations.

Scope

This policy applies to board members, commissioners, employees, and volunteers associated with the City of Providence.

Public Safety departments, such as the Police, and Fire, which by law and necessity have employee ID badge requirements that are more stringent than that contained within this policy and shall not have their policies superseded by any provision(s) contained within this policy.

Definitions

Employee: For the purpose of the Identification Badge Policy, this refers to any City Employee listed above who would utilize the Identification Badge during their duration of City service.

Employee Identification Badge: The official City of Providence ID for employees. Identification Badges identify employees by name and grant access to City of Providence operations sites.

Official Capacity: Refers to any duration an employee is conducting business and working during which the individual represents the City of Providence. This includes operating any City equipment and/or vehicles owned or leased by the City of Providence.

Policy

All employees of the City of Providence will be assigned an Identification Badge during the initial onboarding process. All employees are required to always have these badges visibly on their person while operating in their official capacity for the City of Providence.

1. Badge Request Forms

- A. Employees of the City of Providence will utilize the Badge Request Form to initiate any action requiring a new or replacement Badge. For new employees, this form will be filled out during the initial onboarding period with your supervisor or the Department of People and Culture.
- B. For existing employees requesting a replacement ID card, this form can be found in [Asana](#) and submitted via the Asana request task.
- C. If building access is required for employment duties, the appropriate timeframe will need to be entered on the Badge Request Form.

2. Badge Assignments

- A. Employees can either send a professional picture or have their photo taken by the DPC - Employee Experience team, located on the fourth floor of City Hall.
- B. If an employee has not received an Identification Badge during the duration of the onboarding process, please contact the DPC via phone, email, or in-person to schedule the Identification Badge issuance process.
- C. Badges should be requested, picked up and issued to the employee within the first week of employment.



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3. Badge Replacements

- A. If a badge is lost or stolen, employees are required to contact the DPC – Employee Experience team via phone, email, or in-person to inform DPC of the lost badge and request a replacement.
- B. Replacement badges will require completion of the applicable [Asana](#) task for processing.
- C. Lost or stolen badges will be deactivated upon notification to DPC.

4. Transferring Positions

- A. Employees transferring to a position and/or department that will require a different set up of access (locations, timeframes, etc.) should have this information submitted through the badge request task via [Asana](#) prior to the effective date of their transition.
- B. Supervisors are required to indicate/submit this information in a timely manner.

5. Badge Requirements

- A. All City of Providence Employees are required to have their Identification Badge on their person while conducting official City business.
- B. Employees are strictly prohibited from utilizing their Identification Badge for any other purpose other than that for which the ID was issued which is to access authorized locations and to properly identify as a representative of the City of Providence in their official capacity.
- C. Employees are prohibited from granting others access to buildings which require badge access, as well as buildings outside of normal operating and/or public access hours, if the other individual(s) do(es) not properly identify as an employee of the City of Providence with an appropriate Identification Badge.

6. Employee Responsibilities

- A. Do not lend your Identification Badge to anyone for any reason.
- B. Do not allow unauthorized personnel into any secure area within the City of Providence operation sites.
- C. Improper use of an Identification Badge is strictly prohibited.
- D. Immediately notify a supervisor or contact the Department of People and Culture for any lost, damaged, stolen Identification Badges, as well as any issues with Identification Badges.
- E. All employees, upon separation from the City, are required to return their City issued employee ID badge to their supervisor or the Department of People and Culture by no later than their final date of employment.
- F. Supervisors that retrieve IDs subsequent to an individual(s) concluded employment are required to return IDs to the Department of People and Culture to be disposed of securely.

7. Compliance

- A. Any employee that is found to be in violation of the Identification Badge Policy may be subject to progressive disciplinary action, up to and including termination.
- B. Egregious violations of this policy, whereby ethical and/or legal violations take place, can be subject to more severe discipline including immediate termination.

Related Forms:

[Badge Request Form](#)



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Related Policies:

Discipline Policy
Theft and Misappropriation Policy
Code of Conduct
Ethics Guide
Hiring Policy

3.10 EMPLOYEE TRAVEL POLICY



MAYOR BRETT P. SMILEY
CITY OF PROVIDENCE



POLICY OVERVIEW

The intent of this policy is to establish provisions for reimbursement of necessary expenses of City of Providence employees or officials who are required to travel in performance of their duties and in the interest of the City. The City of Providence recognizes employees and officials may be required to travel for the purpose of representing the City at meetings and professional associations, as well as for training to enhance their skills regarding the performance of their duties within City government. The following guidelines are to be used in reporting travel-related expenses, and requesting reimbursement associated with such travel.

An individual traveling on official City business is expected to exercise the same care in incurring expenses that a prudent person would exercise if traveling on personal business and expending personal funds. Excess costs, indirect routes, delays, or luxury accommodations and services unnecessary, unjustified, or solely for the convenience or personal preference of the traveler in the performance of City business are not acceptable under this policy.

Travel-related expenses for City employees may be third-party funded if the purpose of the travel is to engage in an activity that serves a legitimate public purpose. An activity has a legitimate public purpose if it is intended to promote the interests of the municipality. Attendance at training and educational events and conferences designed to improve the effectiveness and efficiencies of public services or enhance the knowledge and skills of public employees relative to their official duties, are eligible for third-party reimbursement or funding as long as they do not present a conflict of interest. Conflicts of interest are decisions related to public duties that provide a financial benefit or detriment to an employee, an employee's family or household member, an outside employer, or an employee's business associate.

Employee requests for travel will not be approved by Finance without an accompanying paragraph explaining why the travel is pertinent to the employee's position and what they hope to learn or how the knowledge gained will benefit their job or department.

Pre-approved employee expenses are eligible for reimbursement with a Travel Reimbursement Form and valid receipts. Employees who wish for travel to be paid upfront by the City may contact the Department of Purchasing for more information.

All expenses associated with employee travel must be pre-approved by the employee's department director, the Chief of Staff in the Mayor's Office, and the Finance Director, using the employee **Travel Request Form**, which is available for download on the [ProvNet](#) server under [Forms + Docs, Travel](#).

TRAVEL REQUEST FORM: Step-by-Step Guide

An employee seeking City-sponsored travel must first obtain permission from their department director, then locate the Travel Request Form on the [ProvNet](#) server under [Forms + Docs, Travel](#). To complete the Travel Request Form, please download the form and adhere to the following instructions:

- 1) Tally travel-related expenses. For instructions on how to tally each expense, see individual sections for Lodging, Meals, Airfare, and Transportation in this document.
- 2) Record each expense on the corresponding line on the Travel Request Form. Some conference fees cover meals and/or lodging. Do not expense any items that are included within the conference fee.
- 3) Attach all back-up for expenses to Travel Request Form. An example would be a printout of hotel costs from the hotel Web site.
- 4) Include an attachment with a paragraph explaining why the travel is pertinent to your position and/or what you hope to learn and incorporate into your job function.
- 5) Obtain your department director's signature on the Travel Request Form.
- 6) Create an Asana task with the documentation uploaded in PDF form.
- 7) Tag the executive assistant to the Chief of Staff and the confidential assistant to the Finance Director on the Asana task. Assign the task to the Chief of Staff's assistant first. Once CoS signature is obtained and the signed request is returned and uploaded into the task, reassign the task to the Confidential Assistant to the Finance Director for Finance Director's signature.
- 8) If using a travel agent to pre-pay expenses through Purchasing, submit the complete signed Travel Request Form to Purchasing, so they can complete the booking.

LODGING

When choosing lodging for City-sponsored travel, the first choice should be where the conference is being held or where it is recommending. If an employee is unable to stay where the conference is recommending, they should choose a comparably-priced hotel or the most economical option.

Lodging must be in a standard hotel. Out of precaution for safety, City employees are not allowed to book Air BnB or other privately-owned residences for travel reimbursement. Should the hotel have a policy whereby it does not accept a PO as payment, or employees do not want to pay upfront and receive reimbursement from the City for lodging expenses upon trip completion, they may contact Purchasing to help book lodging.

MEALS

The City uses the GSA Per Diem Meals & Incidental Rates: Standard Rate. Meals are reimbursed per diem and a la carte. For example, if breakfast/lunch are included in the conference fee, only include the reimbursement rate for dinner. If no meals are covered by conference vendors, use the MI&E Total daily standard rate. First and last days of travel are subject to a percentage of the Standard Rate. Employees can access the GSA Rates via [GSA Meals & Incidentals Rates](#) or reference the included table. In lieu of the City's travel reimbursement policy with regard to meals – per diem includes all taxes and tips that the employee may incur on the trip. No special per diems will be allocated based on the destination.

	<i>M&IE Total</i>	<i>Breakfast</i>	<i>Lunch</i>	<i>Dinner</i>	<i>Incidental Expenses</i>	<i>First & Last Day of Travel</i>
Standard Rate FY23	\$59	\$13	\$15	\$26	\$5	\$44.25

AIRFARE

If airfare is required, the most economical flights for the dates and times of travel should be purchased. Employees may also choose to purchase through the City's travel agent. To purchase through the City's travel agent:

- 1) Submit a PO to Purchasing for Pearson Travel in the amount of \$1.
- 2) Provide Purchasing with information regarding the preferred date and times for the flights.
- 3) Purchasing will provide flight options via Pearson. Choose the most efficient option.
- 4) Purchasing will update the PO to reflect the correct amount to Pearson.
- 5) Pearson will invoice your department. Invoice to be paid with the PO.

TRANSPORTATION

On-site transportation costs, such as Uber, Lyft, and taxis are subject to reimbursement if the costs are directly associated with sponsored travel, such as to and from a conference. Backup of costs and trip information should be submitted.

Travelers will be reimbursed for business travel use of personal vehicles at the approved mileage rate according to GSA standards and in effect at the time of travel. Employees can access current rates at [GSA Mileage Reimbursement Rates](#) or reference the following table:

		<i>POV Auto</i>	<i>Govt Auto</i>	<i>Motorcycle</i>
Mileage FY23	<i>Rate per mile</i>	\$0.655	\$0.22	\$0.635

The standard mileage allowance is in lieu of all actual operating expenses such as fuel, oil, towing charges, repairs, tires, insurance, accident deductibles, etc.

Personal vehicles used for City travel purposes shall be insured for public liability insurance protection. Travelers are responsible for insuring their own vehicles. Travelers will not be reimbursed by the City of Providence for collision losses that occur during travel business use of a personal vehicle.

Tolls, ferries, and parking expenses incurred while on business travel are reimbursable in addition to the mileage allowance. Reimbursement for these expenses will not be made without adequate receipts.

REPORTING REQUIREMENTS

Travel Reimbursement Forms, including all valid receipts, should be turned in to the department director for approval within five business days of the employee's return from a trip. Trips cannot be combined in a single report, nor can money due the employee or the City be "rolled over" to the employee's next expense report. Each expense report is for an individual employee's travel expense.

All expense reports are to be reviewed by department directors, transmuted into a Direct Pay form, signed by the department director, and then sent to the Finance Director for review and signature. Once the Direct Pay is approved and signed by Finance, it may be submitted to Accounts Payable.

RECEIPTS

Receipt: A paper document detailing information about a specific purchase. The more detailed the receipt, the better. Individual receipts for each employee are easier to report than receipts listing multiple employees' purchases. **A plain adding machine tape isn't a valid receipt.** If a business gives you ONLY an adding machine tape, they must write on the back, as specified above for a hand-written receipt, in order for the adding machine tape to be accepted as a valid receipt.

- **Credit Card Receipts:** All receipts should include as much detail as is shared with the employee at time of purchase. If a credit card is used for payment, the backup for what is actually purchased must be included with the expense report – not just the credit card receipt with the total amount charged and date on it.
- **Hotel Receipts:** All folio pages for a stay must be turned in as a receipt, not just a single sheet noting the grand total. All pages, noting all individual charges are required.
- **Internet Purchases:** Screen prints are acceptable as back-up if they are included with a credit card receipt, purchase confirmation number, or a packing slip. Screen prints should include vendor name, what was purchased, tax if applicable, and total cost.

WHAT IS NOT COVERED

The following items are not reimbursable:

- Car rental, except when specifically approved in advance
- Mileage to and from the airport from the employee's home
- Parking tickets, traffic fines and penalties, towing charges, accidents, and theft losses
- Newspapers, magazines
- Snacks, unless the snack is in substitution for a covered meal
- Personal long distance phone calls
- Alcohol
- Entertainment not covered in the conference package
- Expenses for spouses.

If bringing a spouse, the employee will be responsible for any additional lodging costs beyond the cost of a single-occupancy room. Meals and any other expenses for the spouse **will not be** reimbursed.

COMMONLY ASKED QUESTIONS

I received a PO for some line items of my trip, but also had to use my own personal credit card. How many Travel Reimbursement Forms must I complete on my return?

You will be completing only one expense report containing travel/training expenses that you paid for at cost.

There are so many different forms. Could you explain when I should use each one?

The **Travel Request Form** should be used when requesting a trip.

The **Travel Reimbursement Form** should be used when requesting reimbursement for City travel-related expenses.

I can never find a blank form when I need one. Where can I find these forms?

All forms are available on [ProvNet](#).



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3.11 PERFORMANCE EVALUATION POLICY

Purpose

The City of Providence is committed to maintaining a robust and transparent performance management system that fosters open communication, supports employee development, and ensures alignment with the City's strategic goals. This policy ensures that the City maintains a robust, transparent, and equitable performance management system that supports the City vision of being the *best-run city in America*.

Scope

This policy applies to all full-time and part-time non-union employees who fall under the purview of the City Administration in the City of Providence, and non-union employees under the purview of the City Council, as determined by the City Council Chief of Staff. Where performance evaluation measurements and budget processes may conflict, the respective authority's process will govern.

Policy

1. Intention

- A. The performance evaluation policy and process are intended not only to measure employee performance and clarify job duties but also:
 - 1. Recognize contributions and achievements
 - 2. Identify growth opportunities
 - 3. Provide constructive feedback
 - 4. Support career development and retention
 - 5. Align individual and departmental objectives with the City's broader vision
- B. The performance evaluation process promotes transparency, open communication, and continuous improvement, ensuring employees have the tools and support necessary to succeed in their roles.

2. Performance Review Frequency

- A. The performance review process includes both **formal** and **informal** feedback:
 - 1. **Annual Evaluation:** Each employee will receive a formal, documented evaluation once per year.
 - 2. **Ongoing Feedback:** Supervisors and employees are encouraged to maintain open communication year-round to address successes, challenges, and development needs in real time.
- B. This approach ensures employees understand expectations, successes, and opportunities for improvement in real-time, rather than waiting for annual reviews.

3. Performance Review Process

A. **Formal Annual Performance Review**

Each employee will participate in a documented, in-person performance review annually. The review will include:

- 1. **Assessment of Prior Year Performance**
Review accomplishments, progress toward goals, and areas for development.
- 2. **Goal Setting for the Upcoming Year**
Establish clear, measurable, and aligned objectives that support department and City-wide strategies.
- 3. **Two-Way Feedback**



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Employees may share their perspective on challenges, opportunities, and future expectations.

B. **Ongoing Feedback & Coaching**

Supervisors are encouraged to provide continuous, real-time feedback rather than relying solely on annual reviews. This includes:

1. Recognizing exceptional performance
2. Addressing concerns promptly
3. Adjusting goals and expectations when priorities change

4. **Measurement of Employee Performance**

- A. The City rating scale for performance is a numerical rating used whereby employees are assigned a score in each performance review category. When averaged, the accumulated score will provide an overall numerical score. These scores will then be utilized in the determination of next steps for the employee, following the formal review.
- B. Possible outcomes tied to the performance review process include:
 1. In the case of exemplary employees, who are consistently performing at or above expectations, compensation increases may be recommended as a result of exemplary performance.
 2. A increases will be tied directly to the employee's numerical performance score, with a mid-range score of three (3) eligible for a single step increase, and a higher than mid-range score of four (4) or five (5) eligible for a two-step increase, after review and concurrence of senior leadership.
 3. Allowable increases to non-graded positions will be based upon a percentage.
 4. In the case of employees who are performing at consistently satisfactory levels, but not exemplary, additional development opportunities may be offered, to broaden skills and increase the professional value of the employee's role.
 5. In the case of employees performing below expectations, various employee improvement strategies may be implemented, including remedial retraining, formal performance improvement plans, or disciplinary action up to or including termination.
- C. Due to the range of possible outcomes within the performance review process, management must be deliberate and thoughtful in arriving at performance metrics, and in the ratings assigned to each employee in their various categories of evaluation.
- D. Fair and unbiased rating is critical to the success of the City's performance appraisal process, and any appearance of bias will not be tolerated. To ensure this, complete performance reviews will be subject to review and approval by departmental senior leadership before codification into the employee's personnel record. A Standard Operating Procedure (SOP) designed to support and offer clarity to the City's Performance Review Policy, including the authorization and approval process for completed reviews, has been developed, and should be closely adhered to by all supervisory staff tasked with conducting reviews.
- E. Rating Scale Criterion (numbered in order of score)
 5. Outstanding (O - 5)- Performance far exceeds expectations of this position.
 1. Employee clearly and consistently exceeded the job standards
 2. Exceptional performance and effort was the employee's norm
 3. Employee achieved results well beyond expectations
 4. Employee contributed unique, innovative and workable solutions to projects and/or problems
 4. Above Satisfactory (AS - 4)- Performance exceeds expectations of this position.
 1. Employee periodically exceeded the job standards



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2. Employee achieved results above expectations
3. Employee showed exceptional performance and effort from time to time
4. Performance is sustained and uniformly high with thorough and on time results.
3. Satisfactory (S - 3)- Performance meets expectations of this position.
 1. Employee consistently met the job standards
 2. Results were timely and accurate and were produced with minimum supervision
 3. Employee recognized and adjusted well to changes in work situations and assignments
 4. Solid, good performance was the employee's norm
2. Requires Improvement (RI - 2)- Performance requires improvement.

Performance needs improvement in areas of consistent weakness
1. Unsatisfactory (U - 1)- Performance is not acceptable.
 1. Employee did not consistently meet the job standards,
 2. Employee requires close supervision to meet expectations,
 3. If employee fails to improve, corrective action may be recommended

(N/A) Not Applicable- Does not pertain to employee's job description.

5. **Performance-Based Compensation Strategy**

The City has determined that a critical method of recognizing and rewarding successful employee performance is to link employees' compensation level directly to their performance as documented through the periodic review process. The City will implement a process by which employees' access to step increases or other increases in compensation will be connected directly to the numerical score received on their annual performance review.

6. **Goal-Setting Guidelines**

A. **Employee goals should be SMART:**

1. Specific – Clearly defined and actionable.
2. Measurable – Progress can be tracked using defined metrics.
3. Achievable – Realistic but challenging enough to promote growth.
4. Relevant – Aligned with departmental and City-wide objectives.
5. Time-Bound – Include clear timelines and milestones.

B. **Types of goals may include:**

1. Job Description / Role-Based Goals – Ongoing expectations tied to core responsibilities.
2. Project-Based Goals – Temporary objectives tied to key initiatives.
3. Behavioral Goals – Expectations regarding workplace conduct and collaboration.
4. Stretch Goals – Ambitious objectives designed to challenge high-performing employees.

C. **Alignment with City Strategy:** Goals should support the department's objectives and the City's broader strategic mission.

D. **Participative Development:** Goals are jointly developed by the supervisor and employee to ensure mutual understanding and buy-in.

E. **Flexibility:** Goals may be updated mid-year as priorities and working conditions evolve.

7. **Budgetary Responsibilities and Considerations**

- A. Department directors are responsible for the budgetary management of their positions and human capital.
- B. The Finance Department will designate a budget allocation to departments in consideration of expenses such as attrition and compensation increases in the fiscal year, annually. It is expected that performance



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evaluations, as well as any compensation adjustment requests, will be conducted subsequent to the approval of the budget.

- C. Additionally, when budgets are limited, directors are expected to consider impact and value to operations, in addition to budgetary limitations to provide compensation increase opportunity equitably among staff.

8. **Compliance**

- A. Supervisors are required to complete all performance reviews accurately, fairly, and on time. Failure to comply with this policy, including neglecting to conduct reviews or demonstrating bias, may result in:
 - 1. Coaching and retraining performance management practices.
 - 2. Formal corrective action, up to and including disciplinary measures.

- B. The Department of People and Culture will oversee enforcement of this policy, including:
 - 1. Monitoring completion rates and quality of performance reviews.
 - 2. Reviewing complaints regarding bias, retaliation, or procedural violations.
 - 3. Taking appropriate action against supervisors or employees who fail to comply.

Related Policies:

Ethics Guide

Discipline Policy

Other Related Information:

Annual Performance Evaluation Form

Performance Improvement Plan



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3.12 CITY HALL EMPLOYEE PARKING POLICY

Purpose

This policy is to provide clarity to the standards of parking for employees of the City and ensure that public parking spaces near City Hall and other municipal buildings remain available for constituents, visitors, and members of the public conducting business with the City.

Scope

This policy applies to all employees, interns, fellows, volunteers, board members and contracted employees of the City of Providence.

Policy

Employees are expected to utilize designated employee parking areas or other authorized locations to avoid occupying spaces intended for public use. This applies to employees whose primary work location is City Hall, as well as every other municipal building.

1. Prohibited Parking

- A. City employees are not permitted to park personal vehicles in the following areas while conducting City business or during work hours:
 1. Metered parking spaces located near City Hall or other municipal facilities.
 2. Public parking spaces intended for residents, visitors, and individuals conducting business with the City.
 3. Designated parking spaces reserved for the Mayor, senior administration staff, City Council, and City Council senior staff.
 4. Any spaces specifically reserved for public use, handicapped parking (unless authorized by their own handicapped placard), or other designated purposes.
- B. Employees should use designated employee parking lots or other authorized parking areas as instructed by the City.
- C. Any vehicle parked in violation of these regulations may be subject to fines or towing at the owner's expense.

2. Exceptions

- A. Exceptions may be granted **only** when:
 1. A specific business-related need requires temporary use of a metered or public parking space, **and**
 2. Prior approval is obtained from the employee's department director or their designee. In such cases, temporary parking may be permitted if available.

3. Parking Pass

- A. All employees eligible for a parking pass will obtain one from their department in collaboration with the Purchasing Department.
- B. The City may utilize vendor parking lots such as UPP Rhode Island, LLC (Civic Center Garage) or other locations as a designated parking area for employees, with approval by their department director or their designee.
 1. Such passes are authorized by and at the discretion of the department director
 2. Passes are limited to the amount allowed per the department's budget



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3. Employees will need to be able to verify their eligibility to drive and vehicle as their primary modern of transportation to and from work
4. Purchasing maintains the Civic Garage Parking Registration Form which will need to be completed if parking at the Civic Center Garage.
- C. Employees eligible for a parking pass may utilize alternative parking and seek reimbursement up to the value of the applicable parking pass amount of the Civic Center Garage.
 1. See the Parking Reimbursement Policy for further information.
4. **Compliance**
 - A. Failure to comply with this policy undermines public access to City services and will not be tolerated. Employees who park in prohibited areas, including metered or public spaces near City Hall or other municipal buildings in violation of this policy, will be subject to progressive disciplinary action.
 - B. Additionally, employees will be personally responsible for any parking tickets, fines, or towing fees incurred as a result of parking in unauthorized areas. The City will not reimburse these expenses.

Related Policies:

Parking Reimbursement Policy

Vehicle Use Policy

Vehicle / Equipment Incident Report Policy

Driver's License Verification

Other Related Information:

Civic Garage Parking Registration Form



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3.13 PARKING REIMBURSEMENT POLICY

Purpose

The Parking Reimbursement Policy is intended to establish clear guidelines and procedures for the reimbursement of parking expenses incurred by City of Providence staff authorized to use a City-issued parking pass. By designating UPP Rhode Island, LLC (Civic Center Garage) as the primary parking vendor and allowing for reimbursement of alternative parking options utilized by authorized City employees. This policy aims to ensure equitable and efficient management of parking costs while promoting compliance with established reimbursement protocols. The policy seeks to facilitate financial accountability, support employee parking needs, and maintain consistency in the administration of parking-related benefits.

Scope

This policy applies to all employees of the City of Providence who are authorized to have a City-issued parking pass. This includes management and non-union personnel.

Policy

1. Parking Designation and General Allowance

- A. As of July 2024, the City of Providence has designated UPP Rhode Island, LLC (Civic Center Garage) at 165 Washington Street as its primary parking vendor for staff authorized to have a city-issued parking pass.
- B. To provide access to this benefit for employees who choose not to park at this location, the City will reimburse employees for costs incurred while parking at another location, up to the amount equivalent to a monthly pass at the designated garage.
- C. If employees choose to utilize an alternative parking vendor or location, they may now be reimbursed up to the cost of a monthly Civic Center Garage pass.
- D. Employees will be responsible for covering any cost differences between the Civic Center Garage and the alternative vendor.

2. Authorized Parking Vendors:

The Civic Center Garage, managed by UPP Rhode Island, LLC, located at 165 Washington Street, is the designated parking vendor for which the City will directly reimburse parking expenses.

3. Reimbursement Procedure:

- A. Employees authorized to receive parking reimbursement must obtain approval from their respective department directors.
- B. Employees using Biltmore Garage, or any other approved vendor will be reimbursed up to the cost of a Civic Center Garage monthly pass and must cover any additional costs themselves.
- C. To receive reimbursement, employees must submit all required documentation, including invoices and receipts, in accordance with the City's reimbursement protocols and practices.
- D. The City will not cover the cost for parking tickets, fines or towing fees.

4. Submission and Documentation:

- A. Employees must submit a copy of their parking bill or invoice to the Finance Department on at least a monthly basis.



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- B. Invoices and receipts must include:
 - 1. Employee's name
 - 2. Parking location
 - 3. Billing period
 - 4. Amount due
 - C. Employees must obtain their director's signature on the invoice and indicate the amount of reimbursement the employee is entitled to based on the cost of what their monthly pass would have been for the civic garage.
 - D. Failure to provide complete and accurate documentation may result in denial of reimbursement.
5. **Payroll Deduction Setup**
- A. Upon receipt of the parking bill, the Finance Department will process the request and set up the cost of parking as a payroll deduction. The deduction will be for the total amount of parking minus the cost of the reimbursement that would be issued.
 - B. Payroll deductions will continue automatically each pay period unless:
 - 1. The employee submits a written request to cancel or modify the deduction, or
 - 2. The Finance Department is notified of a change in parking arrangements.
6. **Pass Usage Restrictions**
- To ensure compliance and fairness in the administration of parking benefits, employees are strictly prohibited from sharing parking passes or allowing multiple users per pass. Each parking pass is assigned to an individual employee and is intended for their exclusive use only.
7. **Taxability**
- A. In accordance with Internal Revenue Service (IRS) regulations, employer-provided parking benefits of up to \$325.00 per month is considered non-taxable for the employee.
 - B. Any amount above \$325.00 per month will be treated as taxable income and reported accordingly.
 - C. Employees are responsible for understanding any tax implications if their monthly parking costs exceed the non-taxable limit.
8. **Compliance**
- A. Employees are expected to adhere to the reimbursement procedures and requirements. Non-compliance may result in denial of reimbursement and the possibility of revoking parking privileges.
 - B. Sharing passes or using another employee's pass may result in the revocation of parking privileges and may disqualify the employee from future reimbursement eligibility. Misuse of parking passes may also be subject to disciplinary action in accordance with City policy.



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3.14 PROVISIONAL APPOINTMENTS

Purpose

The purpose of the following is to provide the City of Providence the ability to maintain continuity of operations by allowing the temporarily appointment of an employee into a non-union position in an acting or provisional capacity when a vacancy or absence occurs. The purpose of making a provisional appointment is to allow the City to immediately fill a position while going through the normal process of hiring to fill the position.

Scope

This policy applies exclusively to non-union municipal positions. Unionized (classified) positions are governed by applicable collective bargaining agreements and are not subject to this policy.

Nothing in this policy shall supersede, modify, or diminish any rights, benefits, or obligations contained within applicable collective bargaining agreements (CBAs) or laws. In the event of a conflict, between this policy and a CBA, the CBA shall prevail for covered employees. For all other employees not covered by a CBA, this policy shall govern.

Policy

1. Authority to Appoint

An appointee from the Mayor's Office, City Council's Office or Chief People Officer (CPO) may authorize an acting appointment when:

- A. A non-union position becomes vacant due to resignation, termination, leave of absence, or other personnel movement.
- B. There is a need to ensure leadership, continuity, or operational function in the interim.
- C. The appointee possesses the qualifications and experience necessary to perform the duties of the role.

2. Recruitment

The Department of People and Culture - Talent will normally publicize a provisional opportunity using the established methods:

- A. posting a job announcement,
- B. including job advertisement on the City job posting website, Indeed, LinkedIn, the Rhode Island League of Cities and Towns, the Brown Server listings
- C. advertising to any specialized websites the department requests.

There may be instances, however, where recruitment is not conducted because of the specialized nature of the position, the degree of urgency, and the availability of one or more qualified internal candidates.

3. Duration of Appointments

Each provisional appointment shall include a limit date of 90 days. If a hire is not established after 90 days, the provisional appointment shall end, and the provisional employee shall be returned to his or her former position.

4. Compensation and Benefits



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- A. An employee appointed to an acting role may receive additional compensation determined by the department director in par with the pay scale of the acting position and approval through the status change process including the Finance Department and Mayors Office.
- B. Benefits and leave accruals will continue under the employee's primary position unless otherwise specified in an agreement.

5. **Conditions of Employment**

- A. Acting appointments do not guarantee permanent placement in the role. Individuals must still apply, compete, and be selected for any permanent appointment through the standard hiring process.
- B. Time served in an acting capacity may be considered experience when evaluating future applications.
- C. Acting appointments may be terminated at any time by the Mayor, Mayor's designee or the CPO, with or without cause, and without right to appeal, provided the employee returns to their permanent position.

6. **Double-Filling of Positions**

- A. In accordance with City Ordinance, double filling of positions is generally prohibited.
- B. An acting appointment may only be made to a vacant, funded position with no incumbent employee actively holding or assigned to that position. If the appointee currently holds another position, that position must be considered vacant and unavailable for reassignment during the acting appointment, and staffing plans must be adjusted accordingly.
- C. Exceptions are limited for circumstances regarding continuity of operations in service to the City during the duration of the incumbent's authorized leave of absence and with the approval of the Chief People Officer and Director of Finance.

7. **Compliance**

Department Directors or appointing authorities who violate the provisions of this policy, including the prohibition of double-filling, may be subject to administrative review or disciplinary action.

Related Policies:

Job Request and Modification Policy

Hiring Policy



Section 4 – Time, Pay, & Work Schedules



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4.1 ATTENDANCE NOTIFICATION POLICY

Purpose

The purpose of this Attendance Notification Policy is to ensure that all employees of the Municipality of the City of Providence understand the expectations for regular attendance and the procedure for notifying the supervisors of absences, and the proper utilization of sick time. Regular attendance is crucial to the operation of the City and ensures that the services the City provides to the community are not disrupted and promotes a professional and productive work environment.

Scope

This policy applies to all full-time, part-time, temporary, including interns, volunteers, fellows, and contract employees of the City of Providence.

Nothing in this policy shall supersede, modify, or diminish any rights, benefits, or obligations contained within applicable collective bargaining agreements (CBAs) or laws. In the event of a conflict, between this policy and a CBA, the CBA shall prevail for covered employees. For all other employees not covered by a CBA, this policy shall govern.

Definitions

No Call No Show: Employees must report all absences directly to their supervisor on each day of absence (unless the employee has an approved continuous leave documented by the Department of People and Culture), as per established departmental procedures. Employees who do not call out within one (1) hour of their start time will be marked as an unscheduled absence (no call, no show). Proper reporting is a necessity but does not mean approval to be absent or that discipline will not be applied.

Job Abandonment: If an employee is absent from their scheduled work for a period of three (3) or more consecutive working days without notifying their supervisor and does not provide a satisfactory reason for their failure to notify, they will be deemed to have abandoned their employment and may be terminated.

Lateness: the employee must contact their supervisor to report their inability to be on time, give the reason for the delay and the estimated time of arrival. When the employee is delayed on the way to work, they should report directly to their supervisor on arrival at work. Proper reporting does not mean approval of the lateness or that discipline will not be applied.

Leaving Early: When an employee needs to leave before the end of a scheduled workday, they must report to their supervisor and give the reason for the need to leave early. The expectation is that employees will not make excessive requests to leave early. Supervisors may not approve of leaving early in every circumstance or that discipline will not be applied.

Excused Absence: An excused absence is an absence that is authorized and approved by the employee's supervisor or the Department of People and Culture when proper notification has been given, for reasons such as illness, personal emergency, family responsibilities, or accrued time off/ approved leave (e.g., vacation, bereavement leave, jury duty or FMLA/ other City Leave).

Tardiness: Tardiness is the failure to report to the designated work location and be ready to work at the start time or returning late from breaks or lunches without prior approval.

Unexcused Absence: An unexcused absence is an absence that occurs without prior authorization from the employee's supervisor or Human Resources, the employee does not meet the criteria for an excused absence, or the employee does not have sufficient accrued time off/ approved leave.

Unscheduled Absence: An unscheduled absence is when an employee does not report to work within one (1) hour of their designated scheduled start time (no call, now show). This definition is subject to exceptions under FMLA, ADA and other applicable laws for leaves/accommodations.



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Policy

To ensure that the City of Providence provides appropriate and timely services to constituents and fellow municipal employees, it is the responsibility of every employee of the City of Providence to report to work every day as scheduled, unless a valid reason for absence is provided in advance or in accordance with applicable policies, laws or agreements (e.g., sick leave, vacation, jury duty). Regular and punctual attendance is essential for the effective operation of City services.

1. **Attendance Expectations:**

- A. Employees are expected to arrive for their scheduled shifts on time and prepared to begin working. Employees are also expected to remain at work for the entirety of their scheduled shift.
- B. In any case where an employee may be unable to report to work, they must make every reasonable effort to contact their department before the scheduled start of their shift to notify their supervisor of their absence or tardiness in accordance with the standards of the department.
- C. Employees must contact their supervisor or department director directly, in accordance with the procedures provided by the department.
- D. Employees should provide the following information:
 1. Reason for the absence (e.g., illness, personal emergency, family emergency, etc.).
 2. Expected duration of the absence (if known).
 3. Any relevant details to ensure proper coverage or reassignments.
- D. Employees must remain at work for the full duration of their scheduled shifts unless pre-approved time off is granted, or for illness or emergencies during the workday, employees will need to inform their supervisor immediately prior to leaving their scheduled shift, or as soon as practical.

2. **No-Call, No-Show and Job Abandonment**

- A. Failure to report for duty without proper notification is treated as a no-call, no-show absence and may be considered job abandonment or result in other progressive disciplinary action.
- B. In case of emergency or unforeseen circumstances, employees are still expected to notify their supervisor or department as soon as practical.

3. **Documentation:**

For absences due to illness or other medical reasons lasting more than 3 days, employees may be required to provide documentation from a healthcare provider to verify the need for time off. Employees are encouraged to discuss any leave of absence with the Department of People and Culture in advance or as soon as practical if the need for leave is unexpected.

4. **Sick Time**

- A. Sick time accrues at a rate of one (1) day per month and may be discharged on an hourly basis..
- B. For employees represented by a bargaining unit, please refer to the applicable Collective Bargaining Agreement (CBA) for specific terms regarding sick time accrual and utilization.
- C. Employees should request the discharge of their accrued sick time when providing their department with proper notice of their absence from work, as outlined above. It is the employee's responsibility to monitor their balance of accrued sick time.

5. **Excessive Absenteeism**



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- A. Absenteeism not related to approved leaves of absence is considered excessive if it disrupts operations, affects productivity, or leads to frequent absenteeism that may be considered unreasonable by departmental standards. Excessive absenteeism unrelated to an approved leave of absence is defined in the Sick Time Abuse Policy.
- B. For any absences that qualify under the Leave of Absence Policy, employees are encouraged to apply for appropriate leave (e.g., Family and Medical Leave, FMLA, or other qualifying reasons).
- C. Excessive absenteeism may lead to disciplinary action if it continues without a valid or approved reason.

6. **Compliance**

Employees must adhere to the attendance notification as outlined in this policy. Violations of this policy, including failure to notify supervisors as required, frequent tardiness, unauthorized absences will result in progressive disciplinary action, up to and including termination.

Related Policies:

Discipline Policy
Code of Conduct
Timeclock Policy
Attendance Policy
Arrest Notification Policy
Leaves of Absence Policy
Paid Time Off
Non-Union Sick Bank Time Donation Program

Other Related Information:

Local 1033 [Collective Bargaining Agreement](#)



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4.2 TIMECLOCK POLICY

Purpose

The purpose of this policy is to establish clear time clock expectations, ensuring accurate tracking of employee hours worked, including regular hours and overtime. The use of a time clock system is determined by each department director, and it must be consistently applied within each department or a clearly defined division of a department.

Scope

This policy applies to all non-exempt employees of the City of Providence who are required to use a time clock system to record regular and overtime hours worked.

Nothing in this policy shall supersede, modify, or diminish any rights, benefits, or obligations contained within applicable collective bargaining agreements (CBAs) or laws. In the event of a conflict - between this policy and a CBA, the CBA shall prevail for covered employees. For all other employees not covered by a CBA, this policy shall govern.

Policy

Each employee is required to have a record of hours worked which generally meet the standards outlined in the policy herein. In departments using time clocks or a web-based time keeping system, the following regulations will apply:

1. Time Clock Requirements

- A. Employees are required to clock-in at the beginning of their scheduled shift and clock-out at the end of their scheduled shift or assigned overtime. Unauthorized early clock-ins or late clock-outs are not permitted. Consideration will however be given to employees for clock-in and clock-outs that are de-minimis, such as situations of multiple employees utilizing a single available timeclock within a relative fame of time.
- B. Employees must also clock-out and clock back in for lunch breaks, when required by their department. However, employees are not required to clock-in or -out for paid fifteen-minute breaks.
- C. Timekeeping is done using the designated timekeeping method determined by the department director or designee and employees are expected to adhere to those guidelines that the department sets as the standard practice.
- D. Employees are strictly prohibited from clocking in or out for another employee. Each employee must use their own credentials or time information to record their hours.

2. Reporting Missing or Incorrect Clock-in/out

- A. If an employee forgets or is unable to clock-in or -out at the designated times, they must notify their supervisor or another designated department representative as soon as possible to report the omission.
- B. In accordance with departmental procedures, time recorded via time clock and/or timesheets will be considered the worktime an employee is paid, unless otherwise verified by actual time worked when such times conflict. Any adjustments to the recorded time must be approved by the employee's supervisor. Managers will be accountable to their department director for any manual changes submitted.



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- C. Except in emergency circumstances, prior permission to work overtime must be granted by the department director or supervisor.
3. **Departmental Discretion**
- A. Department directors have the discretion to implement additional guidelines for the use of time clocks within their departments, provided these guidelines align with the overall intent of this policy.
 - B. Any department-specific rules must be communicated clearly to employees and applied consistently. Additionally, such rules must comply with the rights and standards of mandatory bargaining if any rule is considered a change in working conditions. Supervisors shall review any department specific rules with the Chief People Officer, prior to implementation.
4. **Compliance**
- A. Tardiness, leaving early without approval from a supervisor or director, failure to clock-in or -out, tampering with the time clock system, or any other violation of this policy will result in disciplinary action. The severity and frequency of infractions, as well as the employee's overall record, will determine the level of discipline applicable in conjunction with the City's Discipline Policy.
 - B. Progressive disciplinary action may include verbal warnings, written warnings, suspension, or termination of employment, depending on the nature and recurrence of the violation.

Related Policies:

Leave of Absence Policy
Discipline Policy
Workplace Theft and Misappropriation
Attendance Notification Policy

Other Related Information:

[Local 1033 Collective Bargaining Agreement](#)



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4.3 SICK TIME ABUSE POLICY

Purpose

The purpose of this policy is to standardize practices and procedures relating to the identification of sick time abuse and to provide guidance on when an employee's sick time usage should be reviewed for potential abuse.

Scope

This policy applies to all full- and part-time employees of the City of Providence.

Nothing in this policy shall supersede, modify, or diminish any rights, benefits, or obligations contained within applicable collective bargaining agreements (CBAs) or laws. In the event of a conflict, between this policy and a CBA, the CBA shall prevail for covered employees. For all other employees not covered by a CBA, this policy shall govern.

Policy

To ensure that the City of Providence provides appropriate and timely service to constituents and fellow municipal employees, it is necessary to have all city employees report to work every day as scheduled.

1. Abuse of Time

- A. The city defines the abuse of sick time as persistent or patterned use of sick time, or excessive use of sick time not associated with an approved leave of absence. Such instances of sick time abuse include but are not limited to the following:
 - 1. Employees who are absent from work for three (3) or more consecutive days, or who discharge three (3) or more full sick days (with or without pay) within a one (1) month period not associated with an approved leave of absence.
 - 2. Employees who discharge sick time on an hourly basis on five (5) or more occasions within a one (1) month period not associated with an approved leave of absence.
 - 3. Employees who exhibit a pattern or trend of sick time use, such as immediately before or after weekends or holidays, to circumvent the denial of vacation time, or any other established pattern of use that is not verified by a healthcare provider or associated with an approved leave of absence.
 - 4. Employees who exhibit a pattern or trend of hourly sick time use, such as for consistent tardiness, consecutive or specific days of the week, or any other established pattern of hourly use that is not verified by a healthcare provider or associated with an approved leave of absence.
 - 5. Employees who do not make good faith efforts to notify their department director or designated supervisor of their need to utilize sick time.
- B. Unless exempted at the discretion of the Chief People Officer, the above guides should be followed in identifying excessive absenteeism and the abuse of sick time.
- C. Departments are responsible for monitoring their employees' use of sick time.

2. Leave of Absence Referral

When applicable, employees who have exhibited sick time abuse or excessive absenteeism for a qualifying leave reason should first be referred to the Department of Human Resources to initiate a leave of absence request and determine their eligibility for leave.

3. Compliance



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- A. Violations of this policy will be subject to progressive disciplinary action, to include a requirement to provide supporting documentation or other reasonable evidence as determined by the Chief People Officer in connection with the use of sick time for a period of three (3) months following the applied discipline.
- B. Repeated or severe violations will result in further progressive disciplinary action, up to and including suspension or termination.

Related Policies:

Discipline Policy

Code of Conduct

Workplace Theft and Misappropriation Policy

Attendance Notification Policy

Leaves of Absence Policy

Other Related Information:

[Local 1033 Collective Bargaining Agreement](#)



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4.4 TELECOMMUTING POLICY

Purpose

The City of Providence seeks to continue to allow employee participation in telecommuting practices to the extent that they maintain or improve organizational performance without impacting the performance of individual employees. It is also the city's intention to remain competitive in attracting qualified talent in an environment where candidates are expecting flexibility in the ability to work remotely for at least part of their work week. To this end, the following policy has been developed, to guide management in determining which roles will be allowed to telecommute for a portion of their working hours, and how much in-office time will be required.

Scope

This policy applies solely to non-union City of Providence employees and City employees represented by Local Union 1033.

Policy

Telecommuting allows employees to work at home, on the road or in a satellite location for part of their workweek. The City of Providence considers telecommuting to be a viable, flexible work option when both the employee and the job are suited to such an arrangement. Telecommuting may be appropriate for some employees and jobs but not for others. Telecommuting is not an entitlement, it is not a companywide benefit, and it in no way changes the terms and conditions of employment with The City of Providence.

1. General Standards

- A. Department directors shall have discretion, based upon operational feasibility, regarding which staff is granted the ability to telecommute, which shall be periodically submitted to the Department of People and Culture (DPC) for review, and updated as needed.
- B. Directors are responsible for providing telecommuting employees with the same level of guidance, support, and supervision as when employees are not telecommuting.
- C. Employees are required to work three (3) consecutive days in person, with up to two (2) days of remote flexibility.
- D. Remote work will not be on a set schedule and should not be deployed on Monday or Friday whenever possible.

2. Eligibility for Telecommuting

- A. Whether the position or person is suitable for remote work is based on the nature of the job duties, employee readiness for telework, and/or manager and team readiness for telework. Determinations are at the director's discretion and should be made thoughtfully, not based on any one factor alone (cost savings, employee preference, etc.). A position(s) suitable for telework is one that has responsibilities that can be conducted through telework, using basic telecommunications technology at home without affecting service quality or organizational operations.
- B. Some employees, not otherwise eligible for regular weekly telecommuting hours, may be allowed to telecommute on a task-based basis, for particular projects, and under particular circumstances determined by department management. In these cases, the employee will be equipped with all tools and materials required to complete the assigned task and will be required to provide documentation of completion of the assigned work at the completion of their telecommuting period.



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- C. Employees with roles that do not allow telecommuting will not be permitted to do so and are required to physically report to their work locations on their regularly assigned schedule. These may include, but are not limited to:
 - 1. employees responsible for daily direct interaction with and service of constituents
 - 2. those responsible for maintaining the condition of city streets and infrastructure
 - 3. those required to clean and maintain the condition of city facilities

3. Authorization and Oversight

- A. Telecommuting employees must receive approval from their supervisor in advance before the remote day. Additional flexibility for emergencies is allowed at the supervisor's direction.
- B. Remote work should be added to your calendar with the hours of remote work clearly indicated.
- C. Employees participating in remote work must share their full calendar with their supervisor and team members per remote work best practices.
- D. In instances where remote work is preplanned, employees should ensure they don't have any in-person meetings scheduled.
- E. Employees are expected to complete all basic job functions in addition to assigned tasks and work while telecommuting. Telecommuting employees are expected to report on their productivity and performance to the satisfaction of their supervisor and may be required to provide proof that assigned projects and tasks have been completed in a timely fashion.
- F. Determining the degree to which the telecommuting employee is meeting accountability benchmarks in their productivity and effectiveness is at the manager's sole discretion. Managers may require telecommuting employees to prepare a written report on tasks completed, schedule mandatory time during which to perform specific tasks (e.g., callbacks, form processing), mandate employee attendance at check in calls or virtual meetings, and institute other reporting requirements as deemed appropriate by the supervisor in consultation with the Department of People and Culture.
- G. Employees are required to strictly comply with all City and department policies while telecommuting. Employees engaging in telecommuting activities are expected to be compliant with the City of Providence's Information Technology Policy when working remotely.
- H. All work products produced while telecommuting is the property of the City of Providence, and such work must not be stored on a personal device or software account.
- I. All requests for equipment, software, and systems access related to telecommuting should be addressed to the City of Providence's Information Technology Department by the department director.

4. Safety and Workers' Compensation

- A. The employee will continue to have statutory workers' compensation insurance coverage while telecommuting for any injury that arises directly out of, and while performing City-approved work during the defined work period.
- B. An employee who sustains a work-related injury must report it immediately to the supervisor and other designated officials responsible for workers' compensation claims.
- C. The City has the right to inspect the site of the injury if a work-related injury is reported.

5. Additional Notes

- A. Employees remain responsible for compliance with all applicable laws, regulations, ordinances, and policies while telecommuting, just as they would during regular work hours at their permanent work site. The



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telecommuting employee must perform at the same level of productivity they achieve on a regular workday to be compensated for their time with regular hours.

- B. Telecommuting may not be substituted for circumstances in which the employee would otherwise be appropriately discharging sick, vacation, or floating holiday time.
- C. A periodic report including objectives achieved may be required of any employee performing remote work. The department director will determine the value, validity, and acceptability of the work product detailed in that report.

6. **Additional Guidance on Supervising Telecommuting Employees:**

- A. Review this policy with the telecommuting employee.
- B. Before an employee begins telecommuting, the supervisor must ensure that they have the necessary equipment, software, and instruction from the Information Technology Department to safely access their city account and shared drives via the city's virtual private network (VPN).
- C. It is important to review with the employee all objectives which will be expected to be achieved as a result of telecommuting, and benchmarks which must be achieved.
- D. Communication is critical in a telecommuting scenario. The supervisor must periodically review the effectiveness of telecommuting with the employee, and set realistic measurable expectations, which are clearly communicated to the employee.
- E. The DPC is always available to brainstorm strategies for improving productivity for telecommuting employees.

7. **Guidance to Employees:**

- A. Review this policy in its entirety and ensure that you understand all provisions. If you require additional context or clarification, ask.
- B. Before telecommuting, ensure all necessary technology to perform duties is available. Advise your department director and the IT Department in advance of telecommuting activity needs.
- C. Ensure you have a clear understanding of management's expectations and objectives while you are telecommuting.
- D. Do not store any city documents on personal devices, software, or accounts.
- E. When telecommuting, you are expected to be immediately accessible during scheduled work hours.
- F. Consult with your direct supervisor if telecommuting becomes a challenge to your productivity.

8. **Mandatory Telecommuting During Weather, Public Health, or Other Emergencies**

- A. The Chief People Officer, in consultation with City officials and all relevant parties, may determine that employees are required to perform their job functions remotely during periods of weather emergency, public health emergency, or other unforeseen contingencies. Telecommuting in this circumstance is involuntary and is necessary to ensure continuity of city operations in the event of a prolonged emergency event.
- B. Accordingly, any employees refusing to telecommute when required to do so may be subject to progressive disciplinary action, up to and including termination.
- C. Unproductive or ineffective use of telecommuting time may result in progressive disciplinary action, and the employee may additionally be required to deduct vacation, floating holiday, or personal time, if it is determined that they are abusing their telecommuting privileges. Multiple infractions or abuse of this policy could result in the revocation of telecommuting privileges and disciplinary action up to and including termination.



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Related Policies:

Information and Security Systems Policy

Code of Conduct

Ethics Guide

Discipline Policy

Laptop Computer and Mobile Device Policy

Timeclock Policy

Other Related Information:

Local 1033 [Collective Bargaining Agreement](#)



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4.5 OUT OF RANK COMPENSATION POLICY

Purpose

The purpose of this policy is to establish consistent guidelines for providing additional compensation to City employees who are temporarily assigned to perform the full duties and responsibilities of a higher-ranking position on an acting or interim basis.

Scope

This policy applies to all union-represented employees of the City of Providence, including employees of the Providence Water Supply Board and civilian employees within the Providence Public Safety Departments.

Nothing in this policy shall supersede, modify, or diminish any rights, benefits, or obligations contained within applicable collective bargaining agreements (CBAs) or laws. In the event of a conflict between this policy and a CBA, the CBA shall prevail for covered employees. For all other employees not covered by a CBA, this policy shall govern.

Policy

1. Policy Statement

- A. When a bargaining unit employee is temporarily assigned to work in an out-of-rank position that is, a position with different scheduled working hours and/or a different compensation class they shall assume the scheduled working hours, and salary associated with the out-of-rank position for the full duration of the assignment.
- B. Upon returning to their regular position, the employee's scheduled working hours and salary shall revert to those that are appropriate for their original position.

2. Eligibility Criteria

Employees may be eligible for out-of-rank compensation when all the following conditions are met:

- A. The employee is formally assigned in writing by the department director to perform the duties of a higher classification.
- B. The assignment lasts a minimum of one full workday.
- C. The employee assumes the full scope of duties and responsibilities associated with the higher classification.
- D. The higher-level position is vacant due to leave, vacancy, or other approved reason.

3. Compensation

- A. Employees working out of rank shall be paid at the salary rate established for the position they are temporarily filling, paid at the rate established for the position at the first step that provides at least a 3% increase.
- B. It is the rate of the position, not the rate the current employee makes, that determines the applicable compensation during the out-of-rank assignment.
- C. Compensation shall begin on the first full day of the out-of-rank assignment and continue through the end of the assignment.
- D. Employees shall follow the scheduled hours of the out-of-rank position, including any variations in shift times, weekend work, or overtime eligibility.



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4. **Reversion to Regular Position**

When the out-of-rank assignment concludes, the employee shall immediately return to the scheduled hours, and salary associated with their regular classification. No ongoing compensation or schedule changes will remain in effect after the end of the temporary assignment.

5. **Compliance**

- A. Failure to adhere to the provisions of this policy may result in corrective action in accordance with City personnel policies, collective bargaining agreements, and applicable law; including but not limited to:
 - 1. Reversal of unauthorized out-of-rank assignments
 - 2. Repayment of improperly issued compensation
- B. The Department of People and Culture shall monitor compliance with this policy and may conduct periodic audits of out-of-rank assignments to ensure consistent application and prevent misuse. Any discrepancies or violations identified through audits or employee complaints will be investigated and addressed promptly.

Other Related Information:

[Local 1033 Collective Bargaining Agreement](#)



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4.6 LEAVE OF ABSENCE POLICY

Purpose

This policy outlines the provisions under which employees of the City of Providence, may request and take a leave of absence, paid or unpaid, for personal, medical, or other qualifying reasons. It ensures compliance with federal and state laws and supports employees' well-being while maintaining the continuity of operations.

Scope

This policy applies to all regular full-time and part-time employees of the City of Providence, excluding temporary and seasonal employees unless otherwise specified by Collective Bargaining Agreements or applicable law.

Nothing in this policy shall supersede, modify, or diminish any rights, benefits, or obligations contained within applicable collective bargaining agreements (CBAs) or laws. In the event of a conflict between this policy and a CBA, the CBA shall prevail for covered employees. For all other employees not covered by a CBA, this policy shall govern.

Definitions

Family and Medical Leave Act (FMLA): A federal law that provides eligible employees with up to 12 weeks of unpaid, job-protected leave per 12-month period for qualifying family and medical reasons, including serious health conditions, parental bonding, and military-related needs. FMLA ensures continuation of group health insurance and protects the employee's job upon return from leave.

Rhode Island Parental and Family Medical Leave Act (RIPFMLA): A state law that provides eligible employees up to 13 weeks of job-protected leave in any consecutive 24-month period for family or medical reasons, including serious illness, parental bonding, and qualifying school activities.

Military Leave: Leave provided under the federal Uniformed Services Employment and Reemployment Rights Act (USERRA), which entitles employees to unpaid or partially paid leave for active duty, training, or other military obligations. Employees are also eligible for up to 15 days of fully paid military leave annually.

Serious Health Condition: Under the FMLA, this is as an illness, injury, impairment, or a physical or mental condition that involves inpatient care or continuing treatment by a healthcare provider.

Serious Illness: Under the RIPFMLA, this is a disabling physical or mental illness, injury, impairment or condition that involves inpatient care in a hospital, nursing home or hospice, or outpatient care requiring continuous treatment or supervision by a healthcare provider.

Policy

1. General Standards

- A. The City of Providence administers several leave policies with differing eligibility criteria and certification requirements. A leave of absence is an employment status for an employee who is approved for extended time away from work for medical or personal reasons.
- B. Requests for a leave of absence are required to be submitted when a medical or personal absence is expected to last more than five (5) business days.
- C. Leaves of absence may be approved under one of the following policies, or under multiple leave policies concurrently when applicable:
 1. Family and Medical Leave Act (FMLA)
 2. Rhode Island Parental and Family Medical Leave Act (RIPFMLA)
 3. Paid Parental Leave
 4. Sick Leave Extension
 5. General Leave of Absence



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6. Military Leave in accordance with USERRA

2. **Leave Administration**

A. **Information Resources**

Leaves of absence are administered by the City of Providence's Department of People and Culture (DPC). This policy, necessary forms, and other information regarding the leaves of absence available to City employees can be found on the [Department of People and Culture's website](#). Employees may also contact the DPC directly at hr@providenceri.gov to obtain information.

B. **Administration Process**

1. Employees must provide thirty (30) days' advance notice of the need for a leave of absence. If an employee fails to provide thirty (30) days' notice of foreseeable leave with no reasonable excuse, leave may be denied. If the need for leave is unexpected or unforeseen, an employee should provide notice within two (2) business days.
2. Employees can apply for leave with this [request form](#).
3. Upon receiving the request for a leave of absence, the Leave Administrator will review the request and respond notifying the employee of their eligibility for leave under the applicable law or policy.
4. Employees who are eligible for a leave of absence will be provided with the appropriate form with which to certify their need for leave. The required documentation must be returned to the DPC within fifteen (15) calendar days, or the request for leave may be denied.
5. Upon receipt of the completed form, employees will be informed whether their request for leave has been approved or denied, whether additional information or clarification is needed, the duration of their leave in the case of an approval, and whether they will be required to present a fitness for duty certification prior to returning to work.
6. Please note that all absences by employees that qualify for the Family and Medical Leave Act, or the Rhode Island Parental and Family Medical Leave Act shall be designated as such even if the employee does not request such leave.

3. **Family and Medical Leave Act (FMLA):**

- A. The Family and Medical Leave Act (FMLA) is a federal law that provides employees with the right to an unpaid leave of absence in certain circumstances, and to be reinstated to their position, or an equivalent position at the conclusion of their FMLA protected leave of absence. Under the FMLA, employees may be entitled to up to twelve (12) weeks of unpaid, job protected leave during a twelve (12) month period. FMLA leave will run concurrently with other leave policies or workers' compensation benefits, as applicable.
- B. To be eligible for leave under the FMLA, employees must meet the following criteria:
 1. Have been employed by the City for at least twelve (12) months.
 2. Have worked at least 1,250 hours in the previous twelve (12) months prior to the start of the requested leave.
- C. To qualify for leave as FMLA under this policy, the leave request must be for one of the following reasons:
 1. An employee's own serious health condition.
 2. To care for an immediate family member's serious health condition.
 1. An immediate family member is defined as a parent, spouse, or child.
 3. The birth, adoption, or foster placement of a child in the employee's home, within one (1) year of the qualifying event.
 4. Any qualifying exigency arising out of the fact that the employee's son, daughter, or parent is a service member on covered active duty or call to covered duty status.



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- D. Employees who meet the above criteria may apply for up to twelve (12) consecutive weeks of FMLA protected leave, or alternatively may apply for intermittent leave, at a frequency and duration specified by their health care provider in writing.
- E. When the need for leave is foreseeable, the employee must provide the City with thirty (30) days advance notice of the need to take FMLA leave, when it is possible and practical to do so. When the need for leave is unexpected, the employee must provide notice within two (2) business days.
- F. Each request for leave under the FMLA will require that the employee provide a Certification of Health Care Provider Form, fully executed by the employee's treating health care provider, or that of a family member for whom the employee will be providing care. Incomplete certifications will be returned to the employee and leave approval will not be granted until completed.
- G. **Discharge of Accruals**
An employee approved for FMLA protected leave is required to discharge any accrued and available accrued sick time. Once all available sick time has been discharged, the employee may choose whether to discharge available vacation, floating holiday time, or to go unpaid.
- H. FMLA regulations specify that an employer must account for intermittent leave using increments that aren't greater than the shortest amount of time used for other forms of leave (provided that period is no greater than one hour). The lowest time amount for the City of Providence would be 1-hour increments for discharging time. Employees approved for intermittent FMLA leave must use their time in accordance with the frequency and duration certified by their healthcare provider; they may not take more time than what is authorized in the submitted medical certification (HCP form).

4. **Rhode Island Parental and Family Medical Leave Act (RIPFMLA):**

- A. The Rhode Island Parental and Family Medical Leave Act (RIPFMLA) is a state law that provides employees with protections like those of the FMLA, but with some differences in eligibility requirements, qualifying reasons for leave, and entitlement available. Under the RIPFMLA, employees may be eligible for up to thirteen (13) weeks of unpaid, job protected leave during a twenty-four (24) month period. RIPFMLA leave will run concurrently with other leave policies or workers' compensation benefits, as applicable.
- B. To be eligible for protected leave under the RIPFMLA, employees must meet the following criteria:
 - 1. Have been employed by the city for twelve (12) consecutive months.
 - 2. Be a full-time employee that works an average of thirty (30) hours per week.
 - 3. To qualify for leave as RIPFMLA under this policy, the leave request must be for one of the following reasons:
 - 1. An employee's own serious health condition.
 - 2. To care for a family member's serious health condition.
 - 1. A family member is defined as a spouse, qualifying domestic partner, parent, parent-in-law, or child.
 - 3. The birth, adoption, or foster placement of a child in the employee's home within one (1) year of the qualifying event.
 - 4. To attend a child's qualifying school activities.
 - 1. Please note that this leave is limited to ten (10) hours in a twelve (12) month period.
- C. Employees who meet the above criteria may apply for up to thirteen (13) weeks of RIPFMLA protected leave. RIPFMLA does not allow for the use of intermittent or reduced schedule leave; therefore, leave must be taken over a continuous period of time.
- D. Certification requirements of RIPFMLA are the same as FMLA, and if both are applicable, FMLA and RIPFMLA will run concurrently. FMLA and RIPFMLA will also run concurrently with any other applicable leave, policy, or benefit which may be available.
- E. **Discharge of Accruals**



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An employee approved for RIPFMLA protected leave is required to discharge any accrued and available accrued sick time. Once all available sick time has been discharged, the employee may choose whether to discharge available vacation, floating holiday time, or to go unpaid.

5. **Paid Parental Leave:**

A. **Leave Ineligibility**

The Parental Leave Policy does not apply to employees in a temporary position or those represented by the Laborers' Local 1033, the Fraternal Order of Police, Local 799 of the International Association of Fire Fighters, or the PPSD teacher or clerical unions. Employees in these groups should refer to their respective Collective Bargaining Agreements for specific leave provisions. Additionally, certain grant-funded positions may not be eligible for Paid Parental Leave.

B. The City of Providence offers Paid Parental Leave to ensure that eligible new parents who are regular, full-time employees have the opportunity to take up to six (6) weeks of paid leave to accommodate the birth, adoption, or foster placement of a child in their home.

C. To be eligible for Paid Parental Leave, employees must:

1. Be employed as a regular, full-time employee of the City for at least one (1) full year, consisting of twelve (12) consecutive months.
2. Not have utilized any other leave entitlement during the previous twelve (12) months from the leave start date, excluding routine use of vacation, sick, or floating holiday time.
3. Be in good standing with an acceptable performance record, as determined by the Chief People Officer. (See the Appendix below for more information)

D. Employees may request Paid Parental Leave for the following reasons:

1. The birth, adoption, or foster placement of a child in the employee's home, within one (1) year of the qualifying event.

E. Eligible employees may apply for up to six (6) weeks of Paid Parental Leave, which must be taken within twelve (12) months of the date of birth, adoption, or placement. If the employee is eligible for FMLA/RIPFMLA, the Paid Parental Leave will run concurrently with those entitlements.

F. Leave may be requested on a continuous or intermittent basis; however, intermittent bonding leave will only be approved with the explicit written agreement of the employee's department director and the Chief People Officer, including a mutually agreed upon schedule.

G. The employee must apply for Paid Parental Leave at least thirty (30) days in advance of the qualifying event or as soon as reasonably practical.

H. Each request for Paid Parental Leave requires the completion of a Paid Parental Leave Application and the submission of medical or legal documentation certifying the birth or placement of a child in the employee's home.

I. Incomplete applications will be returned, and leave will not be approved until the application is completed and submitted.

J. Employees approved for Paid Parental Leave will retain all accrued paid time off (such as sick, vacation, and floating holiday time). Paid Parental Leave will be provided in addition to any existing leave balances, and employees will not be required to discharge any accrued paid time off before receiving benefits under this policy.

K. Upon expiration of Paid Parental Leave, employees may choose to use their remaining accrued time if they require additional time off, subject to normal leave approval procedures.

6. **Sick Leave Extension (Local 1033):**

A. Any employee represented by the Laborers' Union Local 1033 with at least five (5) years of continuous service, who contracts a serious illness, may be granted, with the approval of the Chief People Officer in consultation with their department director, an extension to their leave of absence, not to exceed ninety



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(90) days after discharge of all accrued paid time off over the full term of their employment with the City of Providence.

- B. Sick leave extensions are granted in thirty (30) working day increments and must be requested using the Sick Leave Extension Application, accompanied by a letter from the employee's treating health care provider stating the time the employee is required to be out of work. Any unused time in the 30 days granted will not be retained for future use. Following review by the employee's department director and the Chief People Officer, employees will receive notification of the decision on their Sick Leave Extension request as outlined above in leave administration.

- C. **Emergency Sick Leave Bank**

In addition to the Sick Leave Extensions Local 1033 Union has an Emergency Sick Leave Bank for once all other leave options have been exhausted.

1. Eligible Local 1033 members may apply for additional paid leave through the Emergency Sick Leave Bank, jointly administered by a Committee appointed by the City of Providence and Local Union 1033.
2. The Committee reviews all written requests and makes final, binding decisions that are not subject to the grievance process.
3. Members with less than five (5) years of seniority may access the Bank if they have contributed, while those with five (5) or more years must first exhaust the ninety (90) days of Sick Leave Extension under Article XIII, Section 2 of the CBA.
4. For more information please see Appendix A of the [CBA](#).

7. **General Leave of Absence:**

- A. Any full-time, regular employee may be granted a leave without pay, not to exceed one (1) year, for reasons of personal illness, disability, or other purpose deemed proper and approved solely at the discretion of the Chief People Officer (CPO). Except for employees on leave due to medical reasons, employees on unpaid leave of any nature shall not accrue sick or vacation time after twenty-six (26) weeks of unpaid leave.
- B. Employees seeking a General Leave of Absence must complete a General Leave of Absence Application and return it to Department of People and Culture (DPC). Employees must also provide appropriate documentation to support the reason for the leave. If the leave is to cover a medical reason, employees are required to attach supporting medical documentation. The employee's director will complete their portion of the application and forward the completed form to DPC for final review, including their recommendation for approval or denial. Employees will then receive notification of the decision on their leave of absence request as outlined above in leave administration.
- C. While on a General Leave of absence employees approved for a General Leave of Absence due to medical reasons are required to discharge all accrued and available paid sick leave prior to going unpaid. After exhausting sick leave, employees may elect to either use accrued vacation, floating holiday time, or transition to unpaid leave.
- D. Employees must indicate their choice regarding the use of additional accrued time on the Leave of Absence Application. Final determination regarding the required use of accrued time rests with the CPO, who may mandate the use of available accruals as appropriate based on operational needs and the nature of the leave.

8. **Military Leave:**

- A. The City of Providence supports employees who serve in the uniformed services and grants military leave in compliance with the Uniformed Services Employment and Reemployment Rights Act (USERRA), applicable Rhode Island state laws, and City Ordinance.



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- B. Military leave is provided to employees who are members of the National Guard or Reserve components of the United States Armed Forces and are called to active duty, scheduled reserve service and temporary training duty.
 - C. Employees are expected to provide written or verbal notice of upcoming military leave to their supervisor and the Department of People and Culture at least two (2) weeks prior to the start of the leave, when practicable. Employees should also submit a copy of their military orders and comply with any standard departmental procedures regarding leave communication.
 - D. Under the City Ordinance, officers and full-time employees ordered to full-time active duty or training by the appropriate military authority are entitled to up to fifteen (15) days of paid military leave per calendar year, during the actual period of such service.
 - E. If military service exceeds fifteen (15) days in a calendar year, the City will continue to support employees financially in accordance with City Ordinance by providing military pay differential. The City will pay the difference between the employee's regular city salary (including longevity and any applicable salary increases during the leave period) and the compensation received from military service, if the city salary is higher.
 - 1. Employees must provide documentation of their military pay, such as a Leave and Earnings Statement (LES) to allow for proper calculation of the differential.
 - F. Upon completion of military service, employees must report back to work or request reinstatement within the timeframes established by USERRA. Employees who return within these timelines will be reinstated to the same or comparable position with the same status, pay, and seniority as if they had not been absent.
 - G. The City strictly prohibits any discrimination or retaliation based on an employee's membership in the uniformed services or their military obligations.
9. **Holiday Pay on Leave**
- A. To be eligible for holiday pay, employees must work at least one day during the week in which the holiday falls or during the prior week. Employees may also be eligible if they utilize accrued vacation time, floating holiday, personal time, or bereavement leave, or jury duty for at least one day during either of those weeks.
 - B. For the purposes of this policy, floating holiday and personal time are treated the same as vacation time.
 - C. Employees who exclusively use accrued sick time during both the holiday week and the entire preceding week will not receive holiday pay, even if the employee is on approved leave, including FMLA/ RIFFMLA leave. In such cases, accrued sick time will be applied in lieu of holiday pay and will be deducted from the employee's accrued sick time balance.
10. **Important Reminder (Order of Discharge)**
- A. Employees on FMLA/RIFFMLA, or other approved leave related to their own health condition must exhaust all accrued sick time before using any other form of paid time off. Once sick time is exhausted, the employee may use other accrued paid leave or convert to unpaid leave status.
 - B. Employees on unpaid leave status for the entire week of the holiday and the entire preceding week are not eligible to receive holiday pay.
 - C. Payments received under the Sick Leave Extension provision of this policy are treated the same as regular sick time for purposes of holiday pay eligibility.
11. **Protection from Discrimination and Retaliation**
- A. The City of Providence strictly prohibits any form of discrimination, interference, or retaliation against employees or applicants related to the use or exercise of leave rights, including those provided under the



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Family and Medical Leave Act (FMLA), Rhode Island Parental and Family Medical Leave Act (RIPFMLA), or any other approved City leave.

- B. Supervisors and managers are prohibited from taking any adverse employment action against an individual because they have exercised, attempted to exercise, or supported the exercise of leave rights. This includes, but is not limited to:
 - 1. Discouraging or deterring employees from using leave.
 - 2. Altering an employee's duties or job functions to prevent use of leave.
 - 3. Retaliating against an employee who uses or requests protected leave.
- C. Additionally, supervisors may not discharge or discriminate against any person (employee or non-employee) because they have:
 - 1. Opposed or reported a violation of the FMLA or related leave policies.
 - 2. Filed a complaint or charge under the FMLA or related laws.
 - 3. Participated in an investigation or proceeding related to FMLA rights.
 - 4. Provided or are about to provide information or testimony in an FMLA-related matter.
 - 5. Exercised their right to take job-protected leave.
- D. Any violation of this policy may result in disciplinary action, up to and including termination

12. **FMLA Poster Requirement**

- A. As an employer with 50 or more employees, the City of Providence is required to post the FMLA General Notice- [Notice to employees of Rights under FMLA](#) in a conspicuous location where it is readily visible to both employees and job applicants. The poster must be large enough to be easily read, and the text must be clearly legible.
- B. Postings are located in the Department of People and Culture, as well as on the [department website](#).
- C. Failure to maintain the required posting may result in penalties under federal law.

13. **Training and Leave Education**

- A. The Department of People and Culture (DPC) will provide annual training for all department heads and supervisors on the proper administration of leave policies, including FMLA, RIPFMLA, and other City leaves.
- B. Training will also be conducted upon demand or need. Training will cover:
 - 1. Legal obligations and employee rights
 - 2. Recognizing potential leave-qualifying situations
 - 3. Confidentiality and communication protocols
 - 4. Coordination with DPC for leave approvals and return-to-work planning
- C. **Employee Leave Education**
Employees seeking or considering a leave of absence may request a one-on-one or group information session with the Leave Administrator. These sessions are designed to:
 - 1. Explain available types of leave
 - 2. Review eligibility requirements and required documentation
 - 3. Outline steps for applying and what to expect during leave
 - 4. Clarify impact on pay, benefits, and job protection
- D. Employees are encouraged to reach out to DPC or the Leave Administrator as early as possible to receive guidance and ensure a smooth leave process. Employees can find guides and information posted in the Department of People and Culture office, as well as on the [department website](#).

14. **Compliance**



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- A. If an employee fails to properly notify the City of Providence of the need for leave, provide timely and sufficient medical certification, or properly keep the department notified of their expected return to work date or need for additional leave, the leave designation may not be authorized and the leave denied.
- B. The employee requesting leave is responsible for meeting the requirements of taking a leave and keeping respective parties up to date on any changes to their leave status. Failure to comply with the City's application process despite submission of documents outside of the process does not constitute a valid application.
- C. Failure to comply with this policy is subject to disciplinary action in accordance with applicable disciplinary procedures.

Appendix:

An employee in good standing would generally:

- 1. Maintain satisfactory job performance, meeting or exceeding expectations in their role.
- 2. Have a history of reliable attendance, with no patterns of abuse or excessive unexcused absences.
- 3. Be compliant with workplace policies, including code of conduct, safety rules, and DPC procedures.
- 4. Not be subject to active disciplinary action at the time of the leave request.

Related Policies:

Code of Conduct

Time Clock Policy

Attendance Notification Policy

Paid Time Off

Non- Union Sick Bank Time Donation Program

Other Related Information:

[Local 1033 Collective Bargaining Agreement](#)

City Ordinance ([Section 17-95](#))



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4.7 BEREAVEMENT LEAVE POLICY

Purpose

It is the intention of the City of Providence to support employees during times of grief and bereavement, while maintaining continuity of operations. This policy is designed to provide clarity to the time allowed for bereavement, how it is requested, utilized, and additional considerations, to be supportive to employees, their families and loved ones, while maintaining the integrity and accountability of the City of Providence and its service obligations.

Scope

This policy applies to all employees, applicants, contractors, and volunteers associated with the City of Providence, excluding employees covered by the Fraternal Order of Police, or Local 799 of the International Association of Fire Fighters Unions, and all staff employed by the Providence Public Schools.

Nothing in this policy shall supersede, modify, or diminish any rights, benefits, or obligations contained within applicable collective bargaining agreements (CBAs) or laws. In the event of a conflict between this policy and a CBA, the CBA shall prevail for covered employees. For all other employees not covered by a CBA, this policy shall govern.

Definitions

Immediate Family Member: Shall be defined as the employee's spouse, domestic partner, parents (to include stepparents, foster parents, parents-in-law and domestic partner's parents), grandparents, siblings, children, children of a domestic partner, stepchildren, adopted children, children for whom the employee has parental responsibility, grandchildren, and in some cases may include extended family members who are domiciled in the employee's home.

Non-Immediate Extended Family Member: This is defined as any other non-immediate family member, such as an aunt, uncle, or cousin.

Non-Familial Relationship: Refers to other individuals not listed in the other defined categories or definitions herein, which include colleagues, friends, or other categories of relation.

Regular Employee: An employee is that is hired, appointed, and/or elected to a position that is considered permanent, not temporary or seasonal in nature, including both union and non-union employees.

Policy

1. Bereavement Allowance

- A. Bereavement leave is designed to be utilized for grieving, travel, and services as it pertains to the death of either an immediate family member, non-immediate extended family member, or non-familial relationship.
- B. When a death occurs in an employee's immediate family, all regular, full-time employees may take up to five (5) days off with pay for purposes of bereavement.
- C. Additionally, all regular, full-time employees may take up to two (2) days off with pay following the death of a non-immediate extended family member



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- D. Paid time off may be granted in the case of people with non-familial relationships to the employee, such as colleagues, friends, or other categories of relation.
1. These may be eligible for bereavement and/or other paid time off in the form of vacation, floating holiday, or personal time; not to be provided as a paid benefit without discharge of a balance of paid time off.
 2. Such approvals are provided at the sole discretion of the Chief People Officer or their designee within the Department of People and Culture (DPC) in consultation with the employees' department, provided that notice is given as soon as possible and in a reasonable period of time. Such requests will not be unreasonably denied.
2. **Leave Requests**
- A. Employees shall inform their supervisor or department director, applicable to the standards of their department as soon as possible either following the death or in advance of services.
- B. Requests, while should be communicated verbally, shall be made in writing and include the following:
1. The reason for leave (e.g., grieving, services, travel for services, etc.)
 2. Identification of the deceased (name)
 3. Date of death
 4. Date of services when applicable
 5. Relationship to the deceased (e.g., brother, sister, uncle, etc.)
 6. Date(s) and duration requested (e.g., 2 days, 01/10/XX and 01/11/XX)
- C. The City may, at its discretion, require verification of the need for bereavement leave provided to the Department of People and Culture which may include any of the following:
1. Death certificate
 2. Obituary
 3. Affidavit
3. **Travel Considerations**
- A. Additional time off may also be granted depending on circumstances such as distance, or the employee's personal responsibility for funeral arrangements.
1. This does not guarantee additional paid time off under bereavement for the purposes of this extended time.
 2. Approval is subject to the Chief People Officer or their designee in the Department of People and Culture in consultation with the employee's department director.
- B. While the following policy establishes general guidelines for granting bereavement leave, if additional time is needed, employees should discuss other leave options with the Department of People and Culture and their manager to determine if additional considerations are needed.
4. **Religious Considerations**
- A. To the extent allowed by law, for the purposes of services and traditions, accommodations will be considered as bereavement for employees who either themselves or the deceased participate in practices and/or services which may extend beyond the duration allowed, as provided in Sections 1.B-C above.
- B. To request such accommodation(s), information shall be provided to the employee's supervisor and the Department of People and Culture – Employee Experience for review and consideration.



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- C. Documentation may be required to process such requests, and such information will be communicated to employees within a reasonable period of time.

5. **Compliance**

A. Insufficient/Incomplete Requests

1. While the City is dedicated to supporting employees during period of bereavement, employees are responsible for providing adequate information to ensure the department and DPC can process requests in a timely manner.
2. Requests that are not made in compliance with this policy may be delayed in processing or denied.

B. Abuse / Fraudulent Leave

1. The City does not authorize or permit employees to utilize bereavement for purposes other than that applicable to limits prescribed herein.
2. Employees found to violate this policy by applying, utilizing, or claiming bereavement leave for illegitimate or fraudulent reasons will be considered in violation of this policy in conjunction with the Workplace Theft and Misappropriation Policy and are considered grounds for immediate termination.

Related Policies:

Attendance Policy

Leave of Absence Policy

Workplace Theft and Misappropriation Policy

Code of Ethics

Other Related Information:

Local 1033 Collective Bargaining Agreement



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4.8 NON- UNION SICK BANK TIME DONATION PROGRAM

Purpose

The Non-Union Employee Sick Bank is a shared pool of donated sick time accruals designed to support other non-union employees facing personal or a family serious illness after all personal accruals and leave options have been exhausted. This policy provides a clear and transparent framework to ensure sustainability, fairness, and equity in administering the Sick Bank.

Scope

All non-union employees of the City of Providence are eligible to enroll in the Sick Bank. All current employees upon the effective date of this policy can elect to participate within six (6) months. Newly hired employees would have to elect to participate within the first six (6) months of employment.

Employees who fail to elect participation during the enrollment period will not be eligible to draw from the Sick Bank unless policy changes occur.

Definitions

Eligible Employee: Non-union employee who has enrolled to participate in the Non-Union Sick Bank and has completed required donation of time. Employees must be employed with the City of Providence for a minimum of one year (12 consecutive months) to be eligible to donate and/or receive donated sick/personal time.

Serious Illness: A serious illness is defined as a medical condition of the employee or an eligible family member, where a physician or other licensed health care provider has determined:

- **Prolonged Absence:** The medical condition must necessitate a long or extended period out of work, resulting in absence from work for at least twenty (20) consecutive working days, and to result in a substantial loss of income because of the employee's lack of available paid leave.
- **Medical Certification:** The illness or condition has to be supported by written documentation from a licensed healthcare provider, including diagnosis, anticipated start date, probable return date, and any recommended work restrictions.
- **Exhaustion of accrued time and other leave options:** To qualify, the employee must have exhausted their own accrued paid time (sick, vacation, float, PTO) and other paid leave options.
- **Note:** Routine maternity leave, childbirth, or recovery from pregnancy is not considered a "serious illness" for purposes of the Non-Union Sick Bank. However, any serious health conditions or complications related to pregnancy, childbirth, or the newborn child (e.g., extended hospitalization, medical complications, or conditions requiring ongoing treatment) may qualify as a serious illness under this policy.

Immediate Family: If the leave is to care for a family member, the family member must meet the definition of "immediate family" under City policy as defined below:

- A legal spouse or a registered Domestic Partner and is receiving City health benefits.
- A person under 18 years of age, or a person incapable of self-care because of a physical or mental disability who is a biological, adopted, foster or stepchild, or a ward of the employee.
- A person for whom the employee is charged with a parent's legal rights, duties and responsibilities.

Policy

1. Participation and Contributions:



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- A. Each participating employee (employee who may receive from the bank) must contribute one (1) sick day per year to the sick bank.
- B. Current employees will have six (6) months to enroll and donate the required time to the sick bank to participate upon this policy becoming effective. Newly hired eligible employees will also have six (6) months from their date of hire to enroll and donate the required time to the sick bank.
- C. Contributions will be automatically deducted from the employee's sick leave balance at the start of each benefit year.
- D. Employees who opt out of participation will not be eligible to receive sick bank donations under any circumstances.

2. **Requesting Sick Bank Leave and Approvals of leave**

- A. Requests must be submitted in writing to the Department of People and Culture with appropriate request form and supporting medical documentation form.
- B. Approval will be based on established criteria for a serious illness and the verification of the illness/condition from the treating physician.
- C. Exempt employees who apply for and are granted donated time may receive no more than 210 hours (6 weeks) of paid Sick Leave Bank time within a rolling 12-month period.
 - 1. **Subject to Availability:** Approvals of the Non-Union Sick Bank leave are subject to the total hours currently available in the Sick Bank at the time of the request. Partial approvals may be issued if the Non-Union Sick Bank cannot cover the full request of hours.
 - 2. **Insufficient Balance:** If there are not enough hours in the Bank to cover the full amount of requested time off, the City may notify participating members of the Non-Union Sick Bank and ask for additional voluntary donations.
- D. Additional donations are voluntary; no participating employee is required to contribute beyond the regular annual contribution or replenishment requirement.
- E. **Access to Non-Union Sick Bank:** Donations and approvals are processed on a first-come, first-served basis. Time in the Bank cannot be reserved or held for a specific employee with a pending or anticipated request.
 - 1. If the recipient employee has available time in their accrual balance (i.e. sick, personal, vacation, comp time, PTO, or float), this time must be discharged prior to the issuance of any donated sick/personal time. Donated sick/personal time may only be used for time off related to the approved request.
 - 2. Donated time may not be retroactive [i.e., donated time cannot be applied to any employee absence prior to the date on which the required medical documentation is received by the Department of People and Culture (DPC)].
 - 3. Sick bank leave may be used intermittently or on a continuous basis as necessary and approved by DPC as well as the Department Director.
 - 4. Sick bank leave may also run concurrently with Family and Medical Leave Act (FMLA) or applicable state laws.
 - 5. Employees accepting donated time from the City's Sick Leave Bank shall be responsible for any and all tax consequences of such donation and are advised to consult with their tax professional before acceptance.

3. **Donation of Time to the Non-Union Sick Bank**



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- A. Employees wishing to donate accrued sick/personal time will be required to complete a Sick Leave Bank Donation and Consent form, which shall be submitted to the Department of People and Culture (DPC) for processing.
 - B. Donated sick/personal time will be placed into a Sick Leave Bank for use by eligible employees of the City of Providence.
 - C. The identity of employees granted Sick Leave Bank time will not be disclosed to donating employees.
 - D. The donation of sick/personal time shall be limited to half day or full day increments, without regard to the dollar value of the donated or granted leave.
 - E. The minimum number of sick/personal hours that an eligible employee may donate shall be 3.5 hours per calendar year; and the maximum shall be limited to 70 hours (two weeks) per calendar year, or no more than 50 percent of the employee's current accrued Sick Leave balance.
 - F. Employees may not borrow against future sick/personal time in order to donate to the Non-Union Sick Bank.
 - G. The City will conduct an annual appeal to encourage employees to donate sick leave hours to the Sick Bank. The appeal will include information about the purpose and benefits of the Sick Bank, as well as instructions for making donations. The timeframe for the annual appeal will be annually in December.
 - H. Employees shall be able to donate sick/personal time at any period, or when a request is made known.
 - I. Employees who are on Workers' Compensation Leave, or on any approved medical leave or general leave of absence, will not be allowed to donate accrued sick/personal time.
 - J. Employees donating accrued time to the City's Non-Union Sick Bank shall be responsible for any and all tax consequences of such donation and are advised to consult with their tax professional before donation.
4. **Administration:**
- A. The employee who is requesting donated time from the Non-Union Sick Bank is required to submit the leave request through Asana and will receive a packet including an application form and instructions, due back to the Department of People and Culture (DPC) within fifteen (15) calendar days.
 - B. DPC will review each request for Sick Bank Leave on a case-by-case basis and determine eligibility based on the documentation provided. All applications to withdraw time from the Sick Leave Bank shall be reviewed and approved by the Chief People Officer (CPO), or their designee.
 - C. The employee will be notified in writing of the decision. If granted, the leave time will be deposited into the employee's leave bank via the Payroll Department. The employees' department will also be notified. If the CPO votes to deny the request, the employee may appeal the decision. An appeal is made in writing to the CPO. Only one (1) appeal per request for Non-Union Sick Bank leave may be made by an employee. The decision of the CPO upon the appeal is final and binding.
 - D. Sick Bank Leave will be granted in half or full-day increments and will be deducted from the employee's Sick Bank Leave balance.
5. **Excess Donated:**
- Donated time will be processed in increments of half or full days. In the event the employee returns to work before using all of their processed time donation, the recipient will retain the excess as sick leave. Donations may not be revoked.
6. **Return to Work:**



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- A. Employees on Sick Bank Leave for their own injury must provide medical clearance from their healthcare provider before returning to work.
- B. Failure to provide the necessary medical documentation or comply with the return-to-work requirements may result in disciplinary action, up to and including termination of employment.

7. **Confidentiality:**

- A. All information regarding an employee's medical condition and access to the Sick Leave Bank will be kept confidential in accordance with applicable privacy laws and company policies.
- B. Disclosure of any confidential information related to the Sick Leave Bank is strictly prohibited.

Related Information:

Nothing in this Policy shall be construed as superseding the existing City Policy, limiting or extending the maximum allowable absences as mandated under the Family and Medical Leave Act or the Rhode Island Parental and Family Medical Leave Act. Employees should contact the Department of People and Culture – Employee Experience Office for more information.

Related Policies:

Leave of Absence Policy
Paid Time Off Policy



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4.9 PAID TIME OFF POLICY

Purpose

This policy is designed to ensure that employees of the City of Providence are informed of how their paid time off such as vacation, PTO, floating holiday, sick, holiday and other like time is accrued, granted, requested, and may be discharged.

Scope

This policy applies to all full-time employees of the City of who have vacation, PTO, floating holiday time in accordance with the information included herein. Not all employees will qualify for these benefits based on either their employment status, bargaining group, and/or position.

Nothing in this policy shall supersede, modify, or diminish any rights, benefits, or obligations contained within applicable collective bargaining agreements (CBAs) or laws. In the event of a conflict between this policy and a CBA, the CBA shall prevail for covered employees. For all other employees not covered by a CBA, this policy shall govern. Please see your collective bargaining agreement (CBA) for details.

Policy

1. Vacation Accrual and Eligibility

- A. Annual vacation time for employees is calculated based on an employee’s time actually served, dependent on the number of years of total service to the city as a permanent employee.
- B. If in a calendar year, an employee has attained the number of years of service outlined below, then beginning on the employee’s anniversary date of that year, the employee will accrue vacation time at the rate indicated in the following schedule:

Full-Time Employees, Non-Union - 35 Weekly Hours	
Years of Service	Vacation Weeks per Year
6 Months	1 Week
1 to 5 Years (Hired after 7/1/87)	2 Weeks
1 to 5 Years (Hired before 7/1/87)	3 Weeks
6 to 10 Years	3 Weeks
11 to 15 Years	4 Weeks
15 or More Years	5 Weeks

Full-Time Employees, Local 1033 - 35/40 Weekly Hours	
Years of Service	Vacation Weeks per Year
6 Months	1 Week
1 to 5 Years (Hired after 7/1/87)	2 Weeks
1 to 5 Years (Hired before 7/1/87)	3 Weeks
6 to 10 Years	3 Weeks
11 to 15 Years	4 Weeks
15 or More Years	5 Weeks



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Each employee is allowed to carry over earned but unused vacation time in the calendar year in which it was scheduled to be taken to a maximum accumulation of six (6) weeks or thirty (30) working days. Please see the collective bargaining agreement (CBA) for details.

2. **Vacation Carryovers and Caps**

- A. Each employee is allowed to carry over earned but unused vacation time in the calendar year in which it was scheduled to be taken to a maximum accumulation of six (6) weeks or thirty (30) working days.
- B. Once the cap is reached, no additional vacation will accrue until the balance is reduced.

3. **Request, Approval, and Usage Guidelines**

- A. Employees are encouraged to utilize the vacation time that they have accrued and should request the use of vacation time as far in advance as possible. Department directors may implement their own requirements for advance notice of vacation requests to align with their unique operational requirements.
- B. Department directors may institute their own procedure for vacation requests, such as a digital or print form, email, or scheduled calendar events, provided that all requests are consistent.
- C. Departmental procedures should be documented, posted, and available to all employees of the department.
- D. Supervisors will attempt to grant an employee their requested vacation time, in accordance with their director's procedures, departmental coverage, and operational needs.
- E. In the case of multiple vacation requests for the same time period, requests will be reviewed on a first-come, first-served basis.
- F. Requests for vacation are approved or denied at the discretion of a department director or their designee. An employee should not begin the use of vacation time without having received explicit approval from management.
- G. Vacation may be taken in one (1) hour increments.
- H. Exempt employees must use vacation time for absences exceeding 60 minutes during a scheduled workday.

4. **Transfer of Vacation from Other City Agencies**

- A. Employees who enter positions covered by these rules from other city agencies not covered by these rules (e.g., Providence Public Schools), and who had unused accumulated vacation credits at the time of their separation from such other agencies, may be allowed to transfer such unused accumulated vacation upon approval in writing by the department director and the Chief People Officer.
- B. This transfer of credit will be allowed provided that there has been less than a three (3) year break in service from the date of separation of the employment in such other agency, and provided that the employee has not already been compensated for such balance by the previous agency.
- C. The amount of vacation to be transferred shall be limited to the amount allowed for creditable service and limited by the carryover cap.

5. **Separation and Payout**

- A. Upon separation, employees will be paid for unused accrued vacation, up to the maximum carryover limit, unless otherwise restricted by state law and/or applicable collective bargaining agreement (CBA).
- B. Vacation balances must be verified and documented prior to final payroll processing.

6. **Paid Time Off (PTO) Benefit**



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- A. **Eligibility:** PTO is available only to non-union employees in positions of management or roles considered specialized by the unique nature of the job in conjunction with the substantial value to the operations of the City, authorized by the City Administration leadership, City Council leadership, and/or Chief People Officer as eligible for this benefit.
1. Eligible positions will be determined based on factors including but not limited to:
 1. job responsibilities
 2. qualifications and/or specifications
 3. difficulty and competitiveness to hire
 4. level of authority
 5. criticality to business operations
- B. **Allocation:** PTO is considered grant-based (given in an allocation) rather than accrual-based (earned over time), provided to an employee upon hire determined to be eligible by the department director with approval by the authorities listed in Section 7.A above. PTO time is available based on budget limitations and department directors should consider department operations.
- C. **Requests:** Department directors or designated supervisors will review and approve PTO requests from employees based on business needs and available resources. Consideration will be given to the criticality of the employees' role and the impact of their absence on operations. Employees should communicate their PTO needs in advance, and supervisors should provide timely feedback on approval status and any adjustments to planned time off.
- D. **Accrual Limits:** PTO is given as a one-time allocation upon hire. The maximum PTO authorization shall not exceed 70 hours.
- E. **Carryover:** Unused PTO will not be subject to carryover. While employees may maintain a balance of PTO between calendar years, PTO shall not exceed 40 hours in a given calendar year. Any remaining balance in excess of 40 hours by the end of the calendar year shall be forfeit.
- F. **Discharge:** Employees who have both a balance for vacation and PTO, when taking approved time off, shall first discharge vacation time before using PTO. Any remaining balance of PTO shall not be paid upon separation of employment.
7. **Floating Holiday**
- A. Employees are granted three (3) floating holidays at the start of each calendar year. Upon hire, new hires are given three (3) floating holidays
 - B. Floating holiday time may be discharged on an hourly basis and should always be requested as far in advance as possible.
 - C. Supervisors will attempt to grant an employee their requested floating holidays, in accordance with departmental coverage and operational needs. In the case of multiple floating holiday requests for the same time period, requests will be reviewed on a first-come, first-served basis.
 - D. Floating holidays must be used within the calendar year in which they are accrued and will not roll over.
8. **Sick**
- A. All employees regularly employed continuously for at least one (1) month shall be entitled to sick time with pay. Sick time will be granted for:
 1. Personal illness/ injury, medical appointments, and preventative health care,
 2. Family members illness/injury (family members must be in the residing household), and
 3. Quarantine/isolation when established by the Department of Health.
 - B. **Accrual Rate:** Employees will accrue sick time based on the rate of one (1) day per month.
 - C. **Personal time:** Employees may convert a maximum of two (2) sick days per fiscal year to personal days. These requests must be in advance to the department director and shall be in writing.



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- D. **Discharge:** Sick time shall not be discharged in periods of less than one (1) hour.
- E. **Accrual Limits:** Accumulated sick time shall not exceed one hundred thirty-five (135) days at one time. Any accrued sick time beyond this limit will not be carried over into the next accrual period.
- F. **Donation:** Employees may donate and receive sick time in compliance with City's processes.
 - 1. For Local 1033, please refer to the collective bargaining agreement for further information.
 - 2. For non-union employees please see the complete [Non-Union Sick Bank Policy](#).

9. **Compensatory Time**

- A. Local 1033 Bargaining unit members, excluding employees assigned to the Providence Police Control Center and Fire Dispatchers, assigned to a less than forty (40) hour work week, may elect to take compensatory time in lieu of being paid for overtime worked from thirty-five (35) to forty (40) hours provided that the department director and the employee are in agreement to the election of such time.
- B. Compensatory time cannot be carried over from one fiscal year to another unless the employee is denied a reasonable opportunity to discharge said time prior to the end of the fiscal year.
- C. **Accrual Rate:** Compensatory time is earned at the rate of one and one-half (1 ½) times their regular rate of pay for all such hours worked. Accumulate compensatory time shall not exceed one hundred and five (105) straight time hours.
- D. **Discharge:** Compensatory time shall not be discharged in periods of less than one (1) hour. Time must be scheduled and approved in advance by the employee's department director. Discharging compensatory time during the period of November 15th to January 5th must be submitted in writing by October 15th.
- E. **Carryover:** Compensatory time will only be granted carryover from one fiscal year to the next if the employee was denied a reasonable time frame to discharge the compensatory time, which can only be approved by the employee's department director.

10. **Summer Hours**

- A. Annually summer hours are from July 1st through August 31st.
- B. Utilizing a full day of paid time off will require the discharge of a full vacation, floating holiday, or personal day, as no loss of pay results from the early conclusion of the business day. As such, the discharge of any other amount of paid time, such as half days or early departures, must also account for the regular business day, regardless of summer hours.

11. **Jury Duty**

- A. An employee who is called for jury duty services in a court of law shall be excused from work for the days on which the employee services and shall receive, for each such day of jury service on which the employee otherwise would have worked, the straight time rate of pay for each hour of absences, less the amount received from jury duty.
- B. The employee will present proof of such services, and the amount received in compensation to mitigate any pay from the City.

12. **Fixed Time Off:**

Fixed time off refers to predetermined periods when the City is closed for holidays or scheduled breaks, such as year-end closures or summer shutdowns. Employees are notified in advance of fixed time off periods, which are established based on operational considerations and company traditions.

A. **Holidays:**

- 1. All employees shall be paid the regular rate of pay for each of the following:



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- New Year's Day
- Martin Luther Kings Jr.'s Birthday
- Presidents' Day
- Memorial Day
- Juneteenth
- Fourth of July
- Victory Day
- Labor Day
- Columbus Day
- Veteran's Day
- Election Day (November of each even year)
- Thanksgiving Day
- Day after Thanksgiving
- Christmas

2. When a holiday falls on a Saturday, the City celebrates it on a Friday; when a holiday falls on a Sunday, the City celebrates it on a Monday.

13. **Essential Processes:**

A. **Payment Upon Separation:**

1. Vacation/ Floating Holiday time: Upon termination, retirement, or resignation from the City of Providence, employees are entitled to receive payment for accrued but unused vacation and float time.
2. Payment Timing: Payment for accrued time to be paid out will be included in the employee's final paycheck, which is typically issued on the next regular payroll date following the termination/separation date.
3. Sick time: Only Local 1033 union members and only upon retirement will a portion of sick time be paid out to the employee. At the rate of the first fifty (50) days at one fourth ($\frac{1}{4}$) the rate and days fifty-one to one hundred thirty-five (51-135) at half ($\frac{1}{2}$) the pay rate.
4. PTO: will not be paid out upon termination, retirement, or resignation.
5. Compensatory time: will not be paid out upon termination, retirement, or resignation.

B. **Expiration of Paid Time Off in Excess of Policy Maximums:**

1. Employees are encouraged to manage their accruals responsibly and plan their time off in consultation with their supervisors. Maximum accrual limits are established to maintain operational efficiency and employee health.
2. Accrual hours accrued in excess of the maximum allowable balance will expire as of December 31st, annually. Expiration of excess accruals serves to encourage employees to utilize their time off benefits regularly while maintaining a manageable accrual balance. Exceptions to the expiration of excess accruals may be considered under extenuating circumstances, subject to approval by the Chief People Officer (CPO/CHRO).

14. **Compliance**

- A. All employees are expected to adhere to the provisions outlined in this policy. Noncompliance with the policy—including failure to follow appropriate leave request procedures, abuse or misrepresentation of leave, falsification of documentation, or unauthorized absences—may result in disciplinary action, up to and including termination of employment.
- B. Suspected violations or concerns related to the misuse of leave, retaliation, or inconsistent application of this policy should be promptly reported to the Department of People and Culture. All reports will be reviewed and investigated as appropriate, and confidentiality will be maintained to the extent possible.
- C. Enforcement of this policy will be conducted in accordance with applicable laws, collective bargaining agreements, and internal disciplinary procedures.



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Related Policies:

Adverse Weather Policy
Time Clock Policy
Attendance Notification Policy
Leave of Absence Policy
Non Union Sick Bank Time Donation Policy

Other Related Information:

[Local 1033 Collective Bargaining Agreement](#)

Policy created to incorporate and replace the former Vacation Policy



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4.10 PAY SCHEDULE/DEDUCTIONS POLICY

Purpose

This policy establishes the standard payroll schedule and outlines the types of deductions that may be applied to employee wages in accordance with federal and state law, collective bargaining agreements, and City regulations. The goal is to ensure that employees are paid accurately and on time, and that payroll deductions are administered in a fair and compliant manner.

Scope

This policy applies to all full-time or part-time employees of the City of Providence

Nothing in this policy shall supersede, modify, or diminish any rights, benefits, or obligations contained within applicable collective bargaining agreements (CBAs) or laws. In the event of a conflict between this policy and a CBA, the CBA shall prevail for covered employees. For all other employees not covered by a CBA, this policy shall govern.

Policy

1. Pay Schedule

A. **Pay Frequency:**

Full-time employees of the City are paid on a biweekly basis every other Friday, unless otherwise provided for by a collective bargaining agreement, alternative payment arrangement such as temporary employees or other City agency, or state law. If a scheduled pay date falls on a recognized City holiday or a banking holiday, paychecks will be issued on the preceding business day.

B. **Pay Period:**

Each pay period begins on a Sunday and ends on a Saturday. Hours worked, leave used, and other payroll adjustments must be submitted by departments in accordance with payroll submission deadlines. Federal and state laws require that time records be maintained for hourly employees.

C. **Hours Worked:**

Actual hours worked are recorded by the employees and are certified in departmental processes, and overall, by the department director. Individual departments will maintain records on such matters as attendance, vacation eligibility/usage, and sick time.

D. **Payroll submissions:**

Salaried employees complete biweekly payroll submissions to enter used accruals such as vacation, sick time or approved leaves of absence.

E. **Record accuracy:**

Falsification of time records is cause for disciplinary action, which may include suspension and/or termination of employment. Refer to the Theft and Misappropriation Policy for more information.

2. Method of Payment:

A. Non-union employees are required to participate in direct deposit, which allows their pay to be electronically deposited into one or more financial institutions. Employees will receive a physical paycheck for their first paycheck, which may be mailed or distributed in person, then going forward all paychecks will be direct deposit.

B. Union employees are paid either through direct deposit or through a physical paycheck contingent upon their election and in compliance with the applicable bargaining agreement.



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3. Payroll Deductions

The City is authorized to make the following deductions from an employee's paycheck:

A. **Mandatory Deductions:**

1. **Federal Withholding Tax**

This deduction is computed from Internal Revenue Service tax tables, based on marital status and the number of exemptions claimed on Form W-4. Employees can update the withholding form by contacting the payroll department.

2. **FICA**

This deduction is computed at the rate prescribed by law.

3. **Rhode Island State Tax**

This deduction is computed from state tax tables using information from the employee's W-4 form.

4. **Medicare Tax**

This deduction is calculated at the rate established by federal law and is required for all employees. There is no wage limit for Medicare tax, and all covered earnings are subject to deduction.

5. **City Pension Contribution**

Employees who are eligible for the City's pension plan are required to contribute a fixed percentage (8%) of their wages, as defined by the applicable collective bargaining agreement or city ordinance. These contributions are deducted for each pay period and are mandatory for eligible employees. The City also contributes to the pension fund in accordance with plan requirements.

B. **Court-Ordered Deductions**

1. Deductions mandated by court order or legal authority. These include, but are not limited to, wage garnishments, child support payments, and federal or state tax levies.
2. The Treasury and Payroll Departments are legally obligated to process these deductions in accordance with the terms specified in the order. Deductions will continue until the City receives official notification to modify or terminate the order. Employees will be notified when such deductions are initiated.

C. **Voluntary Deductions**-With written authorization from the employee, the City may deduct for:

1. **Health, Dental, and Vision Insurance Premiums**

Employees who are eligible and elect coverage through the City's health, dental, or vision insurance plans or other voluntary benefits, will have premium contributions deducted from their pay on a regular basis. The amount deducted is based on the coverage selected and applicable collective bargaining agreements or benefit policies. Examples of voluntary benefits include, Flexible Spending Accounts (FSAs), life insurance, short term disability, legal services. Employees may only modify or cancel voluntary deductions according to plan guidelines and during designated open enrollment periods.

2. **Union Dues or Agency Fees**

For employees represented by a union, union dues or agency fees will be deducted from each paycheck in accordance with the applicable collective bargaining agreement and authorization forms. Questions about dues amounts should be directed to the respective union.

3. **Pension Loan Repayments**

Employees who have taken a loan from their City pension plan are required to repay the loan through automatic payroll deductions. Repayment terms, including the deduction amount and duration, are



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determined at the time the loan is issued and in accordance with the rules of the pension plan. Deductions will continue until the loan is fully repaid or otherwise satisfied under the terms of the loan agreement. Employees are encouraged to contact the Retirement Office for more information.

4. **Deferred Compensation**

The City offers various deferred compensation plans applicable to specific employee groups (i.e., bargaining group, union, non-union, etc.), including but not limited to 457b, Roth 457, College Unbound, and other plans. Employees that meet the criteria for these plans may elect to enroll. It is expected that employees will be aware of and understand the contributions and/or deductions that will be applied to their paycheck. Employees should contact the Department of People and Culture – Total Rewards for more information.

5. **Employee Responsibilities**

Employees are responsible for:

- A. Reviewing their pay statements for accuracy.
- B. Notifying Department of People and Culture (DPC) or Payroll of any changes to their tax status, deductions, or direct deposit information.
- C. Reporting any errors in pay or deductions immediately.
- D. Maintaining current address and banking information.

6. **Payroll Errors and Corrections**

- A. The City will make every effort to ensure accurate and timely payment of wages. If a payroll error occurs, whether overpayment or underpayment, it will be corrected as soon as practical.
- B. Employees must cooperate with the City in rectifying such errors, including making arrangements for repayment of overpaid amounts in accordance with Rhode Island labor laws.

7. **Confidentiality**

Payroll information is confidential. Access is limited to authorized personnel in DPC, Payroll, and Finance. Employees are not permitted to access or share the pay information of others unless legally authorized.

7. **Compliance**

Failure to follow payroll deadlines, misrepresentation of time worked, or falsification of payroll records may result in disciplinary action, up to and including termination. The City reserves the right to audit payroll records and investigate any suspected violations.

Related Policies:

Attendance Notification Policy
Theft and Misappropriation Policy
Out of Rank Compensation
Paid Time Off Policy

Other Related Information:

[Local 1033 Collective Bargaining Agreement](#)



**Section 5 – Information Technology & Digital
Resources**



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5.1 INFORMATION AND SYSTEMS SECURITY POLICY

Purpose

This policy outlines the standards and expectations for the use of the City's information and technology resources. The goal is to provide guidance on safe, secure access to resources needed to conduct City business, while protecting the integrity of the network, data, and devices which manage these services.

Scope

This policy applies to all users - employees, interns, fellows, volunteers and contractors of the City of Providence who are provided with access to any IT resources. It also applies to granted access to City resources from personal computers or mobile devices.

This policy applies to all City of Providence IT resources, including computers, mobile devices, printers, peripherals (e.g., keyboards, mice, monitors, storage devices), security equipment, Internet of Things (IoT) devices, electronic control systems, software applications, electronic data, local and wide area networks, email systems, and internet usage.

Policy

Using any City IT resource constitutes acceptance of the terms of this policy and any corresponding policies such as those prohibiting harassment, discrimination, offensive conduct, or inappropriate behavior.

1. User Responsibilities:

- A. It is the responsibility of any person using City IT resources to read, understand, and comply with this policy. Users are expected to exercise reasonable judgment in interpreting this policy and making decisions about the use of City IT resources.
 1. Use IT resources only for authorized work-related activities.
 2. Protect the City's data and systems from unauthorized access or disclosure.
 3. Immediately report any suspected security incidents or policy violations.
 4. Adhere to all applicable laws, policies, and regulations.
- B. Any person with questions regarding the application or meaning of this policy should seek clarification from your supervisor, department director or the Department of Information Technology ("IT").

2. Training:

- A. The IT department hosts a variety of training resources, including regular Cybersecurity Training, online help, and direct access to IT staff who specialize in a variety of business applications and services. All users are expected to participate in Cybersecurity Training and use these lessons to protect business resources as well as personal electronic assets.
- B. Supervisors are encouraged to reach out to IT for development of training programs to address their department needs.

3. Unacceptable Uses of City IT Resources

- A. All resources provided by the IT department (such as computers, networks, software) are valuable assets that need to be used responsibly and efficiently.
- B. Unacceptable use can lead to security breaches, malware infections, system downtime and data leaks, putting the organization and its users at risk. The City must also comply with various laws, regulations, and industry standards regarding data privacy, intellectual property, and cybersecurity. Unacceptable use can damage the City's reputation by causing disruptions, leaks of sensitive information, or engaging in illegal or unethical activities. Unacceptable use can harm other users by causing disruptions, harassment, or the spread of malicious software.



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C. Therefore, this list is not exhaustive, however it is unacceptable for any person to use IT resources in the following manner(s):

1. Illegal or Unauthorized Activities

1. Assisting in any illegal act, including violations of criminal or civil laws or regulations (state or federal).
2. Gaining or attempting to gain unauthorized access to any computer, network, or communications not related to your ordinary or customary duties or responsibilities.
3. Sharing user accounts or physical access credentials or using those belonging to others to access IT resources or unauthorized areas.
4. To deliberately access communications that are not addressed to you or intercept communications intended for other people.

2. Security and Network Integrity

1. Causing interference with or disruption of network users or resources, including the transmission of computer viruses or other harmful programs.
2. Downloading, installing, or using software, programs, or applications on City systems without prior approval from the Information Technology Department.
3. Sharing confidential information or Controlled Unclassified Information (CUI) without proper authorization.

3. Inappropriate or Non-Official Use

1. Engaging in political (unrelated to official duties), religious, or commercial activities.
2. Soliciting or attempting to convert individuals or organizations for non-job-related purposes.
3. Accessing online gambling, social networking, or dating sites (e.g., Facebook, Instagram, Tinder), unless reasonably related to job duties. Refer to the [Social Media Policy](#) for more information.
4. Accessing, installing, or using computer games.

4. Harassment, Defamation, or Misrepresentation

1. Sending threatening or harassing messages, whether sexual or otherwise.
2. Accessing or sharing sexually explicit, obscene, or otherwise inappropriate materials.
3. To publish or transmit any content that constitutes libel, slander, or defamation of character.
4. Misrepresenting the City or an employee's role within it.
5. Playing pranks that could reasonably affect another employee's performance or workplace conditions.

5. Intellectual Property Violations

Infringing on intellectual property rights. (i.e., trademark, copyright)

4. Data Confidentiality

A. In the course of their duties, City employees and contractors may have access to confidential or proprietary information. This includes personal data about identifiable individuals, commercial information about organizations, and Controlled Unclassified Information (CUI).

B. Examples of CUI include:

1. Personally Identifiable Information (PII)
2. HIPAA-protected health data
3. Law Enforcement Sensitive (LES) information
4. Financial records
5. Confidential, privileged communications between the City and its attorneys

C. Access to such information is strictly regulated:

1. Employees and contractors may only access confidential data, including CUI, if it is necessary for the performance of their job duties.
2. Even if access is authorized, users are prohibited from copying or disseminating confidential information unless it is essential to fulfill their responsibilities.
3. If there is any uncertainty about whether certain information may be shared, employees must consult the City Solicitor's Office before proceeding.



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- D. While most documents and records generated during normal business operations are considered public records and subject to APRA (Public Records Law), many exceptions exist. All public records requests must be referred to and handled by the Law Department's APRA team to ensure no confidential information is inadvertently released.

5. Use of Personal Accounts

- A. Employees are strictly prohibited from using personal or non-City-provided accounts, such as personal email, messaging, or file-sharing services, to conduct City business, transmit data, or communicate official information; provided, however, that it shall not be a violation of this policy for employees to communicate with each other regarding work related matters via text messages through their personal devices. City business and data must never be uploaded to, shared through, or distributed via personal accounts under any circumstances.
- B. To support secure and effective operations, the City provides a wide range of approved applications and resources for conducting official communications and transactions. All employees have access to these tools to ensure business is conducted through secure, authorized channels.
- C. The Information Technology Department welcomes feedback and encourages suggestions for improving existing systems or implementing new tools to better support City operations.

6. Copyright Protection

- A. Computer software and digital content are protected forms of intellectual property. Software publishers often take active measures to enforce their rights, and similar legal protections apply to online materials, including website text, images, and graphics.
- B. All users are expected to respect intellectual property rights and to exercise caution and good judgment when copying, sharing, or distributing software or content that may be copyrighted.
- C. If there is any uncertainty about whether an action may violate copyright or intellectual property laws, users should consult the Information Technology Department before proceeding.

7. Network Integrity and Security

- A. Users must take reasonable precautions to prevent the introduction of malicious software or unauthorized programs into the City's local or wide area networks. Although virus-scanning tools are in place to inspect software from the internet or other unverified sources, these tools are not infallible.
- B. The following measures should be observed:
1. Executable files (program files that end in ".exe") should not be stored on or run from network drives.
 2. Emails from unknown senders, particularly with attachments and links, should be deleted without opening.
- C. Most City computers are connected to a shared local area network. To protect this infrastructure, users must adhere to the following security practices:
1. Do not share login credentials. User IDs and passwords are assigned to individuals and must remain confidential.
 2. Never use credentials assigned to another person to access City systems or equipment.
 3. Immediately notify the IT Department if you believe your password or passphrase has been compromised.
 4. Do not reuse City network credentials for any non-City accounts.
 5. Lock your computer or log off whenever leaving it unattended, regardless of the duration.
 6. Be alert to phishing emails or credential requests. If you receive any suspicious communication asking for login information, report it to the IT Department by email helpdesk@providenceri.gov and then deleting the email.

8. Non-City Regulated Equipment

Personal or non-City regulated equipment must never be connected to the City's physical network infrastructure. This includes, but is not limited to, personal laptops, computers, routers, switches, and Wi-Fi access points.



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9. **Multi-Factor Authentication (MFA)**

Some network or business application accounts may require multi-factor authentication (MFA), such as text messages or authentication apps generating one-time codes. The use of personal mobile phones for MFA is permitted. Any phone number provided for authentication will be treated as confidential and used solely by the IT Department for security purposes.

10. **Network Resource Usage**

Applications that consume excessive network, server resources, or internet bandwidth—or that degrade overall network performance—may be blocked. If a blocked application or website is required for business purposes, users should contact the IT Department for assistance.

11. **Inactive Equipment**

City-owned computer equipment with no user activity for 30 days may be disabled by the IT Department.

12. **Communication, Messaging, and Email**

A. Messaging systems include email, text messaging, online platforms, and any communication tools provided by the City or used for official City business.

B. Format/ Restrictions:

1. City email addresses (e.g., *yourname@providenceri.gov*) represent the City and must be treated like official City letterhead.
2. All messages must be professional, courteous, and appropriate for public or official record.
3. Assume all messages can be stored, forwarded, or printed—do not include content you wouldn't write in an official memorandum.
4. Users must not send electronic mail to all other employee users through the use of the "All-Staff" address group unless expressly authorized by management to do so.
5. Messages soliciting funds or support for outside organizations are prohibited - even if such is not for personal gain - except as authorized by the Mayor's office or Department of People and Culture.

Please refer to the [Use of Email Policy](#) covering use of email by employees for additional regulations and guidelines

13. **Monitoring and Privacy**

A. All City IT resources and data are the property of the City of Providence and must be used in accordance with this policy. The City reserves the right, at its discretion, to inspect any City-owned computer or device, including all data stored on it and any data sent or received—such as internet activity, emails, and other communications.

B. To ensure proper operation and security, network administrators routinely monitor network traffic. By using City IT resources, users expressly consent to this monitoring and inspection, including review of data created, received, or transmitted and websites accessed.

C. Whether by email, text, or other platforms related to any matter in which the City holds jurisdiction, control, supervision, or advisory authority may be considered public records under the Rhode Island Access to Public Records Act (APRA). These records may be subject to public disclosure. Employees may be asked to provide copies of work-related text messages in response to public records requests whether it be a City issued device or personal device. However, under no circumstances will an employee be required to turn over their personal phone for inspection or retrieval of public records unless compelled by court order.



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14. **City Wi-Fi Use**

- A. City Wi-Fi is provided to support visitors in City buildings and to enable staff access to networks while working outside their regular office locations.
- B. Employees may use City Wi-Fi for personal purposes on personal mobile devices only during designated break times, lunch periods, or outside of regular working hours. However, personal use is strictly prohibited for the following activities:
 1. Operating a personal business
 2. Performing work for another employer
 3. Volunteering or working for a political candidate
- C. Personal use must never interfere with job responsibilities or disrupt workplace operations. Use of City Wi-Fi is also governed by applicable portions of this policy, such as its limitations to accessing inappropriate websites, downloading games or disseminating offensive material.

15. **Remote Access**

Please refer to the Remote Access Virtual Private Network (VPN) Security Policy covering VPN Access by employees for additional regulations and guidelines.

16. **Mobile Device Management**

Please refer to the Laptop Computer and Mobile Device Policy covering the use of mobile computers by employees for additional regulations and guidelines

17. **Social Networking and Publication**

Please refer to the Social Media Policy covering acceptable uses of social media, considerations to take when referencing the City of Providence, individual departments, coworkers or business topics in public forums or social networks.

18. **Compliance**

- A. Failure to adhere to the provisions of this policy will result in corrective or disciplinary action in accordance with City policies and applicable law.
- B. The Department of Information and Technology (IT) and the Department of People and Culture (DPC) shall monitor compliance with this policy and may conduct periodic audits to ensure consistent application and prevent misuse.
- C. Any discrepancies or violations identified through audits or employee complaints will be investigated and addressed promptly.

Related Information:

The City of Providence reserves the right to monitor, review, audit, and disclose any messages sent, received, or stored on the City's email system, at its sole discretion and for any legitimate purpose. The City may also block or restrict access to public websites or non-City email accounts that violate this policy. Additionally, all use of City IT resources—including access to City-owned hardware, software, and any computer-related activity conducted through City systems or accounts—may be reviewed or audited to ensure compliance with applicable policies and regulations.

Related Policies:

Laptop Computer and Mobile Device Policy
Remote Access Virtual Private Network (VPN) Security Policy
Email Use Policy
Electronic Signatures
Artificial Intelligence (AI) Policy
Social Media Policy



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5.2 LAPTOP COMPUTER AND MOBILE DEVICE POLICY

Purpose

This policy is intended to ensure responsible and secure use of City-issued laptops, tablets, mobile phones, and other portable technology devices by employees and authorized personnel.

Scope

This Policy applies to all employees, interns, fellows, volunteers, contractors who have been issued a City owned laptop computer or other mobile device.

Laptops, mobile devices, and similar equipment are provided at the sole discretion of the City. Budgets, costs, needs of the City of Providence, individual duties, etc. may determine which employees are provided with such equipment.

Policy

The City of Providence may provide a laptop, mobile device, or similar equipment to employees for the purpose of performing job-related tasks specific to their responsibilities, business operations, emergency management, or other duties as deemed appropriate by the sole discretion of the City of Providence. Each Employee receiving any device must read and sign the User Agreement upon receipt of equipment.

1. General Usage Guidelines:

- A. Devices are City property and must be used primarily for City business purposes.
- B. Personal use must be incidental, appropriate, and not interfere with business operations or violate any City policies.
- C. Users are responsible for the care, security, and proper functioning of any device assigned to them.
- D. Any use of City equipment or devices by employees shall strictly adhere to the City's Information Technology Policy.
- E. Laptops, mobile devices, or other similar equipment shall not be used by non-employees or family members.
- F. Do not reveal your login ID or password to anyone.

2. Security and Data Protection:

- A. Employees with access to Controlled Unclassified Information (CUI) are strictly prohibited from downloading or storing such information on the local hard drive of laptops, mobile devices, iCloud, or any other unapproved personal or cloud-based storage services.
- B. Employees are fully responsible for ensuring that any data stored on the local hard drive of a City-issued device is appropriate, secure, and properly backed up. The IT Department strongly recommends saving all files to the City-licensed OneDrive platform to ensure automatic and secure backup. For iPads, data may be backed up to iCloud if authorized and configured in accordance with City IT standards.

3. Physical Care and Maintenance:

- A. All City-issued laptops and mobile devices will be pre-configured with a standard suite of approved software and security applications by the Information Technology (IT) Department. Employees may not modify, disable, or uninstall these applications without prior written approval from the IT Department.
- B. Employees are responsible for bringing their devices to a designated location for required updates when notified by Technology Support staff. Failure to do so may result in the device being temporarily disabled for security purposes until its integrity is verified.
- C. City devices are protected by a standard, limited warranty that may cover the replacement of defective



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hardware. The warranty does not cover damage from drops, electrical surges, liquid exposure, fire, intentional damage, lost parts (e.g., power adapters, batteries), or normal wear and tear. Employees must report any damage or malfunction to the IT Department immediately and return the device for assessment and repair.

- D. In the event of theft, the employee must notify their supervisor and the IT Department immediately. The employee must file a police report and provide a copy of the report to their supervisor.
- E. Employees are expected to take reasonable precautions to protect and maintain the functionality and condition of City-owned devices. Evidence of misuse, neglect, or abuse may result in loss of access to City equipment and possible financial liability for the cost of repair or replacement. Intentional misuse or abuse may be subject to disciplinary action.
- F. City-issued computing devices are assigned to and remain in the custody of individual employees. Each employee is responsible for the security, proper use, and maintenance of their assigned device. Negligence in the care of City equipment may result in financial responsibility for any resulting loss or damage. Employees will not be held financially responsible for damage caused by normal use, unforeseen conditions beyond their control, or theft when reasonable security measures were taken. Additionally, employees may be responsible for the loss of value associated directly with any intentional misuse or abuse.
- G. Employees may not transfer City-issued mobile devices to other individuals. Devices must be returned to the IT Department for required security upgrades or reassignments.

4. **Remote Work, Travel and Leaves of Absence:**

- A. City of Providence laptops are not to leave the U.S., except on approved City related business.
- B. City assigned cell phones and devices are not to be used outside the U.S. or used to place calls outside the U.S. Employees may be personally responsible for charges related to foreign use.
- C. If an employee is expected to be out of work for an extended period of time for a Leave of Absences; including: paid administrative leave, workers compensation injury or continuous FMLA leave, employees are expected to leave their devices with their supervisor. Devices shall be reissued to the employee upon return to work.

5. **Unacceptable Use:**

- A. Employees shall not install unauthorized software or modify device settings in a way that could compromise security.
- B. Devices must not be used to access or distribute offensive, illegal, or inappropriate material.
- C. Public Wi-Fi should not be used with a secure VPN connection unless approved by the City's IT Department.

6. **Monitoring and Privacy:**

- A. The City reserves the right to monitor device usage for compliance, security, and operational reasons.
- B. Users should have no expectation of privacy in the use of City-owned devices or systems.

7. **Return of Devices:**

- A. In the event that an employee's employment ends for the City of Providence, the employee shall return the equipment no later than their last day of employment.
- B. The IT Department will inspect and securely clean returned devices.
- C. Failure to return will result in financial liability on the employee of the value of the item not returned.

8. **Compliance**

- A. Failure to adhere to the provisions of this policy will result in corrective or disciplinary action in accordance with City policies and applicable law up to and including termination.



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- B. The Department of Information and Technology (IT) and the Department of People and Culture (DPC) shall monitor compliance with this policy and may conduct periodic audits to ensure consistent application and prevent misuse.
- C. Any discrepancies or violations identified through audits or employee complaints will be investigated and addressed promptly.
- D. It is the responsibility of the department director and/or designee to ensure that employees adhere to this policy and address any concerns of compliance with employees in accordance with City policies and standards.

Related Policies:

Information and Systems Security Policy
Remote Access Virtual Private Network (VPN) Security Policy
Email Use Policy
Electronic Signatures
Artificial Intelligence (AI) Policy

Other Related Information:

City of Providence Technology Password Guidelines
User Agreement
1033 Collective Bargaining Agreement



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5.3 REMOTE ACCESS VIRTUAL PRIVATE NETWORK (VPN) SECURITY POLICY

Purpose

The purpose of this policy is to provide guidelines for Remote Access Virtual Private Network (VPN) connections to the City of Providence network. This policy ensures the confidentiality, integrity, and availability of the City's data and IT infrastructure, minimizing the risk of unauthorized access, data breaches, and other security threats.

Scope

This policy applies to all City of Providence employees, interns, fellows, volunteers and contractors granted access or utilizing a VPN to access the City network. It covers the use, management, and security controls of VPNs used to access company systems, data, and applications remotely.

Abbreviations and Definitions

Virtual Private Network (VPN) is a secure private network connection built on top of a public network, such as the internet.

IT-Information Technology

MFA- multi-factor authentication

Policy

Employees who have been granted access may utilize the benefits of a VPN, which is a service managed by the City. Which means that the IT Department is responsible for coordinating installation and installing the required software on City owned or approved equipment.

1. VPN Access Requirements

- A. Authorization: VPN access is granted only to authorized personnel based on job roles and responsibilities. Remote access over VPN must be requested by filling out a [VPN Request/Software Request Form](#). Requests for VPN access must be approved by the employee's department director and IT. After a period of 6 months, a renewal for VPN access may be requested for reevaluation.
- B. Authentication: All users using the VPN must authenticate using multi-factor authentication (MFA).
- C. Device Compliance: Devices used to connect to the VPN must meet the City's security standards, including up-to-date operating systems, antivirus protection, and encryption mechanisms.
- D. Minimum Password Standards: VPN users must follow the City's password guidelines, ensuring that passwords are complex, unique, and changed regularly.

2. VPN Usage Guidelines

- A. The employee must understand that the device being used to access the City's network and resources, once connected over VPN, is part of the City's computer network and is considered the same as any device at a person's assigned work location subject to the same regulations of use and monitoring.
- B. Acceptable Use: The VPN must only be used for business-related activities. Users should not access personal accounts, engage in non-work-related browsing, or conduct any illegal activities through the VPN. Please review and follow the [Information and Systems Security Policy](#) for details of expected behavior when accessing the City network remotely.
- C. Prohibited Activities: Users must not share their VPN credentials or allow unauthorized individuals to use their VPN access. Any such incident must be reported immediately to the IT department. The employee bears responsibility for the consequences should the access be misused.
- D. Session Management: Remote connections to the VPN will be automatically disconnected from the



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City's network after 30 minutes of inactivity (idle timeout) and a maximum connection time of 8 hours. The user must then log on again to reconnect to the network. Pings or other artificial network processes are not to be used to circumvent these limits to keep the connection open. If there is no sign-on activity for a period of 30 consecutive days, the account may be suspended from VPN access.

- E. If there is a problem with VPN access, employees should report it to IT Support by sending an email to helpdesk@providenceri.gov. Please include the following information:
 1. Your name and user ID
 2. The date and time of the problem
 3. Any error messages you received

3. **Security Controls**

- A. **VPN Client Software**: All users must use the City-approved VPN client software. Users are prohibited from using unapproved third-party VPN applications or services.
- B. **Logging and Monitoring**: The IT department will monitor and log VPN usage to detect unusual activity. Logs must be retained for a period specified by the City's data retention policy and reviewed regularly for potential security threats.
- C. **Security Patches and Updates**: The IT department is responsible for ensuring that all VPN-related software, including client applications and servers, are regularly updated with the latest security patches and updates.

4. **Data Protection and Privacy**

- A. **Confidentiality**:
 1. All data accessed and transmitted over the VPN must be considered confidential and handled according to the City's data protection and privacy procedures.
 2. Secure remote access and VPN use must be strictly controlled. Control will be enforced via password authentication, token device/authenticator, and/or public/private keys with strong passphrases.
 3. It is the responsibility of employees with VPN privileges to ensure that unauthorized users are not allowed access to CoP internal networks. At no time should any CoP employee, contractor, vendor, or agent provide their login or email password to anyone, not even family members.
- B. **Data Loss Prevention**: Sensitive data accessed via the VPN must be encrypted both in transit and at rest. Users must follow appropriate data classification and handling guidelines when using the VPN.
- C. **Personal Devices**: City of Providence employees must use a City owned and managed laptop or desktop to access the network by VPN. Employee personal devices are not allowed. If contractors use personal devices to access the VPN, they must ensure that their devices are protected by encryption, up-to-date software, and a security password. The City reserves the right to monitor and restrict access from such devices if they do not meet the company's security standards.

5. **Incident Response and Reporting**

- A. **Reporting Security Incidents**: Any suspected or actual security incidents, such as unauthorized access, VPN connection issues, or data breaches, must be reported immediately to the IT department or designated security personnel.
- B. **Investigation**: The IT department will investigate all reported incidents and take appropriate actions, which may include revoking access, resetting credentials, conducting a security audit, or informing legal authorities if necessary.

6. **Requirements**



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- A. Internet Service Provider (ISP): The user is responsible for choosing their internet service provider, setting up their internet, installing any needed software, and paying for the service.
- B. Security for Remote Access: Employees, contractors, vendors, and agents who connect to the City network remotely must make sure that their connection is just as secure as if they were working in the office. They must follow the same security and privacy rules when working from home or another location.
- C. Avoiding Multiple Connections: Persons with remote access to City's network should make sure their computer is not connected to any other network while using the VPN/ City network, unless it's a personal network that they fully control. For example, they should not connect to a public Wi-Fi network like the one at Starbucks.
- D. Security Software: Any computer connecting to the City network via VPN must have security software installed to protect against viruses and other harmful software.
- E. Split-Tunneling Not Allowed: Remote users are not allowed to set up their equipment to connect to two networks at the same time (a setup known as split-tunneling or dual-homing).
- F. Vendor Equipment: Contractors or vendors working with the City must ensure their devices meet the City's security and network requirements, and they must get approval from IT. If a vendor uses a VPN to connect their own equipment to the City's network, their equipment must follow the same rules as the City's own devices. They are expected to meet the City's IT security policies and must understand that their devices are an extension of the City's network.
- G. Non-Standard Equipment: Any organizations or individuals who want to use non-standard hardware or security setups for remote access to City's network must first get approval from IT.

7. **Implementation**

- A. The VPN only works with IP (Internet Protocol) and does not support other types of connections.
- B. Employees with VPN access are responsible for making sure no one else uses their connection to access the City network.
- C. VPN access is controlled with a City-issued user ID and Multi-Factor Authentication (MFA) for added security.
- D. All network traffic going to the City network is logged and tracked by user ID.

8. **Compliance**

- A. This policy regulates the use of all VPN services to the City network and users must comply with the IT Security Policies.
- B. To maintain security, VPN services will be terminated immediately if any suspicious activity is found. Service may also be disabled until the issue has been identified or resolved. In addition, service may also be disabled if there has been no activity by the user for a period of 30 days.
- C. Any City employee found to have intentionally violated the VPN Acceptable Use Policy will be subject to loss of VPN privileges.
- D. By choosing to use the CoP VPN, you hereby agree to all terms and conditions listed above.
 - 1. Compliance: All users of the VPN must comply with this policy. Failure to do so may result in disciplinary actions, including revocation of VPN access, progressive discipline, or legal action, depending on the severity of the violation.
 - 2. Periodic Audits: The IT department will periodically audit VPN access logs, configurations, and security measures to ensure compliance with this policy and recommend improvements as needed.

Related Policies:



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Information and Systems Security Policy
Laptop Computer and Mobile Device Policy
Email Use Policy
Electronic Signatures
Artificial Intelligence (AI) Policy

Other Related Information:

[VPN Request Form](#)

City of Providence Technology Password Guidelines



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5.4 PERSONAL WIRELESS DEVICES POLICY

Purpose

The purpose of this policy is to set clear guidelines regarding the use of personal wireless devices in the workplace. Examples include but are not limited to smartphones, tablet/iPad, mobile broadband routers and Wi-Fi hotspots, feature phones, satellite phones, laptops with embedded mobile broadband modems or USB attached mobile broadband modems. This policy aims to balance the need for employee productivity, security, and personal convenience while ensuring that City operations are not disrupted, sensitive data is protected, and the City maintains a distraction-free work environment.

Scope

This policy applies to all full-time, part-time, temporary, inters, fellows, and contract employees of the City of Providence. It covers all personal wireless devices, including but not limited to smartphones, tablets, laptops, smartwatches, and other wireless-enabled gadgets.

Nothing in this policy shall supersede, modify, or diminish any rights, benefits, or obligations contained within applicable collective bargaining agreements (CBAs) or laws. In the event of a conflict between this policy and a CBA, the CBA shall prevail for covered employees. For all other employees not covered by a CBA, this policy shall govern.

Policy

To maintain a focus on work productivity and minimize distractions, the following guidelines govern the personal use of wireless devices while on duty at the City of Providence:

1. **Personal Device Usage During Work Hours**
 - A. Personal use of cell phones, tablets, laptops, or other wireless devices should be limited to break times, rest periods, and other non-work-related times. Use must be conducted in a manner that does not disrupt the workplace.
 - B. Devices may not be used at any work site where its operation is or may be a distraction to other city employees or the public, even if the use is on a break.
 - C. Given that departments within the City may have distinct and different operational needs and security requirements, personal device usage may be prohibited or restricted depending on the needs within those departments.
 - D. Devices may not be used when performing safety sensitive duties, such as operating machinery or vehicles of any kind, or at times when the employee is responsible for the supervision and care of children, the elderly, or people with special needs.
2. **City-Provided Devices**

Employees who are provided with City-issued wireless devices must adhere to the City's guidelines for using these devices. Personal use of City-issued devices should be limited to situations in the most extreme of circumstances, where it does not compromise work performance or security. See the [Information and Systems Security Policy](#) for more information.
3. **Security and Privacy**

Personal devices must not be used to store or access confidential City information. Any use of personal devices for City-related work must comply with data protection and privacy standards.
4. **Prohibited Activities**



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- A. Devices may not be used for any activity that violates city policy, including accessing or distributing any material of a pornographic, discriminatory, violent, harassing, or offensive nature
- B. Personal wireless devices should not be used for unauthorized recording (e.g., photos, videos) of confidential meetings or City premises. See the Workplace Recording and Surveillance Policy for additional information.

5. Access to Work-Related Applications and Systems

- A. Employees using personal devices for work-related tasks may be granted access to certain work applications, software, or networks, but such access must be approved by the IT department.
- B. Employees may use personal devices when necessary to perform their duties for the City, such as making work-related calls, sending text messages to colleagues or supervisors, or accessing City email accounts. If such usage becomes frequent or essential, employees should discuss the possibility of being issued a City-owned device with their supervisor.
- C. The use of a personal wireless device connected to a City WiFi or an employee's City assigned email account, is governed by the Information and Systems Security Policy.

6. Emergency Situations

Employees may occasionally find it necessary to use their personal cell phone or wireless device during working hours when dealing with personal matters of an urgent or time sensitive nature. All such use should be minimized, and employees must notify their supervisor when such minimal but necessary use of personal devices is expected.

7. Compliance

Employees who fail to adhere to the Personal Wireless Devices in the Workplace Policy may result in corrective and disciplinary action, up to and including termination, depending on the nature of the violation. It is the responsibility of the department director and/or designee to ensure that employees adhere to this policy and address any concerns of compliance with employees in accordance with City policies and standards.

Related Policies:

Email Use Policy
Information and Systems Security Policy
Laptop Computer and Mobile Device Policy
Discipline Policy
Code of Conduct

Other Related Information:

Local 1033 Collective Bargaining Agreement



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5.5 EMAIL USE POLICY

Purpose

This policy establishes rules for the acceptable use of the City of Providence email system to ensure secure, efficient, and appropriate communication for conducting official City business.

Scope

This policy applies to all City of Providence employees, interns, contractors, fellows, volunteers and any other individuals granted access to a City-issued email account or who communicate on behalf of the City using electronic mail.

Policy

1. Preamble

City employees must use the provided government domain email account assigned to them when using email to conduct City business or City-related business activities. Gov domains are different because they're only available to U.S.-based government organizations. This special type of domain makes it easy to identify governments on the internet and helps the public identify that the email in their inbox is genuine.

2. Eligibility

- A. The following are eligible for a City email account:
 1. Active City employees
 2. Contractors and consultants conducting business with services rendered to and on behalf of the City
 3. Volunteers engaged in work on behalf the City
 4. Retirees acting for or on behalf of the City in a capacity which warrants the use of a City email account to conduct City business
- B. There must be a valid necessity to warrant access to a City email account and such access is not permitted for personal reasons as prescribed herein.

3. Conditions and Obligations

Conditions and obligations for use of the City of Providence email services include:

- A. City email is intended primarily for transactional communication and not as a long-term storage solution or system of record. When necessary, emails and attachments must be transferred to appropriate electronic records management systems in accordance with the City's official records retention policies.
- B. Use of a City email account for any personal business or commercial activity is strictly prohibited.
- C. Employees must not use personal passwords—such as those associated with non-City email, banking, shopping, or social media accounts—on City devices or within City-managed systems. Doing so increases the risk of credential compromise and undermines the security of the City's technology environment. Users should change their passwords at certain intervals of time and take precautions to prevent unauthorized access to their mailboxes, such as logging off when their computer is unattended.
- D. Automatic forwarding of City email to a non-city email account is prohibited.
- E. For security purposes, access to City email accounts will require a multifactor authentication (MFA) process. This additional verification step is mandatory to ensure secure login and protect against unauthorized access to City communications.
- F. The email transmission of highly sensitive Controlled Unclassified Information (CUI)—such as but not limited to, Social Security numbers, medical or patient data, financial account numbers, or credit card



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information—to external email addresses is strictly prohibited unless done through City-approved encrypted methods.

- G. Highly sensitive CUI must not be stored in a City email account. Email messages or attachments containing CUI must be deleted or moved to an appropriate storage location as soon as possible or within 30 days of receipt or transmission.
- H. City email accounts will be deactivated and subsequently deleted once the assigned user is no longer authorized to access City email (e.g., upon termination, resignation, or end of contract).
- I. Supervisors are responsible for working with departing employees to ensure that any emails are essential to business continuity—especially those involving legal matters, proprietary or confidential information, compliance correspondence, or recordkeeping—are transferred to an appropriate custodian prior to the employee's last day. The City reserves the right to access, review, copy or delete all messages for legitimate business and disciplinary purposes and disclose them to any party it deems appropriate.

4. **Compliance**

- A. Failure to comply with the conditions and obligations outlined in this policy may result in disciplinary action, up to and including termination of employment.
- B. All suspected violations will be reviewed by the Information Technology Department in coordination with the Department of People and Culture, and when necessary, other relevant City departments. The City reserves the right to audit email activity to ensure policy compliance.

Related Information:

The Department of Information Technology is responsible for publishing procedures related to the ongoing management of this policy. Email management procedures will include but are not limited to email account retention, exception procedures, and account deletion timelines.

Related Policies:

Information and Systems Security Policy
Laptop Computer and Mobile Device Policy
Remote Access Virtual Private Network (VPN) Security Policy
Electronic Signatures
Artificial Intelligence (AI) Policy

Other Related Information:

City of Providence Technology Password Guidelines



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5.6 ELECTRONIC SIGNATURES POLICY

Purpose

This policy establishes guidelines for acceptable technologies and procedures for the use of electronic signatures in City-related business and further supplements the procedures and guidelines for the use of electronic signatures within the City of Providence and establishes the requirement that actual, physical signatures are required for certain contracts, agreements, and other official documents.

The City recognizes the need to increase efficiency, reduce waste, and provide members of the public with convenient access to City services. Advances in technology can assist the City in obtaining these goals while providing security for document management. This policy balances the need for efficient services against the risks of unauthorized activities by providing the approved electronic signature method and guidelines for certain documents and transactions.

Scope

This policy applies to all departments, employees, contractors, vendors, and other stakeholders involved in the creation, review, and signing of official municipal documents, including but not limited to contracts, agreements, and legal forms.

This policy applies to the City's acceptance of electronic signatures from parties outside of the City and the use of electronic signatures on documents executed on behalf of the City. It does not increase the scope of authority of the City's authorized signatories but rather provides an alternative means to execute City-related documents.

Definitions

Electronic Signature: A method of signing documents electronically, typically involving the use of software or digital platforms to affix a signature, mark, or symbol that serves as a representation of an individual's intent to sign the document.

Physical Signature: A handwritten signature on paper documents executed by the person signing the document, used to indicate consent or agreement to the terms and conditions specified in the document.

Contract: A legally binding agreement between parties that can include agreements for services, construction, purchasing, leasing, and other municipal transactions.

Policy

The City of Providence recognizes the use of electronic signatures as a valid and efficient method for executing documents. However, for certain legal and contractual agreements, the City requires the use of physical signatures to ensure the validity, authenticity, and enforceability of such documents. This policy aims to clarify the circumstances under which electronic signatures may be used and when an actual physical signature must be captured.

1. Acceptable Use of Electronic Signatures

A. **General Use:** Electronic signatures are acceptable for most municipal documents, including internal memos, approval forms, and non-binding agreements, provided that:

1. The electronic signature platform is secure and meets applicable legal standards.
2. The identity of the signatory is verifiable, and the intent to sign is clearly demonstrated.



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3. The document is final and does not require further review after the electronic signature is affixed.
 - B. **Documentation Retention:** For all documents signed electronically, the signed copies will be stored securely in accordance with municipal record retention policies. The platform used for electronic signatures must also comply with applicable data protection and privacy laws.
2. **Requirements for Physical Signatures**
 - A. **Contracts and Agreements:** The following types of documents require physical signatures:
 1. Contracts involving substantial financial transactions, including leases, service agreements, purchase orders, and construction contracts.
 2. Legal documents that involve real property or involve significant long-term commitments.
 3. Documents that require notarization or have specific legal requirements for original signatures.
 4. Contracts that require in-person witness or signing in the presence of the municipal governing body or other parties that may require verification.
 - B. **Why Physical Signatures Are Required:**
 1. Some contracts and legal documents must be signed in the presence of witnesses or notaries to comply with statutory or regulatory requirements.
 2. Physical signatures ensure that the parties involved are fully aware of their obligations and commitments and have physically reviewed and agreed to the document's terms.
 - C. **Execution of Documents:** For documents requiring a physical signature, the parties must sign in person or at an authorized location. If necessary, arrangements will be made to execute the document in person or with proper notarization.
 3. **Exceptions to the Policy**
 - A. **Emergencies or Urgent Situations:** In cases where an immediate decision or agreement is required, and obtaining a physical signature is not feasible, the use of electronic signatures may be permitted with prior approval from the relevant department head or municipal legal counsel.
 - B. **Legal or Regulatory Change:** If a change in local, state, or federal law mandates the use of electronic signatures for certain types of contracts or documents, this policy will be updated accordingly.
 4. **Responsibilities**
 - A. **Department Heads** are responsible for ensuring that employees under their supervision follow this policy when preparing or signing documents.
 - B. **Legal Counsel** is responsible for reviewing contracts and advising on whether an electronic or physical signature is required for specific agreements.
 - C. **Records Management** is responsible for ensuring that both electronic and physical signed documents are stored and retained in accordance with municipal records retention guidelines.
 5. **Compliance**

All employees, contractors, and vendors must comply with this policy when handling municipal contracts or documents. Non-compliance with this policy may result in delays, legal challenges, or invalidation of documents.

[Related Policies:](#)



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Information and Systems Security Policy
Laptop Computer and Mobile Device Policy
Remote Access Virtual Private Network (VPN) Security Policy
Email Use Policy
Artificial Intelligence (AI) Policy
Discipline Policy
Workplace Theft and Misappropriation



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5.7 ARTIFICIAL INTELLIGENCE (AI) POLICY

Purpose

This policy establishes guidelines for the responsible development, acquisition, deployment, and governance of Artificial Intelligence (AI) technologies by the City of Providence. The intention is to enhance city services while safeguarding public trust, transparency, privacy, and equity.

The City of Providence is committed to designing, developing, and deploying AI technologies in a responsible and ethical manner to ensure AI usage does not compromise the public's trust in open government as well as the security and confidentiality of employee and resident information.

Scope

This policy applies to all departments, employees, interns, fellows, volunteers, contractors, and third-party vendors engaged in any activity involving AI systems on behalf of the City of Providence.

Policy

This is intended to give City employees guidance on the responsible use of AI in order to advance the City's mission while minimizing risks to both the City and the public. It also provides staff with examples and/or opportunities where AI may be used appropriately to further advance citywide goals.

1. **Generative Artificial Intelligence**

Generative Artificial Intelligence ("AI") is a set of relatively new technologies that leverages large volumes of data along with machine learning (ML) techniques to produce content based on user prompts. The content can be written (e.g. ChatGPT or Bard), audio (e.g. OtterPilot), or visual (e.g. Dall-E).

2. **Principles:**

A. **Empowerment**

1. The City of Providence supports the responsible and strategic use of generative artificial intelligence (AI) to enhance the delivery of public services. Employees are encouraged to leverage AI tools to improve efficiency, accessibility, and responsiveness while maintaining the highest standards of ethics, data protection, and professional judgment.
2. The City will provide guidance and education to ensure these technologies are used in a manner that protects sensitive information, reflects the City's core values, and promotes equitable outcomes for the residents we serve.

B. **Equity & Human-Centered Design**

1. The City of Providence values innovation in public service and encourages the responsible use of emerging technologies, including generative AI, to improve services for residents and support sustainable community outcomes. Employees must ensure that any AI-assisted work reflects the City's commitment to accessibility, equity, and human-centered design, prioritizing the needs of all users.
2. When developing communications or content, employees should consult the City's Inclusive Language Guide to help reduce bias, avoid stigma, and promote respectful and equitable engagement.
3. Employees remain fully responsible for the accuracy, appropriateness, and integrity of any AI-generated content they use or distribute, as their work reflects the City and municipal government as a whole.



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4. Any instance in which AI use results in potential harm (i.e., misuse of Protected Personal Information (PPI), Protected Health Information (PHI), misconduct of a sensitive nature such as sexual imagery, use with intent to harass), bias, misinformation, or other adverse impact must be reported to the employee's supervisor and the Department of People and Culture within twenty-four (24) hours of discovery.

C. **Transparency and Accountability**

1. The City of Providence is committed to the transparent and responsible use of generative artificial intelligence to support effective public service. Employees should maintain appropriate records of AI use in City processes and decisions to ensure transparency, traceability, and accountability across departments.
2. Any AI-generated content must be used responsibly and solely in furtherance of the public good. Employees remain fully responsible for the outcomes produced when using AI tools; while these technologies may support and enhance work, they do not replace professional judgment or human oversight.
3. Employees must ensure that all AI-assisted work complies with applicable laws, regulations, and City policies, and that the use of commercial tools continues to align with the City's commitment to public service.

D. **Exploration and Risk Management**

1. Employees are encouraged to responsibly explore and experiment with emerging generative AI technologies, recognizing their potential to enhance City services. At the same time, employees must remain vigilant about risks such as intellectual property infringement, misrepresentation, and algorithmic bias.
2. Responsible use requires a strong commitment to ethical principles, ensuring that AI adoption serves the public interest and improves quality of life without compromising authenticity, intellectual property rights, privacy, or security.
3. These guidelines are intended to support employees in establishing a thoughtful framework for evaluating AI tools prior to implementation—ensuring alignment with the City's values, ethical standards, and all applicable laws and regulations.

E. **Privacy and Security**

1. The City of Providence acknowledges the significant impact technology tools have on security, privacy, and digital rights.
2. Employees using generative AI must carefully consider the broader implications for constituent privacy and security. Under no circumstances should Protected Personal Information (PPI), Protected Health Information (PHI), criminal justice information (CJI), or other confidential data, such as Social Security numbers or medical records be used with generative AI tools.
3. The use of AI to process or store PPI, PHI, CJI or any data protected under HIPAA or similar regulations is strictly prohibited.
4. Employees must also be aware that generative AI platforms can be vulnerable to security threats, including malicious links or prompt-based attacks, especially if tools are not updated regularly or used without proper cybersecurity practices.
5. Any records generated or stored by AI tools may be subject to disclosure under the Rhode Island Access to Public Records Act (APRA) and should be treated as potentially public documents. For more information see [Public Records Policy and Procedure](#)

3. **Guidelines**

A. **Fact Check and Review: What should you do when using AI?**



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1. Independently verify the accuracy of all AI generated content. If references are provided, review them for context and reliability. You are ultimately responsible for any content you publish or distribute that includes material generated by AI.
2. Evaluate content for factual errors, bias, plagiarism, and potential harm, particularly toward historically marginalized groups.
3. Always review and edit AI-generated materials including documents, letters, memos, and graphics for accuracy, appropriate tone, and clarity. Generative AI should support your work, not replace the need for human editing and judgment.
4. AI-generated code must not be used in City applications, systems, or services unless it has been reviewed and approved by a qualified individual.

B. **Disclosure**

1. Be transparent about AI use in content creation. When using generative AI, employees must provide plain-language documentation that clearly explains the system or tool being used.
2. For graphics or visual materials, include the model type and version in the footer for reference.
3. If AI is used for notetaking or summarizing audio recordings, disclose this to all participants beforehand.
4. AI tools for meeting notes or summaries may only be used if the employee is actively attending the meeting, either in person or remotely.
5. When submitting final work for supervisory review, employees must disclose whether generative AI was used in creating any part of the content—including documents, images, audio, or other materials.

4. **Sample Use Cases:**

A. **Writing a memo**

In municipal government, memos are an effective and efficient way to share information with colleagues, present an argument on a particular policy, or outline options and timelines for decision points in a process or protocol. Generative AI can be used to make a first draft of such a memo and should not be considered a final copy.

1. Prompt: Write a memo to the Chief Operations Officer about the potential benefits of using generative AI in City government.
2. Risk factor to consider: Using another individual's work without permission or providing inaccurate information.

B. **Writing a Job Description**

Job descriptions are an important part of recruitment and are often outdated. Generative AI can produce similar job descriptions by aggregating and including parts of other job descriptions to help provide an initial draft for a manager to review.

1. Prompt: Write the job description for a Chief People Officer of a large city.
2. Risk factor to consider: AI models have inherent bias, and a job description generated by AI might not align with the City's mission/policy regarding diversity, equity, and inclusion.

C. **Analysis of Data to Inform**

Using data to stay abreast of community needs is critical to ensure responsive programming and services. Generative AI tools can analyze user-provided data (e.g. 311 data or DIS data) by month or fiscal year to determine trends or analyze publicly available data sets.

1. Prompt: analyze 311 call data set by subject and by month of the year to identify trends and graph.



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2. Risk factor to consider: This might involve confidential protected information such as PPI and/or PHI that should not be input into an AI tool. Be sure to remove any identifiable information first.

D. **Additional Tips for Application:**

1. **Drafting Content in Other Languages**

Generative AI can assist in drafting content in multiple languages. You can experiment with different languages but do not assume it has produced an accurate translation. Always have it checked by an in-language and/or native speaker.

- a. Experiment with different languages.
- b. Consult someone with language proficiency to review and edit before using.
- c. Check for accuracy and bias.

2. **Images, Audio, and Videos**

Generative AI can produce media content based on prompts. Ensure content aligns with guidelines, consult experts, and engage with relevant communities.

- a. Use AI as a tool for communication and artistic generation.
- b. Apply all branding guidelines issued by the City.
- c. Ensure content is not offensive or harmful.
- d. Ensure content is not copyrighted and/or trademarked.

5. **Compliance**

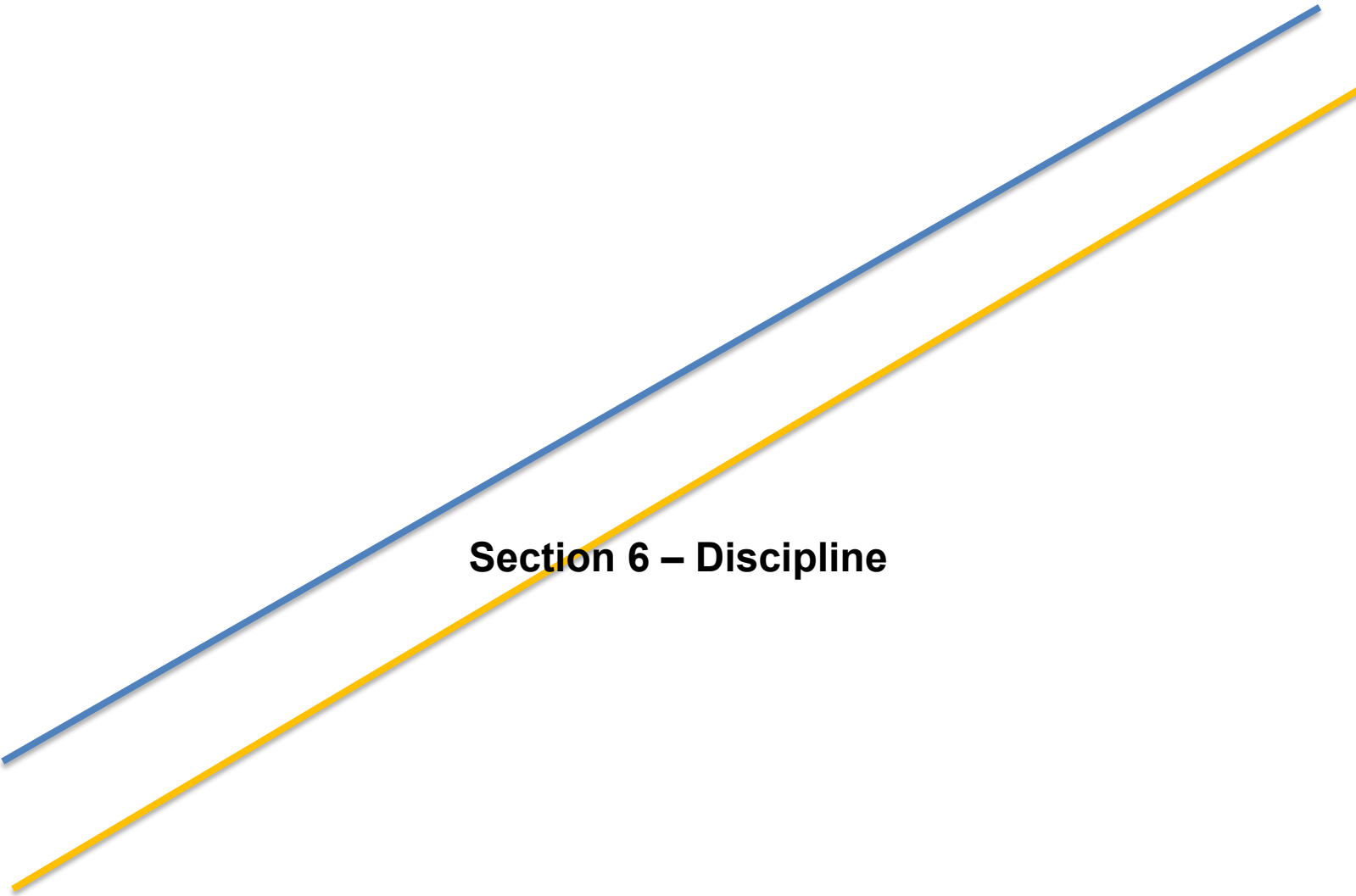
- A. Failure to adhere to the provisions outlined herein will result in administrative, contractual, or disciplinary action. Infractions that violate local, state, federal or international law may be referred to the proper authorities.
- B. The City's Office of Information & Technology and Department of People and Culture, shall have the authority to:
 1. Investigate potential violations of this policy.
 2. Recommend corrective actions to department leadership.
 3. Suspend or halt the deployment of AI systems found to be non-compliant.

Related Policies:

Information and Systems Security Policy
Laptop Computer and Mobile Device Policy
Remote Access Virtual Private Network (VPN) Security Policy
Email Use Policy
Electronic Signatures
Discipline Policy
Code of Conduct
Public Records Policy and Procedure

Other Related Information:

[Local 1033 Collective Bargaining Agreement](#)



Section 6 – Discipline



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6. DISCIPLINE POLICY

Purpose

The purpose of the City of Providence Discipline Policy is to establish a fair, consistent, and legally compliant framework for addressing employee performance and conduct concerns in a manner that supports accountability, corrective improvement, and the effective delivery of public services. This policy is intended to ensure that disciplinary actions are administered for just cause, are proportionate to the nature and severity of the issue and are applied equitably across the City workforce.

Scope

This policy applies to all employees, interns, fellows, applicants, contractors, and volunteers associated with the City of Providence unless otherwise excluded by law, ordinance, or collective bargaining agreement (CBA).

Nothing in this policy shall supersede, modify, or diminish any rights, benefits, or obligations contained within applicable collective bargaining agreements (CBAs), or laws. In the event of a conflict between this policy and a CBA, the CBA shall prevail for covered employees. For all other employees not covered by a CBA, this policy shall govern.

Definitions

Corrective Action: A management action intended to address and correct employee performance or conduct concerns and promote sustained improvement.

Disciplinary Action: A corrective measure taken by the City in response to employee performance or conduct that fails to meet established standards, practices, policies, procedures, or legal requirements.

Due Process: The procedural protections afforded to employees prior to the imposition of discipline, including notice of allegations, an opportunity to respond, and representation rights where applicable.

Employee: Any individual employed by the City of Providence, whether full-time, part-time, temporary, probationary, exempt, non-exempt, union-represented, or non-union. This also includes managers, interns, seasonal, and fellows. Employees may also be referred to as personnel and/or staff.

Supervisor: An individual in a position of leadership and/or supervision over other employees, responsible for the direct and/or indirect delivery of performance and services. Supervisors can include and be referred to as department heads, directors, chiefs, managers, or appointed officers. These individuals have the authority to direct, assign, and manage employee performance and conduct in par with City policies, practices and operational standards.

Just Cause: The standard required for imposing disciplinary action, ensuring that discipline is reasonable, factually supported, consistently applied, procedurally fair, and proportionate to the offense. Nothing herein is intended to alter the definition of just cause as set forth by industrial common law.

Performance Improvement Plan (PIP): A PIP is a formal mechanism utilized to address, set, monitor, and measure the deficient work productivity, service, and/or behavior(s) of an employee to improve performance or modify behavior.

Pre-Disciplinary Hearing: A formal meeting conducted prior to the issuance of certain potential disciplinary actions, providing the employee with an opportunity to respond to allegations and present relevant information before the Chief People Officer (CPO/CHRO).

Progressive Discipline: A structured approach to discipline that generally involves increasingly serious corrective actions when prior efforts fail to achieve sustained improvement.

Stale: Refers to when a violation occurred too long before it was addressed and is considered unenforceable.

Unsatisfactory Job Performance: Work-related performance that fails to meet job requirements, performance standards, or expectations as established by job descriptions, operational practices and/or procedures, work plans, policies, or supervisory direction.

Unacceptable Conduct: Behavior—on or off duty—that violates City policy, law, or reasonable standards of conduct and undermines workplace integrity, public trust, safety, or City operations.

Policy

1. **General Expectations**

- A. The City of Providence expects all employees to meet established standards of performance and conduct. When concerns arise, the City shall address such matters through a fair, consistent, and corrective discipline process grounded in just cause.
- B. Disciplinary action(s) shall be administered in a manner that:
 1. Is corrective rather than punitive when circumstances allow
 2. Is proportionate to the nature and severity of the conduct or performance issue
 3. Considers relevant mitigating factors
 4. Is applied equitably across similarly situated employees
 5. Complies with applicable laws, ordinances, and/or collective bargaining agreements.
- C. Any disciplinary action issued in accordance with this policy must be for just cause under one or more of the three following reasons:
 1. Unsatisfactory job performance
 2. Unacceptable conduct
 3. Grossly inefficient job performance/negligence
- D. The categories are not mutually exclusive, as certain actions by employees may fall into more than one category, depending upon the facts of each case.
- E. Infractions with penalties aimed at correction but which can lead to more severe progressive discipline if not corrected including, but not limited to:
 1. Tardiness
 2. Unauthorized absence
 3. Early departure
 4. Careless workmanship
 5. Horseplay
 6. Swearing
- F. Infractions calling for more serious penalties, including discharge. Infractions include, but are not limited to:
 1. Stealing city property
 2. Threats or fighting
 3. Insubordination
 4. Consuming or arriving to work under the influence of alcohol, non-prescription drugs, or illegal substances
 5. Intentionally damaging city property
 6. Violating the Code of Conduct or Code of Ethics
 7. Possession of weapons in the workplace
 8. Safety violations
 9. Illegal conduct
 10. Sexual harassment or misconduct
 11. Use of racial epithets
- G. No disciplinary action shall be invalid solely because the disciplinary action is labeled incorrectly. The standards herein provide for progressive discipline to address issues involving unsatisfactory job performance and/or misconduct, for employees to be given notice of deficiencies, and opportunities to improve.
- H. The level of discipline administered is dependent upon the law, standard, and/or policy violation, severity of the infraction and must be in accordance with appropriate collective bargaining agreements (CBA) where applicable.

- I. For members of a collective bargaining unit, requests for union representation should be honored at a disciplinary meeting or during one which may result in discipline in par with the employees' Weingarten Rights. If union representation is not available during the scheduled meeting, it shall be rescheduled to another time or date as soon as possible. The parties shall make every good faith effort to uphold the employees' Weingarten Rights while not causing unnecessary delay. In the event of an unnecessary delay by the union, such meetings may proceed in the absence of representation.
- J. The City recognizes that while many performance issues may be addressed through coaching, counseling, or progressive discipline, certain conduct either on-duty or off-duty may be so egregious and intolerable that continued employment is not a possibility, and progressive discipline is not appropriate, including immediate termination.

2. **Management Standards**

- A. The City holds supervisors, department heads, non-union personnel, and appointed officers of the City to a high standard of conduct, performance, and service delivery.
- B. The City reserves the right to the following:
 - 1. To hold employees in any of the categories as provided in Section 2A to the policies, rules and standards of the City's Personnel System.
 - 2. To exercise its rights as an at-will employer
 - 3. To apply more severe corrective and/or disciplinary action than the levels of progressive discipline described herein and the Disciplinary Action Procedure, including termination of employment.
- C. While City Ordinance may exempt department heads (directors/chiefs) and appointed officers from the City's Personnel System, policies of the City such as this and others can be applied to and enforced for staff at the direction of the applicable governing authority including but not limited to:
 - 1. Mayor
 - 2. Chief of Staff
 - 3. Chief Operating Officer
 - 4. President of the City Council
 - 5. City Council Chief of Staff
 - 6. Chief People Officer (CPO/CHRO) or their designee
- D. Supervisors have the responsibility of ensuring staff are properly trained to meet the expectations of their job.
- E. Supervisors are expected to understand and adhere to the standards, expectations, and operating procedures of managing employees' corrective and/or disciplinary action consistent with this policy. The Department of People and Culture should be contacted for any questions and assistance related to this policy.

3. **Informal Corrective Action**

- A. Supervisors are strongly encouraged to engage in productive dialogues with employees in the management of performance and conduct expectations.
- B. The following forms of corrective action should be provided employees where and when applicable and are not considered formal discipline in nature.
 - 1. **Coaching:** Coaching is a proactive, non-disciplinary process through which a supervisor or manager provides guidance, feedback, and support to an employee to address performance gaps, reinforce expectations, and improve workplace behaviors. It is intended to be developmental rather than punitive, focusing on helping the employees succeed in their role by clarifying standards, identifying areas for improvement, and collaboratively establishing strategies for improvement.
 - 2. **Counseling:** Counseling represents an intermediate step between informal corrective action and the formal disciplinary process, for relatively minor infractions. When providing counseling the supervisor should talk privately with the employee and describe the situation, review any previous discussions, and cite any related policies. The counseling session should

be briefly outlined in a note to file, a copy of which should be provided to the Department of People and Culture.

4. **Formal Performance Management Intervention**

- A. Managers are expected to provide mechanisms of formal performance management and corrective action throughout the duration of employees' time in service in order to improve performance, service delivery, or to improve substandard performance. In those cases, whereby an employee is not meeting performance standards or in effort to further improve the performance of an employee, a performance improvement plan may be utilized.
- B. The Department of People and Culture has a PIP Form that should be utilized by supervisors placing employees on a performance improvement plan.
 - 1. The PIP is not considered formal discipline in nature, as it can be applied at any stage of an employee's time in service.
 - 2. This is to be completed by the supervisor and/or department director, reviewed with and signed by the employee.
 - 3. Please refer to the Disciplinary Action Standard Operating Procedure (SOP) for more information.

5. **Progressive Discipline**

- A. When informal corrective action fails to address concern(s), the supervisor, in consultation with the Department of People and Culture - Employee Experience, should initiate the formal discipline process.
- B. The indication for discipline is triggered by one of two general areas of concern
 - 1. Conduct
 - 2. Performance
- C. Gross negligence, gross misconduct, and/or gross non-performance are considerably more egregious in nature and may allow the City to bypass steps in the progressive discipline process. (e.g., not producing enough tickets in comparison to crashing heavy equipment into a facility; communicating in a way that isn't customer service oriented in nature in comparison to saying a racial slur to someone)
- D. **Progressive Corrective Action**
 - 1. The following steps and actions are acceptable forms of progressive corrective action.
 - 1. **Coaching** (non-disciplinary)
 - 2. **Counseling** (non-disciplinary)
 - 3. **Performance Improvement Plan (PIP)** (non-disciplinary)
 - 2. The actions and terms listed herein are not considered disciplinary in nature. However, counseling should be provided prior to issued discipline, when practical, contingent upon the nature and severity of the violation, conduct, and/or deficiency.
 - 3. While the PIP can be applied at any stage of an employee's tenure, it may be applied either before or during the progressive discipline process in cases where an employee is not meeting performance standards or in effort to further improve the performance of an employee.
- E. **Progressive Disciplinary Action:**
 - 1. The stages and actions of discipline listed below are considered components of the progressive discipline process.
 - 2. It is expected that conduct and performance concerns are addressed equitably among employees in like situations.
 - 3. Repeated violations of unacceptable conduct or unacceptable performance should be addressed through the following progressive actions:
 - 1. **Verbal Warning** (disciplinary)
 - 1. Verbal warnings are the initial step in the disciplinary process, for relatively minor infractions. When giving an verbal warning, the supervisor should talk privately to the employee and describe the situation, review any previous discussions, and cite any related policies.

2. The employee should be advised that they are receiving a formal verbal warning. The verbal warning should be summarized in a note to file, with a copy forwarded to the Department of People and Culture – Employee Experience.
2. **Written Warning** **(disciplinary)**
 1. Written warnings are issued by the department director or their designee in the event the employee continues to disregard counseling and a verbal warning, or if the infraction is severe enough to skip lesser disciplinary steps. The written warning sets forth the nature of the infraction in detail and states the next step in the discipline procedure, i.e., a final written warning, should there be a continuance of repetition of the infraction. The department director will discuss the warning notice with the employee's immediate supervisor and with the employee, to be certain that the employee understands the reasons for the disciplinary action.
 2. An original written warning notice is to be handed to the employee at the time of the discussion of the discipline. A copy is to be placed in the employee's personnel file. A copy is to be sent to the Department of People and Culture – Employee Experience and to the union if the employee is represented by a collective bargaining unit.
3. **Final Written Warning** **(disciplinary)**
 1. Final written warnings are issued by the department director or their designee in the event the employee continues to disregard counseling, verbal, and written warning, or if the infraction is severe enough to skip lesser disciplinary steps. The final written warning sets forth the nature of the infraction in detail and states the next step in the discipline procedure, i.e., referral to the Department of People and Culture for suspension or termination, should there be a continuance of repetition of the infraction.
 2. All recommendations for suspension and/or discharge must be made to the Chief People Officer. The department director will discuss the warning notice with the employee's immediate supervisor and with the employee, to be certain that the employee understands the reasons for the disciplinary action.
 3. An original warning letter is to be handed to the employee at the time of the discussion of the discipline. A copy is to be placed in the employee's personnel file. A copy is to be sent to the Department of People and Culture – Employee Experience and to the union if the employee is represented by a collective bargaining unit.
4. **Suspension Without Pay** **(disciplinary)**
 1. Suspensions are administered as a result of a still more serious infraction of rules and standards, or for continued violations after the employee has received a written warning and has made insufficient effort to improve performance. It should be applied only after a thorough evaluation by the supervisor, department director, and approval by the Chief People Officer.
 2. The Department of People and Culture will issue a letter to the employee stating the reason(s) for the suspension, duration of the suspension, and next steps in the progressive disciplinary process, such as termination. The original letter will be delivered to the employee, and a copy will be placed in the employee's personnel file. A copy of the letter will be sent to the department and the union, when applicable.
5. **Demotion** (when/where applicable) **(disciplinary)**
 1. Demotion is applied when the employee fails to improve following the prior levels discipline, which is considered the most severe form, short of a last chance agreement and termination. Prior to a decision to demote an employee, the Department of People and Culture must be consulted to ensure other applicable options have been exhausted, there is a continued lack of improvement or a substantiated concern for safety, and the action meets the standards and rights provided by the collective bargaining agreement, where applicable.
 2. The employee will be notified of the demotion in writing by the Department of People and Culture – Employee Experience with the notice of the date and time the employee is expected to report to the assigned position. The Department of People and Culture – Employee Experience will facilitate appropriate notice and communication as a liaison between the supervisors when an employee is being

demoted to ensure all parties can prepare accordingly. The employee's status will be updated via the Status Change Form process by the department in a timely manner.

6. Last Chance Agreement / Memorandum of Agreement (disciplinary)

(when/where applicable)

1. A last chance agreement (LCA) or Memorandum of Agreement is an agreement made between the employee's union and the City which outlines the final measures of expectations for the employee, following significant safety, policy, and performance violations, typically utilized as a final measure to preserve an employee's job and give a final chance to improve before termination. Termination, and/or the other consequences outlined in the agreement are implemented if the employee standards in the agreement are not met.
2. The LCA is executed between the Chief People Officer and the applicable bargaining unit or employee in conjunction with the department director of the employee. The department director will discuss the LCA with the employee's immediate supervisor and with the employee, to be certain that the employee understands the reasons for the disciplinary action.

7. Termination (disciplinary)

See the Termination section below.

8. The disciplinary action terms herein are listed in general progression and shall be applied consistently in this order, contingent upon the nature and severity of the offense.
9. Policy violations that indicate a higher consequence than those listed in Sections F.3.1-3 are considered serious enough to warrant a higher level of discipline.

6. Pre-Disciplinary Hearing

- A. For employees covered under the City's Personnel System as defined by the City Home Rule Charter, Article IX a formal disciplinary hearing is conducted for employees whose actions may be subject to potential disciplinary action.
 1. Employees shall be provided with notice as to the date, time, and location of hearing, as well as a reference to the potential policy or other workplace violation(s) to be addressed.
 2. Applicable to Local 1033: In the event the union needs additional time to formulate and present a response to the potential policy or other workplace violation(s) addressed during the hearing, the hearing shall be suspended and reconvened at a mutually acceptable date and time, no later than five (5) days from the date of the original hearing.
- B. Pre-Disciplinary Hearings can be requested by department directors of their designee via submission of the Disciplinary Action Report (DAR), or by contacting the Department of People and Culture – Employee Experience.
 1. Referrals should provide a summary of the alleged or identified violation, including date and time.
 2. Hearings are conducted for employees that have previously reached the verbal warning level of discipline. However, regardless of the level of discipline an employee has previously received, a hearing is to be conducted if a new egregious violation is alleged by the City which may warrant a higher level of discipline.
 3. Workplace violations shall be reported by management in a timely manner, including when referring an employee for a pre-disciplinary hearing. Violations reported and/or addressed outside of a reasonable timeframe may be considered stale.
 4. Employees are referred to the Chief People Officer for a hearing when being considered for termination.

7. Summary of Disciplinary Processes

- A. Disciplinary processes under this policy are implemented through the City's Disciplinary Action SOP, which establishes detailed procedures, roles, documentation standards, and timelines.
- B. In summary:
 1. Supervisors are responsible for addressing performance and conduct concerns in consultation with the Department of People and Culture.
 2. Informal corrective measures may be used to address minor or emerging issues.

3. Formal disciplinary action requires a determination of just cause and adherence to due process requirements.
 4. Pre-disciplinary hearings are conducted prior to the imposition of certain disciplinary action at and beyond the written warning level.
 5. Union employees are afforded representation and appeal rights as required by law and applicable CBA.
 6. All disciplinary actions are documented and maintained in accordance with City records requirements.
- C. This policy shall be read in conjunction with the Disciplinary Action SOP, which operationalizes these processes.

8. **Termination**

- A. All employees of the City of Providence, to exclude those so-called “at will” employees listed in Section 905 of the Providence Home Rule Charter, may be dismissed only for cause. Prior to termination, the city will ensure that the following criteria have been considered:
 1. The employer’s position with respect to the employee is reasonable.
 2. The employer investigated before scheduling the pre-termination (pre-disciplinary) hearing.
 3. The investigation was fair.
 4. Evidence supports the charge against the employee.
 5. There is no discrimination.
 6. The nature of the offense and/or the employee’s past record warrants discharge.
- B. Prior to discharging an employee, the department director must discuss their recommendation with the Chief People Officer to be certain that all the facts have been reviewed and there is cause for discharge. Once a determination to terminate the employee has been made, the Department of People and Culture will schedule a pre-termination (pre-disciplinary) hearing and notify the employee as provided in Section 2A.1 above. During that hearing the employee may have union representation, if applicable.
- C. The Chief People Officer or their designee, pending the outcome of the pre-termination hearing and investigation, will make the final determination regarding whether termination is warranted. The employee will be notified in writing regarding the decision.

Related Policies:

Code of Conduct
 Disciplinary Action Procedure
 Anti-Discrimination – Anti-Harassment Policy
 Performance Evaluation Policy
 At-Will Statement – City of Providence Policy Manual

Other Related Information:

[Local 1033 Collective Bargaining Agreement](#)
[City of Providence Home Rule Charter – Article IX](#)
[5 - U.S.C. – Weingarten Rights](#)
[At-Will Doctrine](#)
 Disciplinary Action Report



Section 7 – Health, Safety, & Risk Management



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7.1 HIPAA POLICY

Purpose

This policy sets forth how the City of Providence may use and disclose Protected Health Information (PHI) in compliance with the Health Insurance Portability and Accountability Act of 1996 (HIPAA). It also defines the rights of employees regarding their PHI and the City's responsibility to safeguard it.

Scope

This policy applies to all employees, applicants, contractors, and volunteers associated with the City of Providence who may access or handle protected health information (PHI) as part of their official duties.

Definitions

Protected Health Information (PHI): Individually identifiable health information, including demographic data, that relates to an individual's physical or mental health, healthcare services, or payment for services.

Designated Record Set: Records maintained by the City that include medical or billing information used to make decisions about individuals.

Disclosure: For the purpose of this policy, this refers to the release, transfer, or provision of access to PHI outside of the City's operations.

Policy

1. Permitted Uses and Disclosures of PHI

The City of Providence may use or disclose Protected Health Information (PHI) without authorization for several reasons, subject to certain requirements, in compliance with HIPAA, the Privacy Act, and other applicable federal and state laws:

- A. **Treatment, Payment, and Healthcare Operations:** To facilitate medical treatment, secure payment for healthcare services, and conduct essential administrative functions (e.g., quality assessment, case management).
- B. **Public Health and Safety:** To authorized public health authorities to:
 1. Prevent or control disease, injury, or disability.
 2. Report communicable diseases or workplace injuries, consistent with OSHA standards.
 3. Notify individuals at risk of exposure to communicable diseases.
- C. **Health Oversight Activities:** To government oversight agencies for lawful audits, inspections, investigations, and licensure compliance, including those relating to healthcare systems and benefits programs.
- D. **Legal and Judicial Proceedings**
 1. In response to court orders, subpoenas, discovery requests, or other lawful legal processes, consistent with applicable privacy protections.
 2. For law enforcement purposes, such as identifying or locating a suspect, responding to crimes on City property, or reporting criminal activity related to emergencies or deaths.
- E. **Abuse, Neglect, or Domestic Violence:** To appropriate authorities if there is reason to believe an employee is a victim of abuse, neglect, or domestic violence, as required or permitted by law.
- F. **Workers' Compensation:** To comply with workers' compensation laws or similar legally established programs.
- G. **FDA-Regulated Activities:** To the Food and Drug Administration for activities related to product quality, safety, or effectiveness, including recalls, adverse event reporting, and tracking.



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- H. **Coroners, Medical Examiners, and Funeral Directors:** To facilitate identification, determine cause of death, or carry out legally authorized duties related to decedents.
- I. **Organ and Tissue Donation:** To organizations involved in the procurement, banking, or transplantation of organs and tissues, as permitted by law.
- J. **Research:** For medical research approved by an Institutional Review Board (IRB) and conducted under established protocols ensuring PHI confidentiality.
- K. **Serious Threats to Health or Safety:** To prevent or lessen a serious and imminent threat to the health or safety of a person or the public.
- L. **Military and National Security:** For authorized military, intelligence, national security, or protective service purposes, consistent with federal requirements.
- M. **Correctional Institutions:** To provide healthcare or maintain safety and security for inmates or individuals under legal custody.
- N. **Required by Law:** When disclosure is mandated by the U.S. Department of Health and Human Services to ensure compliance with HIPAA regulations.

2. Employees' Rights

- A. Employees have the following rights concerning their PHI:
 - 1. **Access and Copy:** Request to inspect and obtain a copy of their PHI. However, under federal law, access may be denied to:
 - 1. Psychotherapy notes.
 - 2. Information compiled in anticipation of or used in civil, criminal, or administrative proceedings.
 - 3. PHI restricted by law.
 - 2. In some cases, the employee may request a review of this denial. Questions regarding access should be directed to the Department of People & Culture.
- B. **Amendment:** Request correction of inaccurate or incomplete records. If a request is denied, the employee has the right to submit a statement of disagreement, and the City may respond with a rebuttal, which will also be shared with the employee.
- C. **Restrictions:** Employees may request restrictions on how their PHI is used or disclosed, particularly for treatment, payment, or healthcare operations. Requests must specify the desired restriction and to whom it applies. While the City is not obligated to agree, any approved restriction will be honored unless emergency care is required.
- D. **Confidential Communications:** Employees may request that PHI communications be sent by alternative means or to alternative locations. The City will accommodate reasonable requests, which must be submitted in writing and may include an alternate address or method of contact.
- E. **Accounting of Disclosures:** Employees may request a record of PHI disclosures made for purposes other than treatment, payment, or operations. The list includes disclosures made after April 14, 2003, and may cover a period of up to six years preceding the request date. The right to receive this information is subject to certain exceptions, restrictions, and limitations.
- F. **Paper Copy:** Employees may request a paper copy of this notice at any time, even if they have previously agreed to receive it electronically.
- B. Requests related to PHI should be directed in writing to the Department of People & Culture.

3. Safeguards and Accountability

- A. All City of Providence employees who access PHI are required to:



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- A. Follow this policy and all relevant HIPAA guidelines.
- B. Protect the confidentiality, integrity, and security of PHI.
- C. Participate as needed in HIPAA training and understand the consequences of non-compliance with HIPAA regulations.

4. **Complaints and Concerns**

- A. Employees may file a complaint without fear of retaliation:
 - A. Internally: Submit a written complaint to the Department of People & Culture.
 - B. Externally: File a complaint with the U.S. Department of Health and Human Services, Office for Civil Rights; (800) 368-1019 or at OCRMail@hhs.gov

5. **Compliance**

- A. Compliance with this policy is the responsibility of each employee in the department. Every employee has the duty and responsibility to be aware of and comply with the City of Providence's HIPAA policies and work practices.
- B. Noncompliance includes, but is not limited to:
 - A. Unauthorized access, use, or disclosure of PHI
 - B. Sharing PHI without proper authorization
 - C. Failing to secure PHI in paper or electronic formats
 - D. Failing to report a suspected breach
- C. Suspected violations of this policy, misuse of reporting procedures, or intentional obstruction of the reporting process should be reported immediately to the Director of Occupational Safety & Health Administration, Director of Total Rewards, or other management within the Department of People & Culture.
- D. All reports of non-compliance will be reviewed, investigated as appropriate, and handled with discretion and confidentiality.
- E. Enforcement of this policy will be conducted in accordance with applicable labor laws, relevant collective bargaining agreements, and the City's internal disciplinary procedures.

Related Policies:

Smoke Free Workplace
Adverse Public Health Events Policy
Accident, Injury, and Illness Investigation and Reporting Policy
Accidental Disability Pension Application
Personal Protective Equipment (PPE)
Reasonable Accommodation Program- Americans with Disabilities Act (ADA)
Vaccination Policy

Other Related Information:

This policy complies with the Rhode Island Confidentiality of Health Care Communications and Information Act (R.I. Gen. Laws § 5-37.3-1 et seq.), and where Rhode Island law provides greater protection than HIPAA, the more protective standard shall apply.



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7.2 SMOKE-FREE WORKPLACE POLICY

Purpose

The City of Providence is committed to providing a safe and healthy work environment for all employees, constituents and clients. In accordance with the Rhode Island Smoke-Free Workplace Law and the City's dedication to promoting the health and well-being of its workforce. This policy is intended to ensure public health, safeguard employees, property, equipment, and create a welcoming environment for employees and visitors.

Scope

This policy applies to all employees including full-time, part-time, temporary, interns, fellows, volunteers and contract employees at any property owned or leased by the City of Providence including all municipal buildings, grounds, parking areas, and vehicles.

Definitions

Smoking: For the purposes of this policy, "smoking" is defined as the inhalation or exhalation of smoke from any lighted cigarette, cigar, pipe, electronic cigarette (e-cigarette), or any other lighted or vaporized product that may be inhaled. "

Combustible: Any substance or item that is ignited, burned, smoldered, or produces smoke, ash, or airborne particulate matter through combustion, including but not limited to incense, sage, candles, herbal products, tobacco products, cannabis products, or any other material intended to be burned for scent, ceremonial, recreational, or other purposes.

Tobacco products: include, but are not limited to, cigarettes, cigars, pipes, smokeless tobacco, and e-cigarettes.

Policy

The City prohibits smoking and the use of tobacco, vape, and any other smoking and combustible products on municipal property, and in municipal vehicles.

1. **Prohibited Smoking Areas:**

In alignment with Rhode Island General Law Chapter 23-20.10, the Public Health and Workplace Safety Act, smoking is prohibited in the following areas:

- A. Inside any City-owned or leased building.
- B. Inside any City-owned or leased indoor workplace, including offices, meeting rooms, and common areas.
- C. Any outdoor area where smoke or vapor can migrate into the areas listed above.
- D. Inside any City-owned or leased parking garage or parking lot.
- E. Inside any City-owned or leased vehicle.

2. **Smoke-free Zones:**

City-owned or leased buildings are designated as smoke-free zones. Smoking is prohibited within fifty (50) feet of any building entrance, exit, or air intake. This includes areas immediately outside the entrance to prevent the migration of smoke or vapor into the building.

3. **Electronic Cigarettes and Vapor Products:**

The use of electronic cigarettes (e-cigarettes) and other vapor products is prohibited under this policy. These products emit a vapor containing nicotine and other chemicals, which poses health risks. In accordance with



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Rhode Island State Law and this policy, electronic nicotine delivery systems are treated the same as traditional tobacco products.

4. **Posting of Signs:**

As required by the Public Health and Workplace Safety Act, the City of Providence has posted "NO SMOKING" signs, or the international "NO SMOKING" symbol, in all designated smoke-free areas. Employees and visitors are encouraged to report any tampering or removal of these signs to the Department of Public Property at (401) 680-5300.

5. **Compliance and Enforcement:**

Employees found smoking in prohibited areas will face progressive disciplinary action, in line with the City's disciplinary procedures. Department directors and supervisors are responsible for ensuring compliance with this policy within their respective departments.

6. **Support for Employees Who Wish to Quit Smoking:**

- A. The City of Providence recognizes the challenges associated with smoking addiction and supports employees who wish to quit smoking. Resources for smoking cessation programs, counseling, and support groups are available to employees through the City's Employee Assistance Program (EAP).
- B. Employees are encouraged to contact the Department of People and Culture | Total Rewards or Employee Experience, for information on available assistance and benefits related to smoking cessation.

7. **Compliance and Enforcement:**

Employees found in violation of this policy may be subject to corrective and/or disciplinary action up to and including termination of employment.

Related Policies:

Drug & Alcohol-Free Workplace Policy
Discipline Policy
Code of Conduct

Other Related Information:

Local 1033 [Collective Bargaining Agreement](#)



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7.3 DRUG AND ALCOHOL-FREE WORKPLACE POLICY

Purpose

The City of Providence is committed to protecting the safety, health, and wellbeing of all employees and other individuals in our workplace. Drug use and abuse at the workplace or while on duty is subject to immediate concern. These problems are extremely complex for which there are no easy solutions. The City of Providence encourages employees to voluntarily seek help with drug and alcohol problems.

Scope

All active employees, interns, fellows, and volunteers engaged by the City of Providence are covered under this policy.

Definitions

Controlled Substance: For the purposes of this policy, this means any drugs listed in 21 U.S.C. 812 and other federal regulations. Generally, all illegal drugs and substances are included such as marijuana, heroin, morphine, codeine, opium additives, LSD, DMT, STP, amphetamines, methamphetamines, and barbiturates.

Conviction: This refers to findings of guilt, to include a plea of nolo contendere, or the imposition of a sentence by a judge or jury in any state or federal court.

Policy

It is the policy of the City of Providence to provide a workplace that is free from the use and effects of drug and alcohol use and abuse. The city has a zero-tolerance policy for conduct in violation of this policy.

1. Prohibition Standards

- A. The City of Providence prohibits employees to use, sell, offer to sell, manufacture, distribute, dispense, or possess controlled substances, illegal drugs, narcotics, or intoxicants on city property, while on duty, or while operating a vehicle or machine owned or leased by the city. An employee may also be discharged or otherwise disciplined for a conviction involving illicit drug behavior, regardless of whether the employee's conduct was detected within business hours or whether their actions were connected in any way with their employment.
- B. Marijuana is still illegal under federal law, and the City of Providence complies with the federal Drug-Free Workplace Act. Therefore, the city considers marijuana an illegal drug for the purposes of this policy, regardless of state recreational marijuana laws.
- C. Further, employees shall not possess alcoholic beverages in the workplace, be impaired by, or consume alcoholic beverages at any time during their scheduled shift, including break and lunch time. Employees should not report to work impaired by or under the influence of any prohibited substances listed above.
- D. The illegal or unauthorized use or possession of prescription drugs is prohibited. It is a violation of this policy to use, sell, offer to sell, distribute, dispense, possess, intentionally misuse and/or abuse prescription medications. This type of abuse may result in job performance issues and/or increase the likelihood of a safety violation or accident.

2. Exemptions

- A. Prescription and over-the-counter drugs are not prohibited when taken in standard dosage and/or according to a physician's prescription. Any employee taking prescribed over the counter medications will be responsible for consulting the prescribing physician and/or pharmacist to ascertain whether the medication may interfere with safe performance of his/her job.



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- B. If the use of a medication could compromise the safety of the employee, colleagues, or the public, it is the employee's responsibility to use appropriate resources (such as the use of sick time, leaves of absence, change of duty requests, notification to the Department of People and Culture and supervisor[s]) to avoid unsafe workplace practices.

3. **Reporting**

- A. Any employee convicted for violation of any state or federal criminal drug law is required to inform the Department of People and Culture – Employee Experience and Chief People Officer within one day, or twenty-four hours following the conviction, per the Arrest Notification Policy.
- B. The employer will be responsible for reporting convictions to the appropriate federal granting source, within ten days after receiving notice from the employee or otherwise receiving actual notice of a conviction.
- C. All convictions must be reported in writing to the Department of People and Culture.

4. **Reasonable Suspicion**

- A. The city may ask an employee to submit to drug or alcohol testing at any time is has reasonable suspicion that the employee may be under the influence of drugs or alcohol, including but not limited to the following circumstances:
 - 1. Evidence of drugs or alcohol on or about the employee's person or in the employee's vicinity.
 - 2. Specific observations of involvement in drug or alcohol related activity.
 - 3. Unusual conduct on the employee's part that suggests impairment or influence of drugs or alcohol.
 - 4. Damage to city property.
 - 5. Negative performance patterns.
 - 6. Excessive unexplained absenteeism or tardiness.

5. **Recovery-Friendly Workplace**

- A. The City of Providence encourages any employee with a drug or alcohol abuse problem to seek assistance.
- B. Employees who report the need for assistance (e.g., referrals, substance abuse counseling or program) in good faith while maintaining compliance with this policy will receive assistance from the Department of People and Culture without recourse of discipline.
- C. Should you need more information about assistance available, please contact the Department of People and Culture – Employee Experience.
- D. Employees are encouraged to refer to the Recovery-Friendly Workplace Policy for more information.

6. **Compliance**

- A. In the case of applicants, or temporary employees being considered for regular employment, if he or she violates this policy, any pending offer of employment will be withdrawn. The applicant may reapply after six months and must successfully pass a pre-employment drug and alcohol test.
- B. Those who violate this policy will be subject to immediate termination from employment with no further notice.
- C. The off-premises abuse of alcohol, controlled substances and illegal drugs, or related criminal activity, which adversely affects the job performance, job safety, or the city's reputation, may result in progressive disciplinary action, up to and including suspension or immediate termination.

Related Policies:

Anti-Discrimination and Harassment Policy
Whistleblower Anti-Retaliation Policy
Criminal Background Disqualification Policy



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Arrest Notification Policy
Code of Conduct
Employee Reporting and HR Hotline
Drug & Alcohol-Free Workplace Policy
Recovery Friendly Workplace Policy

Related Information:

Local 1033 [Collective Bargaining Agreement](#)



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7.4 RECOVERY FRIENDLY WORKPLACE POLICY

Purpose

This policy establishes the City of Providence as a Recovery Friendly Workplace (RFW), in alignment with the Rhode Island Recovery Friendly Workplace Initiative. This Recovery Friendly Workplace Policy affirms our commitment to fostering a safe, healthy, and supportive workplace culture for employees in or seeking recovery from substance use disorder (SUD) and/or mental health challenges. Our goal is to reduce stigma, promote recovery, and enhance productivity and retention through inclusion and compassion.

Scope

This policy applies to all employees, volunteers, interns, fellows and contractors working for or on behalf of the City of Providence.

Nothing in this policy shall supersede, modify, or diminish any rights, benefits, or obligations contained within applicable collective bargaining agreements (CBAs), or laws. In the event of a conflict between this policy and a CBA, the CBA shall prevail for covered employees. For all other employees not covered by a CBA, this policy shall govern.

Definitions

Recovery: A process of change through which individuals improve their health and wellness, live a self-directed life, and strive to reach their full potential through the rehabilitation from substance abuse.

Recovery Friendly Workplace (RFW): A Recovery Friendly Workplace (RFW) promotes individual wellness by creating work environments that support people recovering from substance use disorder and those impacted by it. RFWs encourage the success of all employees by adopting policies and practices that reduce stigma and support recovery.

Substance Use Disorder (SUD): A medical condition defined by the recurrent use of alcohol and/or drugs causing clinically significant impairment.

Fair Chance Employment: is a commitment to equitable hiring and workplace practices that reduce barriers for individuals in recovery from substance use disorders, including those with prior criminal justice involvement.

Policy

The City of Providence supports employees experiencing substance use challenges by ensuring access to resources, raising awareness through education, and cultivating a stigma-free and inclusive work environment.

1. Guiding Principles

A. **Non-Discrimination and Confidentiality**

1. All employees will be treated with dignity and respect regardless of their health status.
2. Employees will not be discriminated against for past or present substance use or for being in recovery.
3. All employee health information, including issues related to substance use or recovery, will be treated confidentially in accordance with HIPAA, ADA, and other applicable laws.

B. **Supportive Policies**

1. Employees may use all applicable leaves including FMLA, RIFFMLA and other applicable City leaves of absence.
2. Employees are encouraged to seek assistance through the confidential Employee Assistance Programs (EAP) for treatment or recovery-related needs. Contact the Employee Assistance Program, Carelon Behavioral Health www.carelonwellbeing.com/cityofprovidence or via phone 833-556-7768.



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3. Call 9-8-8. The 988 Lifeline provides 24/7 free and confidential support for people in distress, prevention and crisis resources for you or your loved ones.
4. Visit www.PreventOverdoseRI.org for local treatment and resource information.
5. Partnerships with local recovery organizations will be fostered.

C. Education and Awareness

1. Use recovery-friendly, person-first language in all internal and external communications.
2. The City will regularly offer voluntary training and workshops on substance use, mental health, and recovery to reduce stigma and promote inclusion.

2. Safe and Healthy Workplace

- A. The City maintains a drug and alcohol-free workplace policy as mandated by federal, state and local laws, but that policy will be implemented alongside this supportive approach.
- B. Employees in recovery are encouraged to share their needs for leave of absence or applicable accommodation.

3. Fair Chance Employment

- A. Complies with "Ban the Box" laws by delaying inquiries into an applicant's criminal history until after the initial stages of the hiring process, ensuring that all candidates are first evaluated based on their qualifications and experience.
- B. Candidates will be assessed holistically, taking into account factors such as rehabilitation efforts and the time elapsed since an offense, in accordance with the City's Criminal Background Disqualification policy, which details disqualifying offenses and their applicable timeframes.
- C. Upholding anti-discrimination protections for individuals in recovery, in alignment with the Americans with Disabilities Act (ADA) and the City's commitment to an inclusive workplace.

4. Responsibilities

A. Employee Responsibilities:

1. Seek support through the available resources, including EAPs and other community support programs.
2. Communicate their needs for leave or accommodations in a timely and respectful manner.
3. Promote a recovery-friendly workplace by fostering inclusivity and reducing stigma.
4. Participate in anonymous feedback mechanisms to help the City continuously improve its recovery-friendly practices.

B. Manager Responsibilities:

1. Supervisors and managers will support employees by connecting them with the Department of People and Culture to access available resources, support services, and reasonable accommodation.
2. Maintaining confidentiality regarding employees' recovery status or needs.
3. Participating in ongoing training on recovery-friendly workplace practices.

C. Department of People and Culture (DPC) Responsibilities:

1. Ensure recovery-friendly policies are integrated into organizational procedures and consistently applied across departments.
2. Develop and deliver training for supervisors and managers on recovery support, stigma reduction, fair chance hiring, and applicable leave or accommodation.
3. Monitor adherence to applicable laws and City policies related to fair chance employment, disability accommodations, and confidentiality.
4. Collaborate with supervisors and managers to connect employees in recovery with internal and external support resources, such as EAPs, community support programs, or community services.



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5. Safeguard employee privacy in accordance with HIPAA, ADA, and other relevant laws when handling sensitive information related to recovery or health status.
6. Promote a stigma-free, inclusive workplace culture through proactive communication, events, and engagement aligned with recovery-friendly principles.
7. Track outcomes related to recovery-friendly initiatives and recommend improvements based on data and employee feedback.

5. Compliance

- A. The City of Providence is committed to fostering a supportive and inclusive environment for individuals in recovery. Employees will not be subject to retaliation, discrimination, or adverse employment consequences for voluntarily disclosing a substance use disorder, mental health condition, or recovery status, or for seeking support or accommodations.
- B. All employees are expected to uphold the principles of a recovery-friendly workplace. Any violation of this policy including, but not limited to, discriminatory remarks, stigmatizing behavior, or breach of confidentiality will be subject to appropriate disciplinary action, up to and including termination of employment in compliance with the City's Non-Discrimination and Anti-Harassment Policy and Discipline Policy.
- C. Concerns or incidents related to non-compliance should be reported to the Department of People and Culture. Reports will be handled promptly, confidentially, and in accordance with applicable laws and City policies and procedures.

Related Policies:

Non-Discrimination and Harassment Policy
Whistleblower – Anti-Retaliation Policy
Employee Reporting and HR Hotline
Americans with Disabilities Act (ADA) – Reasonable Accommodations Policy
HIPAA Policy
Drug & Alcohol-Free Workplace Policy
Discipline Policy
Code of Conduct
Open Door Policy
Criminal Background Disqualification Policy
Leave of Absence Policy
Paid Time Off Policy
Non-Union Sick Bank Time Donation Program



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7.5 VACCINATION POLICY

Purpose

The City of Providence is committed to maintaining a safe and healthy work environment for all employees. This policy outlines our approach to vaccinations, emphasizing our encouragement of vaccination as a key component in safeguarding public health and ensuring workplace safety.

Scope

This policy applies to all employees, applicants, contractors, and volunteers associated with the City of Providence unless otherwise excluded by law, ordinance, or collective bargaining agreement (CBA).

Policy

1. Requirements and Recommendations

- A. While vaccinations are not mandatory, we strongly encourage all employees to get vaccinated against preventable diseases to contribute to a healthier workplace and community. Vaccinations can help reduce the risk of illness, enhance overall well-being, and support the collective health of our workforce.
- B. It is recommended that employees get vaccinated for diseases such as influenza, COVID-19, and other relevant infections. Vaccinations are a proactive measure to reduce the spread of illness and protect both individual and public health.
- C. The City strongly recommends that all employees follow vaccine recommendations adopted by the U.S. Centers for Disease Control and Prevention (CDC) and the Rhode Island Department of Public Health (RIDOH) applicable to their age, medical condition, and other relevant indications.

2. Access to Vaccination

- A. Employees are encouraged to consult with their healthcare providers about recommended vaccinations. The City provides resources on vaccination clinics or programs, but employees are responsible for arranging their own vaccinations.
- B. If you have any questions or need additional information on your health benefits provided by the City of Providence; please contact Department of People & Culture- Total Rewards at benefits@providenceri.gov.

3. Health and Safety Measures

Regardless of vaccination status, all employees are expected to follow City health and safety protocols, including hygiene practices, social distancing, and any other measures implemented to ensure a safe work environment.

4. Confidentiality

- A. Employees are not required to disclose their vaccination status to the City. Any information about vaccination status provided voluntarily will be treated with strict confidentiality.
- B. See the City's [HIPAA Policy](#) for additional information.

Related Policies:

[COVID-19 Positive Results Policy](#)

[HIPAA Policy](#)

Other Related Information:

Local 1033 [Collective Bargaining Agreement](#)

Replaced former COVID-19 Vaccination Policy



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7.6 WORKPLACE VIOLENCE POLICY

Purpose

The City of Providence is committed to providing a safe and secure work environment. This policy is designed to prevent, address, and manage incidents of workplace violence, ensuring the safety and well-being of all employees, constituents, and visitors.

Scope

This policy applies to all employees, applicants, contractors, and volunteers associated with the City of Providence

Definitions

For the purposes of this policy, "workplace violence" includes, but is not limited to the following definitions:

Physical Violence: Any act of physical aggression or assault, including hitting, pushing, slapping, or any other physical harm.

Threats: Verbal or written threats of violence or intimidation, including threats of physical harm or damage to property.

Harassment: Behavior that causes emotional distress, including bullying, intimidation, or other forms of psychological abuse.

Property Damage: Deliberate destruction or vandalism of property.

Violent Acts: Any act that disrupts the normal operations of the workplace and poses a threat to the safety of any individual(s).

Policy

The City of Providence maintains a position of **zero-tolerance** for workplace violence. Any form of workplace violence will not be tolerated, and individuals who engage in such behavior will be subject to disciplinary action up to and including immediate termination.

1. Reporting Procedures:

- A. Employees who witness or experience any form of workplace violence should report the incident immediately to their supervisor.
- B. In the absence of, or in addition to reporting to a supervisor, employees should report such incident(s) to the Department of People and Culture - Employee Experience.
- C. Reports should be made as soon as possible, and can be made in person, via email, or written statement. Reports may additionally be made via the City's HR Hotline.

2. Response and Investigation:

- A. Upon receiving a report of workplace violence, the Department of People and Culture | Employee Experience Department will conduct a prompt and thorough investigation.
- B. Appropriate corrective action will be taken based on the findings of the investigation and all relevant facts, which may include disciplinary action, changes in workplace practices, training, or other measures to ensure safety.

3. Support for Affected Individuals:

- A. The City of Providence is committed to supporting employees affected by workplace violence. Support services may include but are not limited to:
 1. counseling,
 2. medical assistance,
 3. referrals to professional services via the City's Employee Assistance Plan (EAP),
 4. changes to work assignments



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B. Employees should feel empowered to seek support as needed.

4. **Training and Prevention:**

- A. The City of Providence will provide learning and development resources for recognizing, preventing, and responding to workplace violence. Training will include information on this policy, reporting procedures, and conflict resolution strategies.
- B. Directors, supervisors and managers will receive additional training on handling incidents of workplace violence and supporting affected employees.

5. **Prohibited Conduct:**

- A. The following behaviors are strictly prohibited and will be subject to disciplinary action:
 - 1. Engaging in or threatening physical violence.
 - 2. Making threatening or intimidating statements.
 - 3. Harassing or bullying other employees.
 - 4. Destroying or vandalizing property.
 - 5. Any other behavior that creates a hostile or unsafe work environment.

B. **Contact Information**

For questions or concerns about this policy, employees should contact the Department of People and Culture - Employee Experience.

Related Policies:

Non-Discrimination and Anti-Harassment Policy
Code of Ethics
Sexual Misconduct Policy
Discipline Policy
Code of Conduct

Other Related Information:

Local 1033 [Collective Bargaining Agreement](#)

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7.7 WEAPONS IN THE WORKPLACE POLICY

Purpose

The purpose of this policy is to ensure a safe and secure work environment for all employees and visiting members of the public by prohibiting the possession, use, and storage of weapons in the workplace. This policy aligns with the City's commitment to workplace safety and is designed to reduce the risk of violence and maintain a peaceful, productive environment for all individuals.

Scope

This policy applies to all employees, full-time, part-time, temporary, seasonal, interns, fellows, and volunteers engaged by the City of Providence, excluding Sworn officers of the Providence Police Department and Providence Fire Department. It also applies to contractors, vendors, and any individual(s) conducting business on behalf of the City of Providence.

Definitions

Workplace: Any property, facility, or location where the City of Providence conducts business. This includes City-owned or leased buildings, vehicles, grounds, parking lots, and off-site locations where employees conduct City-related work (e.g., client meetings, conferences, or event venues).

Weapon: Any object, device, or instrument that is designed, used, or capable of causing injury, or threatening the safety of individuals.

Examples of weapons are any instrument that is capable of firing or launching a projectile which includes, but is not limited to, any type of firearm (metal or plastic), crossbows, bows and arrows, slingshots, stun guns; ammunition, explosives, metal/brass knuckles, nunchucks, knives not used for food, work, or tool utility, and any other items deemed dangerous or capable of causing harm.

Visitor: Any person entering the workplace who is not an employee, including contractors, clients, vendors, and members of the public.

Policy

Ensuring a safe work environment and the prevention of workplace violence is of paramount importance to the City of Providence. The following outlines prohibited actions, exemptions and reporting mechanisms.

1. Prohibited Actions

The City of Providence strictly prohibits:

- A. The City of Providence prohibits the wearing, transporting, storage, or presence of firearms or other dangerous weapons in city facilities or on city property, including anywhere that city business is conducted, such as customer, client, or constituent locations, trade shows, restaurants, city event venues, including while operating or riding in city owned or leased vehicles.
- B. Employees are prohibited from displaying, brandishing, discharging, or otherwise using any weapons, making threats, or engaging in any other acts of violence.
- C. Neither an employee's off-duty military or reserve personnel status, nor an employee's possession of an active conceal and carry permit issued by the State of Rhode Island, exempts them from this policy.

2. Exemptions



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This policy does not apply to the following situations:

- A. Sworn officers of the Providence Police Department.
- B. Sworn members of Providence Fire Department.
- C. Individuals participating in military activities or lawfully ordered duties as part of official law enforcement, state or federal service.
- D. Self-defense sprays (e.g., pepper spray or mace) when carried for personal protection, provided they are kept in the employee's personal belongings and are stored out of sight. The spray must be contained in a commercially manufactured capped aerosol device containing no more than four (4) ounces of spray with less than 10% concentration of capsiicum.
- E. Serving utensils and tools used in the course of food preparation and service.
- F. Sporting equipment, such as baseball bats, golf clubs, or martial arts equipment, stored in an employee's vehicle for personal use. Firearms are not considered sporting equipment for the purposes of this policy.

3. **Reporting and Accountability**

Any employee who becomes aware of a weapon or threat of violence is required to report it immediately to their supervisor, Department of People and Culture, and/or building security personnel. Employees are encouraged to be vigilant and aware of any actions or behaviors that could signal potential threats and take proactive steps to report them.

4. **Compliance**

Failure to comply with this policy may result in disciplinary action, up to and including immediate termination. The City maintains a **zero-tolerance** regarding weapons in the workplace. In cases of illegal activity, law enforcement will be contacted. The City of Providence is committed to taking swift action to protect the safety and well-being of all employees and visitors.

Related Policies:

Workplace Violence Prevention Policy
Workplace Violence Prevention Plan
Discipline Policy
Code of Conduct

Other Related Information:

[Local 1033 Collective Bargaining Agreement](#)
[R.I.G.L § 11](#)



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7.8 PERSONAL PROTECTIVE EQUIPMENT (PPE) POLICY

Purpose

The purpose of this policy is to protect our employees by ensuring that, whenever necessary, due to hazards from processes or the work environment, personal protective equipment (PPE) is provided and maintained in a safe and reliable manner.

This policy outlines the responsibilities of directors, managers, supervisors, and workers, including the assessment of hazards, the selection and use of personal protective equipment (PPE), and training requirements.

Scope

This policy applies to all employees of the City of Providence, excluding the Providence Police Department, Providence Fire Department, and the Providence Water Supply Board (PWSB).

Due to the unique nature of its operations and regulatory governance, employees of these entities will continue to follow the policies and procedures for personal protective equipment (PPE) outlined within their agencies.

Policy

1. Responsibilities

- A. Department directors and deputy directors, in conjunction with the Director of the Occupational Safety & Health Administration (OSHA) within the Department of People & Culture (DPC), are responsible for:
 1. Assessing the hazards and exposures within their operations that may require the use of PPE.
 2. Determining the type of equipment needed.
 3. Purchasing the equipment.
- B. Managers, supervisors, and employees will provide input to help select the most suitable equipment.
- C. Managers and supervisors will be responsible for training employees in the proper use and care of PPE, ensuring that all employees are assigned the appropriate PPE, and ensuring that PPE is worn by employees when and where required.
- D. Employees are responsible for adhering to all provisions of this program and its related procedures. They must wear PPE when and where it is required.

2. Hazard Assessment

- A. Each department will conduct an assessment of its workplace annually to determine if hazards are present or likely to be present that necessitate the use of personal protective equipment (PPE).
 1. This assessment will consist of a workplace survey to identify potential hazards to workers.
 2. Consideration will be given to hazards such as impact, penetration, laceration, compression (e.g., dropping heavy objects on feet or rolling over), chemical exposure, harmful dust, heat, light (optical) radiation, electrical hazards, noise, and other relevant factors.
 3. Additional consideration will be given to the workplace layout and placement of coworkers to determine how different activities may impact each employee's work environment.
- B. Where such hazards are present, or likely to be present, each department will:
 1. Select and have each affected employee use the types of PPE that will protect the employee from the hazards identified in the hazard assessment.
 2. Communicate equipment selection decisions to each affected employee.



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3. Select PPE that properly fits each affected employee.
4. Train employees in the use and care of PPE as described elsewhere in this policy.
- C. The department will verify that the required workplace hazard assessment has been performed by completing the "Hazard Assessment" form, which is dated and signed by the staff performing the evaluation.
- D. Whenever the department changes a process in the workplace that may introduce or alter an exposure or hazard, the department will conduct an assessment to determine if additional PPE is required or if a change in the current PPE is necessary. These supplemental hazard assessments will also be documented, signed, and dated by the person performing the evaluation.
- E. Each department's workplace hazard assessment will be reviewed and updated annually.

3. **Training**

- A. Each employee who is required to use personal protective equipment (PPE) will be trained in the following:
 1. Why PPE is necessary.
 2. When PPE is essential.
 3. What PPE is critical, and what alternative equipment choices are available.
 4. How to properly don, doff, adjust, and wear PPE.
 5. The proper care, maintenance, storage, handling, life, and disposal of PPE.
- B. Required PPE training will:
 1. Include opportunities for employees to handle PPE and demonstrate that they understand their training and can use their PPE properly.
 2. Be provided by the managers or supervisors of affected employees.
 3. Be documented in writing to include the names of each trained employee, the dates of the training, and the subject matter covered.
- C. If an employee who has been previously trained demonstrates a lack of knowledge or behavior that leads their manager or supervisor to believe they do not have a proper understanding of the PPE involved, that employee will be retrained.
- D. If there are changes in the workplace or processes that change the exposure(s) or type of PPE to be used, all affected employees will be retrained.

4. **Care of Personal Protective Equipment (PPE)**

- A. Whenever practical, personal protective equipment (PPE) will be assigned to individual workers for their exclusive use. Employees will be responsible for the PPE assigned to them or used by them.
- B. PPE will be regularly cleaned, inspected, and stored according to the instructions provided during training sessions or as directed by department managers or supervisors.
 4. Defective or damaged PPE shall not be used.
 5. Employees are required to report any faulty or damaged PPE to their management so that it may be repaired or replaced.

5. **Visitors, Vendors, and Contractors**

- A. Visitors (including vendors and contractors) must wear appropriate personal protective equipment (PPE) when entering areas where it is required for employees.



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- B. The host department is responsible for maintaining a minimum stock of suitable PPE for use when visitors are expected.
- C. When devices such as safety glasses/goggles, dust masks and the like, which have direct skin contact, are loaned to visitors, they should be either disposable (e.g., dust masks, earplugs) or cleaned and sanitized (e.g., safety glasses/goggles, earmuffs) before being loaned to another person.
- D. The host department must ensure that the visitor is familiar with the proper use of PPE.

6. **Personal Protective Equipment (PPE) Categories**

The following categories provide a general summary of hazards encountered in the workplace and the corresponding personal protective equipment (PPE) required when the hazard cannot be eliminated.

Hazards unique to a particular department not identified below are subject to the provisions of this policy. In such cases, a department director will have overall responsibility for ensuring that a department-specific addendum to this policy reflects the identification, evaluation, selection, and training process for the appropriate PPE.

A. **Eye and Face Protection Equipment**

- 1. Prevention of eye injuries requires that all people who may be in contact with eye hazard areas wear protective eyewear.
- 2. Employees shall wear eye or face protection when they are exposed to eye or face hazards from flying particles, molten metal, liquid chemicals, biologic hazards, acids or caustic liquids, chemical gases or vapors, or potentially injurious light radiation.
- 3. Some examples of appropriate eye or face protection include:
 - 1. Safety glasses with side shields for moderate impact and particles encountered in grinding and scaling.
 - 2. Single-lens goggles with clear or tinted lenses, featuring perforated, port-vented, or non-vented frames, offer protection similar to safety glasses and can be worn over prescription eyeglasses.
 - 3. Welder goggles with impact-resistant lenses that protect from sparking, scaling, or splashing metals and harmful rays.
 - 4. Chipper or grinder goggles that protect from flying particles.
 - 5. Face shields that protect eyes and face against flying particles, metal sparks, and chemical or biological splashes.
 - 6. Welding shields that protect worker's eyes and face from infrared or radiant light burns, flying sparks, metal spatter or slag chips encountered during welding, brazing, soldering, resistance welding, bare or shielded electric arc welding, and oxyacetylene welding and cutting operations.

B. **Emergency Eyewash Facilities**

- 1. Where the eyes of any employee may be exposed to corrosive materials, emergency eyewash facilities will be located in a readily accessible location in the event of an emergency.
- 2. In other areas where there is a risk of exposure to splashes or foreign bodies, emergency eyewash facilities will be available within ten (10) seconds of walking time from the location of a hazard.
- 3. Fifty-five (55) feet should be used as a guideline for determining ten (10) seconds of walking time.
- 4. Emergency eyewash equipment must be installed at the same level as the hazard, without requiring the use of stairs or ramps. The path of travel from the hazard to the equipment should be free of obstructions and as straight as possible.

C. **Respirators**



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1. Nuisance dust masks can be worn for comfort against non-toxic nuisance dusts during activities such as mowing, gardening, sweeping, and dusting. These masks are not respirators and do not offer protection against hazardous dusts, gases, or vapors.
2. Respirators will be used when there is exposure to harmful dusts, mists, fumes, and other hazardous substances, as deemed necessary by the Director of the Occupational Safety & Health Administration (OSHA) within the Department of People & Culture (DPC), in conjunction with the department.
3. These will not be substituted for engineering or environmental control methods without prior approval.
4. Use of respirators will be subject to the Respiratory Protection Policy.

D. Hearing Protection

1. Where it is not feasible to reduce the noise levels or duration of exposures to those considered as permissible noise exposures, ear protective devices should be provided and used.
2. Some examples of hearing protective devices include:
 1. Insert-type earplugs – A device designed to provide an airtight seal within the ear canal. There are three types of insert earplugs.
 2. Pre-Molded Earplugs – Pre-molded earplugs are pliable devices of fixed proportions that come in various sizes and will fit most people. While pre-molded earplugs are reusable, they may deteriorate and should be replaced periodically.
 3. Formable Earplugs – Formable earplugs are available in a single size. Some are made of material that, after being compressed and inserted, expands to form a seal in the ear canal. Each earplug must be held in place while it expands enough to remain firmly sealed. A set of earplugs with a cord attached is available.
 4. Custom Molded Earplugs – A small percentage of the population cannot be fitted with standard pre-molded or formable earplugs. Custom earplugs can be made to fit the exact size and shape of the individual's ear canal. Individuals needing custom earplugs will be referred to an audiologist.
 5. Earmuffs – Earmuffs are devices worn around the ears to reduce the level of noise that reaches them. Their effectiveness depends on an airtight seal between the cushion and the head.

Note: *Earbuds, earphones, or headphones are NOT to be used as hearing protection.*

E. Head Protection

1. Employees shall wear head protection when working in areas where there is a potential danger of head injury from impact, falling or flying objects, or electrical shock and burns.
2. Bump caps or skull guards will not be worn as substitutes for safety caps or hats because they do not protect from high-impact forces or penetration by falling objects.
3. Hard hats will be worn by employees working under the following conditions:
 1. Approaching or inspecting any construction site.
 2. Engaging in construction, remodeling, or demolition.
 3. Working as a flagger.
 4. Working near high-voltage electrical hazards or other risks of electrical shock is present.
 5. Working in the immediate area of overhead swinging loads.
 6. Operating on the city roads and sidewalks, performing repairs to sinkholes or potholes, replacing or repairing sidewalks, or repaving roads.
 7. Inspecting or working in and around open holes.
 8. Operating lifting or earth-moving equipment or working in the vicinity of heavy equipment where overhead loads could be encountered.



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1. Specific equipment includes front-loaders, backhoes, forklifts, and overhead crane trucks.
 9. Working at heights, either on a ladder, lift truck, or elevated platform.
 10. Working in an area where there may be contact with fixed objects such as exposed beams, pipes, etc.
 11. Working in areas with hazards from falling objects.
 12. Certain forestry operations (as instructed by Parks or DPW).
 13. Operating in damaged areas caused by explosions, flooding, fires, or any other situation where there is a question of the structural integrity of the surroundings.
 14. When deemed necessary by the appropriate manager, supervisor, or lead.
4. Safe handling practices for hard hats include:
 1. Regular inspection for defects.
 2. Keep clean so defects are more easily noticeable.
 3. Do not use paint, solvents, chemicals, or adhesives on the shell, as they can cause the shell to deteriorate.
 4. When not in use, store the hard hat in a cool, dry place away from direct sunlight. Exposure to extreme heat and sun can weaken the shell.
 5. Types of head protection equipment include:
 1. Type I – Intended to reduce force of impact from blows to the top of the head.
 2. Type II – Intended to reduce force of impact from blow to top or sides of the head.
 3. Class C – Conductive, not intended to protect against contact with electrical hazards.
 4. Class G – General reduces the danger of head contact with low-voltage conductors. Proof-tested at 2,200 volts.
 5. Class E – Electrical minimizes the threat of head contact with higher voltage conductors. Proof-tested at 20,000 volts.
 6. Head protection shall comply with the Rhode Island Occupational Safety and Health Act (R.I. Gen. Laws § 28-20-1 et seq.), applicable standards enforced by the Rhode Island Department of Labor & Training, including 29 CFR § 1910.135 and 29 CFR § 1926.100, and shall meet these standards.
- F. Hand(s)**
1. Employees shall wear appropriate hand protection when their hands are exposed to hazards such as those from chemical absorption, severe cuts or lacerations, severe abrasions, chemical burns, thermal burns, and extreme temperatures.
 2. The selection of hand protection will be based on the tasks performed, the conditions present, the duration of use, and other potential hazards that may exist. Glove selection shall be based on the performance characteristics of the gloves, the conditions, the duration of use, and the hazards present. One type of glove will not be suitable for all situations.
 3. Note: When employees are exposed to chemical hazards, the appropriate Safety Data Sheet (SDS) will be used as the primary means to determine the correct type of hand protection. Read instructions and warnings on chemical container labels and SDS before working with any chemical. Recommended glove types are often listed in the section for PPE.
 4. Types of hand protection equipment include:
 1. Disposable Nitrile Gloves – May help guard against mild irritants, greases, custodial cleaning products, blood and bodily fluids, and unsanitary conditions.
 2. Fabric Gloves – Made of cotton or blends, may improve grip and help insulate against mild cold and heat.



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3. Leather Gloves – Guard against injuries from sparks or scraping against rough surfaces. They are also used with an insulated liner to guard against electrical hazards.
4. Metal Mesh Gloves – Protect from cuts and scratches when working with cutting tools or sharp instruments.
5. Chemical Resistant Gloves – Made of rubber, neoprene, polyvinyl alcohol, or vinyl, protect hands from corrosives, oils, and solvents.
6. Cut-Resistant Gloves – Protect hands when working with sharp tools and sharp edges, such as glass, metal, ceramics, and other materials.
7. Puncture-Resistant Gloves – Prevent puncture injuries from sharp objects such as thorns, vegetation, metal scraps, needles, and waste.
8. Waterproof Gloves – Serve as a protective barrier from contaminated water.
9. When the risk of injury includes the arm, protective sleeves (often attached to the gloves) may be appropriate.

G. Foot and Leg

1. Employees shall wear protective footwear when working in areas where there is a danger of foot injuries due to falling or rolling objects, objects piercing the sole, or where the employee's feet are exposed to electrical hazards.
2. Safety footwear is designed to protect feet against a wide variety of injuries. Impact, compression, and puncture are the most common types of foot injury. Consideration should also be made for injuries caused by possible exposure to:
 1. Corrosive or irritating substances.
 2. Extreme hot or cold temperatures.
 3. Water or other liquids that may penetrate the footwear causing damage to the foot and footwear.
 4. Rotating or abrasive machinery, e.g., chainsaws or grinders.
 5. An electrical hazard, such as a static-discharge or electric-shock hazard, that remains after the employer takes other necessary protective measures.
3. When the risk of injury includes the leg and/or top of the foot, the following equipment should be considered:
 1. Leggings that protect the lower legs and feet from heat hazards, like molten metal or welding sparks. Safety snaps allow leggings to be removed quickly.
 2. Metatarsal guards that can be strapped to the outside of shoes to protect the instep area from impact and compression, and are made of aluminum, steel, fiber, or plastic.
 3. Toe guards that fit over the toes of regular shoes to protect only the toes from impact and compression, and are made of steel, aluminum, or plastic.
 1. Combination foot and shin guards can be used in conjunction with toe guards when additional protection is required.
4. Employees with the possibility of exposure to contaminated water should wear rubber boots or waders. Rubber boots or waders should be removed before leaving the worksite and before entering a vehicle or building.

H. Body Protection

1. Employees should utilize body protection to mitigate workplace hazards that could injure their bodies. Such risks include intense heat, splashes of molten metal and other hot liquids, impacts from tools,



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machinery, and materials, cuts, hazardous chemicals, radiation, or contact with potentially infectious materials or bodily fluids, like blood.

2. Body protection equipment includes items such as vests, jackets, aprons, coveralls, surgical gowns, or full-body suits. This equipment can be made from several types of materials:
 1. Paper-like Fiber – Disposable suits made of this material protect against dust and splashes.
 2. Treated Wool and Cotton – Adapts well to changing workplace temperatures. Comfortable and fire resistant. Protects against dust, abrasions, and rough or irritating surfaces.
 3. Duck – Protects against cuts and bruises while handling heavy, sharp, or rough materials.
 4. Leather – Often used to protect against dry heat and flame.
 5. Rubber, Rubberized Fabric, Neoprene, or Plastics – Protects against specific acids and other chemicals.
3. High-visibility clothing enhances the visibility of employees working in hazardous conditions, both on and off the roadway.
 1. Safety Vests – Retroreflective vests will be worn by all employees where exposure to vehicular traffic exists and whenever directed to do so to ensure visibility.
 2. High-Visibility T-Shirts – May be substituted for vests with departmental approval, provided that they meet appropriate retroreflective criteria.

I. **Vehicle Safety Equipment**

Motor vehicle accidents are a common cause of injury. While not technically categorized as personal protective equipment (PPE), the following procedures assist in reducing the risk of injury. Please refer to the Vehicle Use Policy for additional information.

J. **Seat Belts and Shoulder Harnesses**

Drivers and passengers in city vehicles, as well as employees who drive their vehicles for city business, must always wear seat belts and shoulder harnesses in compliance with Rhode Island State Law.

K. **On Board Equipment**

1. City owned trucks (non-CDL) and vans will always have a first aid kit on board.
2. CDL vehicles will always have the following equipment on board:
 1. First aid kit, to include burn cream and eyewash
 2. Fire extinguisher
 3. Three (3) reflective triangles
 4. Wheel chocks, for vehicles that do not have air brakes.

7. **Reissuing of Personal Protective Equipment (PPE)**

- E. Employees are required to report to work with the appropriate personal protective equipment (PPE) that is in good working condition. Employees who do not have the proper PPE must obtain replacement equipment before beginning work.
- F. The following procedure will be used when reissuing any PPE to an employee:
 1. Damaged or broken equipment that requires replacement will be turned in to a supervisor.
 2. Lost or stolen equipment will be replaced one time to any employee who requests it.
 3. Equipment may be reissued with a reasonable explanation.
- G. It is the responsibility of each employee to maintain and be accountable for said equipment.
- H. Using the applicable "Issuance of PPE" form, the supervisor or department designee will document the issuing of the equipment, and the employee will sign for it.



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8. **Compliance**

- A. Every employee has the duty and responsibility to be aware of and comply with the City of Providence's safety policies and work practices.
- B. Employees who fail to comply with the Personal Protective Equipment Policy may be sent home to ensure a safe work environment.
- C. Employees found in violation of this policy can be subject to progressive corrective and disciplinary action up to and including termination.
- D. Department directors, deputy directors, and managers must review incidents of non-compliance or workplace incidents, continually reassess work site procedures, and make necessary changes to ensure compliance with this policy and improve safety practices.

Related Policies:

Accident, Injury, and Illness Reporting Policy

Reasonable Accommodation Program - Americans with Disabilities Act (ADA)

Workplace Cleanliness Policy

Other Related Information:

[Local 1033 Collective Bargaining Agreement](#)



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7.9 Accidental Disability Pension Application

Purpose

This policy establishes a process by which employees are duly informed of the time limit imposed by the City of Providence Code of Ordinances, Section 17-189(f), which provides for Accidental Disability Retirement and states that the application to accomplish such retirement must be filed within eighteen (18) months of the date of the accident.

Scope

Accidental disability applies to any employee who is a member of the Employee Retirement System of the City employees who are injured during the course of duty, and were injured at work.

Policy

1. Statutory Timeframe

- A. The Occupational Safety & Health Administration (OSHA) within the Department of People & Culture (DPC) is responsible for notifying applicable employees of the 18-month application time limit to apply for an accidental disability pension in accordance with the City of Providence Code of Ordinances. This ensures that employees are given adequate notice and the opportunity to apply for an accidental disability pension before the statutory deadline.
- B. Employees who have returned to full, unrestricted duty will not be subject to this notification process.
- C. The process is as follows:
 1. First Notification: Twelve (12) months from the date of injury, OSHA will send a certified letter to the employee's address of record and the attorney on record (if applicable) informing them of the 18-month deadline.
 2. Second Notification: At fifteen (15) months from the date of injury, OSHA will send a follow-up notice via first-class mail to the employee's address of record.
 3. Third and Final Notification: At seventeen (17) months from the date of injury, a final reminder will be mailed via first-class mail to the employee's address of record.

2. Application Process

- A. **Filing Deadline:** An application for accidental disability retirement must be submitted to the Retirement Office within **18 months** of the date of the qualifying incident.
- B. **Waiver for Late Applications:** If more than 18 months have passed since the incident, the applicant must first obtain a waiver through **City Council resolution**:
 1. A member of the City Council must **introduce a resolution** requesting to waive the 18-month rule.
 2. Once introduced, the ordinance is referred to the **Committee on Finance** for review.
 3. If approved by the Finance Committee, the ordinance proceeds to the **full City Council for passage**.
- C. **Documentation Requirements:** A completed application must include:
 1. The signed **accidental disability application form**.
 2. A **physician's statement** certifying that the employee is mentally or physically incapacitated for the performance of duty as a direct result of a work-related incident.
 3. An **official incident/injury report** documenting the event.
 4. Proof of age (birth certificate, passport, or other government-issued identification).
- D. **Medical Review:**



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1. Once a complete application is received, the Retirement Board will coordinate the required medical examinations with physicians certified in the relevant specialty, as required by ordinance.
2. The Board will then evaluate all submitted documents, including medical opinions, incident reports, and supporting evidence and render a decision.

3. **Compliance**

A. **Failure to Apply Within Required Timeframe**

Employees who fail to submit a completed Accidental Disability Pension Application within eighteen (18) months of the accident forfeit their eligibility for accidental disability retirement benefits, as mandated by Section 17-189(f) of the City Code.

B. **Incomplete or Inaccurate Applications**

1. Applications missing required documentation, containing false information, or otherwise deemed incomplete, will be returned to the applicant with instructions for correction.
2. Failure to provide the missing information within 30 calendar days of notification may result in automatic denial of the application.

C. **Enforcement Authority**

1. The Providence Retirement Board is responsible for enforcing compliance with this policy and has the authority to:
 1. Deny applications that do not meet eligibility or documentation requirements.
 2. Suspend review of incomplete submissions until deficiencies are corrected.
 3. Require independent medical examinations when necessary to verify claims.

D. **Appeals**

1. Employees whose applications are denied may submit a written appeal to the Providence Retirement Board within 30 calendar days of receiving the denial notice.
2. Appeals must include additional evidence or documentation supporting the employee's claim.
3. The decision of the Retirement Board shall be considered final, subject to applicable state and federal laws.

Related Policies:

Accident, Injury, and Illness Reporting Policy

Personal Protective Equipment (PPE) Policy

Americans with Disabilities Act (ADA) - Reasonable Accommodation Policy

HIPAA Policy

Related Information:

[City of Providence Code of Ordinances, Section 17-189\(f\)](#)



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7.10 ACCIDENT, INJURY AND ILLNESS REPORTING POLICY

Purpose

This policy is intended to help the City of Providence promote employee safety, comply with reporting obligations, and address hazards promptly and effectively. Prompt reporting of any work-related incident or injury enables efficient delivery of benefits, ensures compliance with the Rhode Island Workers' Compensation Act, and allows for proactive corrective measures to prevent future occurrences.

Scope

This policy applies to all employees, interns, fellows, board and commissioners of the City of Providence, excluding sworn personnel of the Providence Police Department, Providence Fire Department, and employees of the Providence Water Supply Board (PWSB).

Due to the unique nature of its operations and regulatory governance, employees of these entities will continue to follow the applicable procedures outlined within their agencies.

Policy

The City of Providence and the Occupational Safety and Health Administration (OSHA) prioritize employee health and safety. To ensure timely intervention and support, all work-related incidents must be reported immediately.

1. Immediate Action in the Event of an Incident with Injury Resulting

- A. To the extent possible, take steps to ensure the safety of others in the area.
- B. Call emergency services (911) if necessary.
- C. Otherwise, seek appropriate medical care.
- D. Notify OSHA immediately if the injury is severe or if the employee is transported from the scene

2. Reporting an Incident

A. Where to find blank reports:

Employee Incident Report (EIR) forms are available on the City's DPC – OSHA webpage:
<https://www.providenceri.gov/hr/workers-compensation/>

B. How to submit an Employee Incident Report (EIR):

1. Completed Employee Incident Reports must be emailed to: EIR@providenceri.gov
2. Departments should also retain a copy for their internal records.

3. Responsibilities

A. Employee Responsibilities:

1. Employees must report any work-related injury, illness, near-miss event, exposure to hazardous chemicals, or incident to their supervisor immediately **or as close to the event as possible**. If the employee's supervisor is not available, employees must contact another member of management and report the situation to them.
2. After reporting an incident, the employee shall complete an Employee Incident Report (EIR).
3. Employee Incident Reports should be completed as soon as practical during the shift in which the incident occurred but **no later than one (1) workday after the incident**.
4. The employee involved should complete the form in as much detail as possible, sign and date it, and return the report to their supervisor.



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5. For employees who cannot complete the EIR promptly, a supervisor may submit an initial EIR on the employee's behalf to avoid delays. Unknown information can be left blank. The employee will complete and submit a signed EIR as soon as practical.
6. Employees involved in an incident involving a City of Providence vehicle, including trailers or other mobile equipment, or a personal vehicle being used for city business, must submit an Employee Incident Report regardless of whether an injury occurred. Please refer to the Vehicle/Equipment Incident Reporting Policy.
7. Failure and/or delay in reporting could cause delays in obtaining workers' compensation benefits, if applicable.

B. Supervisor's Responsibilities:

Upon notification of an incident, the supervisor must:

1. Ensure any immediate hazards are addressed, or that access to the area where the incident occurred has been restricted to prevent additional employees from being injured.
2. Assist the employee with the Employee Incident Report (EIR) as needed.
3. Identify colleagues or other employees present at the time of the incident and have them complete the witness statement section of the Employee Incident Report.
4. Complete the supervisor's information section to provide an initial evaluation of the causes of the incident and to document that short-term preventive measures have been implemented, if necessary, to prevent risk of imminent recurrence.
5. Submit the Employee Incident Report as soon as practical, but no later than one (1) workday after the incident was reported.

NOTE: Delays in reporting can impact workers' compensation benefits and internal response efforts.

C. Department Responsibilities:

1. Each department shall determine a process and designate a specific job identifying the individual(s) responsible for receiving completed Employee Incident Reports from supervisors.
2. Employee Incident Reports (EIR) must be forwarded electronically to EIR@providenceri.gov within forty-eight (48) hours.
3. A backup person within each department should be identified to ensure that there are no delays in forwarding EIRs.
4. Additional information and/or witness statements can be forwarded separately to prevent delays in reporting.

4. Policy Review & Oversight

- A. The Director of Occupational Safety & Health Administration is responsible for annual policy evaluation, departmental follow-ups, and ensuring system-wide compliance and improvements.

NOTE: This policy does not supplant or replace policies already in effect with the Providence Police Department or the Providence Fire Department.

5. Compliance

- A. All employees, supervisors, and departments are required to follow the procedures outlined in the Workplace Incident Reporting Policy and Procedure.
- B. Failure to comply with this policy, including but not limited to delays in reporting, incomplete or inaccurate submission of incident reports, failure to address immediate hazards, or willful disregard of reporting requirements—may result in disciplinary action, up to and including termination of employment.
- C. Suspected violations of this policy, misuse of reporting procedures, or intentional obstruction of the reporting process should be reported immediately to the Director of Occupational Safety & Health Administration or the Department of People & Culture.
- D. All reports of non-compliance will be reviewed, investigated as appropriate, and handled with discretion and confidentiality.



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- E. Enforcement of this policy will be conducted in accordance with applicable labor laws, relevant collective bargaining agreements, and the City's internal disciplinary procedures.

Related Policies:

Accidental Disability Pension Application
Personal Protective Equipment (PPE) Policy
Reasonable Accommodation Program- Americans with Disabilities Act (ADA)
Vehicle/Equipment Incident Reporting Policy
Workplace Cleanliness Policy
Discipline Policy
Code of Conduct
Leave of Absence Policy

Other Related Information:

[Local 1033 Collective Bargaining Agreement](#)
[Employee Incident Report Form](#)



Section 8 – Vehicles & Vehicle Safety



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8.1 DRIVER'S LICENSE VERIFICATION POLICY

Purpose

The purpose of this policy is to ensure that all employees operating City-owned, leased, or their own vehicles on behalf of the City, hold a valid and appropriate driver's license as required by Rhode Island state law (including any required endorsements). This verification protects public safety, minimizes liability, and promotes responsible operation of motor vehicles while conducting City business.

Scope

This policy applies to all employees including full-time, part-time, temporary, seasonal, volunteers, interns, fellows, and contracted employees of the City of Providence whose job requires a standard state drivers' license or commercial drivers' license, who may operate or use City-owned or leased vehicles, or who uses personal vehicles for City business.

Nothing in this policy shall supersede, modify, or diminish any rights, benefits, or obligations contained within applicable collective bargaining agreements (CBAs) or laws. In the event of a conflict, between this policy and a CBA, the CBA shall prevail for covered employees. For all other employees not covered by a CBA, this policy shall govern.

Policy

1. Initial Verification

- A. Department directors and their designated staff have the ability to request copies of identification applicable to the verification of credentials required for a position of employment as defined by the job description, including a driver's license.
- B. Upon hire and prior to operating any City vehicle employees will provide a copy of their driver's license to the Department of People and Culture (DPC) – Talent Division.
 1. DPC will then conduct a license verification check during the background check process.
 2. Results from the initial verification process will be documented and provided to the hiring department.

2. Ongoing Verification

- A. The Department of People and Culture will conduct random driver's license verifications on an annual basis.
- B. Employees are responsible for notifying the City of any changes in license status.
 1. These changes include but are not limited to:
 1. Suspension
 2. Revocation
 3. Restriction
 4. Expiration
 2. Any changes must be reported to the employee's supervisor and DPC immediately.
- C. The City reserves the right to conduct additional checks at any time, including when there is reason to believe a license may no longer be valid.

3. Job Descriptions and License Requirements



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- A. Department directors and supervisors have the responsibility to identify the required license(s) needed by employees who operate a vehicle in the course of their employment.
 - B. The department should maintain a list of drivers that includes license number, issuing state, and expiration date.
 1. This list should be compiled jointly with the supervisor and employee.
 2. It must contain both the supervisor and employee's signatures with the date of inspection.
 - C. At the time of an employee's hire or change in job, it is the department's responsibility to verify that the employee possesses the appropriate license for the position for which they are hired or being transferred to by forwarding a copy of the license and title change to the DPC.
 1. This can be done during the hiring selection process when requesting the approval of the Chief People Officer.
 2. This can additionally be done when completing an [Employee Status Change Form](#).
 - D. Under federal law, commercial drivers' license (CDL) holders are subject to five testing requirements:
 1. Pre-employment,
 2. Random
 3. Post-accident
 4. Reasonable suspicion
 5. Return-to-duty.
 - E. Employees whose job requires a valid driver's license must inform their department supervisor or director immediately if there has been any action taken against their license as cited in section 2.B.1 – 2 above, including but not limited to suspension or revocation.
 1. Operating a City vehicle without the required license is grounds for immediate termination.
 - F. Under no circumstance is the City obligated to provide a position for an employee who fails to maintain the operators' license necessary to perform their assigned job.
 1. The City also maintains its right to terminate an employee if they are unable to perform the essential functions of their job because of the loss of an operator's license which is part of the job requirements.
4. **Recordkeeping**
- A. Verification records shall be maintained in a secure file by the Department of People and Culture.
 - B. Only authorized personnel may access these records, and all information will be handled in compliance with applicable privacy laws.
5. **Compliance**
- A. Employees who fail to provide proof of a valid driver's license or who drive with a suspended, revoked, or expired license will be prohibited from operating vehicles on behalf of the City and will be subject to disciplinary action up to and including immediate termination.
 - B. Contract workers or volunteers who fail to comply may be removed from duties requiring driving.

Related Policies:

Drug & Alcohol-Free Workplace Policy
Commercial Motor Vehicle Driver Policy and Program
Vehicle Use Policy
Vehicle / Equipment Incident Report Policy



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Other Related Information:

[Local 1033 Collective Bargaining Agreement](#)

[Employee Status Change Form](#)



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8.2 COMMERCIAL MOTOR VEHICLE DRIVER POLICY AND PROGRAM

Purpose

The purpose of this policy is to outline the City of Providence's policy regarding employees holding Commercial Driver's Licenses (CDL) and its controlled substance and alcohol testing program in compliance with applicable federal laws and rules.

Scope

The City of Providence's Commercial Motor Vehicle Driver Policy and Program applies to all employees currently holding a Commercial Driver's License (CDL) as a requirement of their position, who obtain a commercial motor vehicle license as part of their employment, and to all persons (promotional or outside candidates) making application with the City of Providence for positions which require a CDL.

Where there are differences in the requirements under the Omnibus Transportation Act and this policy, the Omnibus Transportation Act takes precedence.

Policy

The City of Providence is committed to providing a safe working environment for employees, serving our constituents in the best manner possible, protecting city property, and complying with local, state, and federal regulations concerning the operation of Commercial Motor Vehicles.

1. Program and Policy Focus

- A. The City of Providence's Commercial Motor Vehicle Policy and Program outlines the three (3) main areas of responsibility of its Commercial Drivers' License (CDL) holders:
1. Responsibility to maintain a valid CDL.
 2. Responsibility to notify the employer.
 3. Responsibility to participate in an alcohol and controlled substance testing program.

2. Responsibility to Maintain a Valid License

- A. You must carry a valid CDL on your person at all times while working. Employees who are at work without their CDL will be sent home, or subject to progressive disciplinary action.
- B. While it is the CDL holder's responsibility to be familiar with the requirements for maintaining a valid CDL, the City of Providence wishes to emphasize the following state and federal commercial motor vehicle rules:
1. An employer may not let you drive a commercial motor vehicle if you have more than one license or if your CDL is suspended or revoked.
 2. You are not allowed to hold a mobile telephone to conduct voice communication or dial a mobile telephone by pressing more than a single button while driving.
 3. You are not allowed to send or read text messages while driving.
 4. You must be properly restrained by a safety belt at all times while operating a commercial motor vehicle.

3. Requirement to Notify the Employer

- A. You must notify your department director or supervisor and the Department of Human Resources immediately if there has been any action taken against your license for any traffic violations (except parking), including but not limited to suspension, revocation, cancellations, or if you are disqualified from CDL driving. This is true regardless of what type of vehicle you were driving.



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- B. Employees with a CDL are subject to state reporting requirements and should consult the Rhode Island Department of Motor Vehicles for more information: <http://www.dmv.ri.gov/licenses/commercial/>.

4. **Requirement to Participate in an Alcohol and Controlled Substance Testing Program**

- A. The U.S. Department of Transportation Federal Motor Carrier Safety Administration passed the Omnibus Transportation Act, which was intended to create an alcohol and controlled substance free transportation industry. The controlled substance and alcohol testing that is conducted under this act is called federal or Department of Transportation (DOT) testing.
- B. In addition to the federal testing requirements, the City of Providence has established specific policies and practices for its CDL holding employees. The following policy and procedures regarding the use of controlled substances and alcohol, required tests, testing procedures, test results and their consequences, apply to CDL holding employees performing safety sensitive duties.
- C. If you have questions about the information contained within this policy, please contact the Department of People and Culture – OSHA or Employee Experience.
- D. **Employees Subject to Federal DOT Testing**
The Federal Department of Transportation alcohol and controlled substance testing rules apply to every person who operates a commercial motor vehicle (CMV) in interstate or intrastate commerce. This includes individuals who only operate a CMV occasionally or in emergencies.

5. **Definition of Safety Sensitive Functions**

- A. A CDL employee is performing a safety sensitive function at the following times:
1. All time on city property, public property, or other property waiting to be dispatched to drive.
 2. All time inspecting, servicing, or conditioning any CMV at any time.
 3. All CMV driving time.
 4. All time other than driving time in or upon any CMV.
 5. All time loading or unloading a vehicle, supervising, or assisting in the loading or unloading of a vehicle, or attending a vehicle being loaded or unloaded.
 6. All time remaining in readiness to operate a vehicle, or in giving receipts for shipments loaded or unloaded.
 7. All time spent performing driver requirements relating to accidents.
 8. All time repairing, obtaining assistance, or remaining in attendance upon a disabled vehicle.

6. **Prohibited Conduct**

- A. CDL employees may not:
1. Use any illicit (illegal) controlled substance. *
 2. Possess any illegal controlled substance while assigned to or performing safety sensitive functions.
 3. Use any legal prescription while is a controlled substance (or possess it while assigned to or performing safety sensitive functions), *unless* taking it in accordance with the instructions of a licensed medical provider, and that medical provider has advised that it will not adversely affect your ability to safely operate a CMV.
 4. Use or possess alcohol while assigned to or performing safety sensitive functions. This includes anything that contains alcohol, such as mouthwash and cough medication.
 5. Perform safety sensitive duties within four (4) hours after using alcohol.
 6. Report or remain on duty if:
 1. Under the influence of or impaired by alcohol.
 2. Have a blood alcohol concentration of .02 or greater.
 3. Refuse to submit to any test for alcohol or controlled substances (refusal also means adulterating or substituting a specimen).
- B. * **Note:** Medical marijuana, even if legally prescribed in a state, is an illegal drug under federal law. The use of medical marijuana is prohibited conduct for CDL holding employees.

7. **Prescription Medicine and Over the Counter (OTC) Drugs**



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- A. These may affect a driver's fitness for duty or ability to perform duties safely. It is the CDL holding employee's responsibility to know how the medications taken for health reasons affect the ability to perform his or her job in a safe manner. You should always ask your medical provider how any medication you are taking will affect your ability to safely operate a CMV. You may use prescribed medications and OTC drugs and still perform your safety sensitive duties; however, you must meet the following standards:
- B. Prescription medication must be prescribed to you by a licensed medical provider, such as your personal doctor.
 - 1. The medication must be used at the dosage prescribed or authorized.
 - 2. The prescription must be valid, and the medication must not be expired.
 - 3. It is your responsibility to review prescriptions with your physician to determine if it impacts your ability to safely operate a CMV.
 - 4. If it is determined that a necessary medication could cause impairment to the safe performance of your duties, contact human resources.
- C. An over-the-counter medication must not prevent you from safely performing your job and must be taken at the dosage prescribed or authorized.

8. **Testing**

- A. CDL employees are subject to testing for controlled substances and alcohol. The employee's CDL is the only acceptable form of identification at the testing site.
- B. Once the collection process has been started, if the CDL employee leaves the collection facility before it is completed, it will be considered a refusal to test.
- C. Refusal to submit to testing of breath and/or urine for alcohol and/or controlled substances is considered a positive result and will require a review by management. This may necessitate progressive disciplinary action, up to and including termination.
- D. Where an employee has already tested positive, any further positive results in any alcohol or controlled substance testing will be grounds for termination.

E. **Categories of Testing**

Controlled substance and alcohol tests will be conducted at the following times:

1. **Pre-Employment**

- 1. All persons making application with the City of Providence for positions which require a CDL are subject to controlled substance testing. This applies to both outside applicants and to current employees who are transferring into a role which requires a CDL. Controlled substance testing is required prior to the first time an employee performs safety sensitive duties.
- 2. Note: if an employee has been unavailable for random testing for thirty (30) calendar days or longer (usually due to an extended absence), a "pre-employment" test is required before he or she can be returned to safety sensitive duties.

2. **Current employees seeking a promotion with a positive pre-employment test result:**

- 1. The job offer will be withdrawn.
- 2. The employee will be subject to the protocol for a positive result outlined in this policy.
- 3. During this period of treatment or counseling, the employee will not be allowed to work.
- 4. The employee must have completed a return-to-duty controlled substance test with a negative result.
- 5. If the result of the return-to-duty test is negative, the employee will be allowed to return to work at his or her former position. Further positive results in any alcohol or controlled substance testing will be grounds for termination.
- 6. If the result of the return-to-duty test is positive, the employee will not be allowed to return to work at his or her former position.

3. **Prospective employees:**

In those situations where a prospective employee either refuses to be tested or whose test results are positive, the conditional offer of employment by the City of Providence will be withdrawn.

F. **Random**



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1. The Federal Motor Carrier Safety Administration (FMCSA) annually determines what minimum percentage of the CDL holding workforce must be tested on a random basis for controlled substances or alcohol.
2. Each month, the city's testing vendor uses a computer program to randomly select a percentage of the required annual number of tests each month.
3. Employees may be randomly selected for both a controlled substance and alcohol test, or just a controlled substance test. So that employees cannot anticipate when testing may happen, random testing may occur on any day of the month.
4. Employees randomly selected by the vendor for a test are immediately put back into the random test pool, so the chance of being picked is the same each time.

G. Reasonable Suspicion

1. Controlled substance and alcohol testing by means of reasonable suspicion is required when the employer has made certain observations as to a driver's appearance, behavior, speech, or body odor that he or she may be unfit for performing safety sensitive duties. The person making this determination must have received CDL supervisor training under the City's program.
2. When such observations have been made, the employee will be required to report to a designated collection site for both alcohol and controlled substance testing.
3. An employee is not to be allowed to drive either his or her own vehicle or a city-owned vehicle to a test site when there is reasonable suspicion of alcohol or controlled substance use. A supervisor will drive the employee to the test site, and if appropriate, the employee will be provided transportation home.
4. Refer to the Drug- and Alcohol-Free Workplace Policy for additional information.

H. Post-Accident

1. As soon as practical following an accident, tests for alcohol and controlled substances shall be administered to employees performing safety sensitive functions, if:
 1. The accident involves the loss of human life.
 2. The driver receives a citation under local or state law for a moving traffic violation arising from the accident, and:
 3. An injury to any person, or if the individuals involved in the accident immediately receives medical treatment away from the scene, or
 4. One or more of the vehicles involved in the accident must be towed from the scene.
2. In such cases, all work-related activity being performed by the employee is to cease immediately. The driver of the vehicle is to be transported to the designated testing site by their supervisor. The driver is not to transport him or herself to the testing site in either a private or city-owned vehicle.
3. Drug tests must be performed within thirty-two (32) hours following the accident.
4. Alcohol tests should be conducted within two (2) hours, but in no case more than eight (8) hours after the accident. CDL employees must refrain from all alcohol use until the test is complete.
5. The requirement to test for drugs and alcohol following an accident shall in no way delay necessary medical attention required for injured people or prohibit a safety sensitive employee from leaving the scene of an accident to obtain assistance in responding to the accident or to obtain necessary emergency medical care.
6. However, an employee who is subject to post-accident testing shall remain readily available for such testing or may be deemed to have refused to submit to testing.
7. The results of breath or urine testing conducted by local, state, or federal officials having independent authority for the test may be considered to meet the requirements, provided the test conforms to the testing requirements and that the results are obtained by the city.

I. Return-to-Duty

1. In the event a driver has had a positive alcohol or controlled substance test, prior to being able to return to work, the employee must undergo a city-arranged return-to-duty test with the following results:
 1. Alcohol: Resulting concentrations of less than .020 and/or
 2. Controlled Substance: Verified negative result.
2. Return-to-duty tests are not conducted until the employee has been cleared to return to work by an approved Substance Abuse Professional (SAP). Urine specimen collections for return-to-duty drug



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tests are observed collections; a same gender employee of the collection site will conduct the observation.

J. Follow-Up

1. After a driver who has had a positive alcohol or controlled substance test (which includes refusals to test and engaging in prohibited conduct) returns to work, he or she is subject to a minimum of six (6) follow up alcohol or controlled substance tests within the first twelve (12) months. The follow up testing may continue for up to five (5) years.
2. The number, type, and frequency of the follow up tests are at the discretion of the Substance Abuse Professional (SAP) who evaluated the employee after the initial positive test.
3. The employee is not permitted to know in advance the dates of the follow up tests.
4. Urine specimen collections for follow up controlled substance testing are observed collections.
5. Follow up testing is in addition to all other federally required testing to which the employee is still subject.

K. Test Results

1. **Negative Dilute:** All employees and/or applicants of the City of Providence with a controlled substance test result of "negative dilute" shall be subject to retesting.
2. **Negative with Comment:** Some controlled substance test results may be reported as "negative" because there is a valid prescription. Under FMCSA rules, the MRO may recommend a medical evaluation. If so, the city will remove the CDL holder from work until it is determined that the employee may safely operate a CMV. The affected employee may use sick time to cover the time out of work.
3. **Positive Alcohol Test with a Level of 0.02 – 0.39:** The employee will be suspended without pay for a minimum of twenty-four (24) hours. Retesting is not required to return to work.
4. **Positive Alcohol Test with a Level of 0.04 or Greater, or a Positive Controlled Substance Test:** The employee will be removed from safety sensitive functions and suspended without pay until he or she has completed the following:
 1. Substance abuse evaluation or rehabilitation, when necessary.
 2. When a substance abuse professional determines that the employee has successfully completed any required rehabilitation.
 3. When the employee has completed a return-to-duty controlled substance and/or alcohol test. Alcohol test results must show a concentration below 0.02; controlled substance test results must be negative.
 4. If either the controlled substance test is positive or the result of the alcohol test is 0.02 or greater, the employee will not be allowed to return to work and his or her employment will be terminated.
 5. If the results are negative, the employee will be allowed to return to work at his or her former position.
5. At the time the employee returns to work, he or she will again be subject to all aspects of alcohol and controlled substance testing, which includes both follow up testing procedures as well as continued participation in the random testing pool.
6. Where an employee has already tested positive, any further positive results in any alcohol and controlled substance testing will be considered grounds for termination.

L. Split Specimen Testing

1. Should the employee dispute the positive result of a controlled substance test, he or she may request that a second test be performed on the split sample specimen.
2. This test will be performed at the employee's expense. If the test facility requires payment in advance, the city will authorize the test and seek reimbursement from the employee.

9. Refusal to Test

- A.** Federal regulations prohibit CDL holders from refusing a test. The following are some examples of conduct that federal regulations define as refusing a test:
 1. Failing to appear for any test after you were directed to do so by the city.
 2. Failing to remain at the testing site until the testing process is completed.
 3. Failing to provide a urine or breath sample.
 4. Failing to permit the observation or monitoring of your providing a urine specimen.



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5. Failing to provide a sufficient urine or breath sample, when it has been determined through the required medical evaluation that there was not adequate medical explanation for the failure.
6. Failing to take a second test when directed to do so.
7. Failing to cooperate with any part of the testing process, including but not limited to:
 1. refusing to empty your pockets,
 2. behaving in a confrontational manner with the collector,
 3. failing to wash your hands when directed to do so,
 4. failure to obtain a medical evaluation as part of a “shy bladder” or “shy lung” procedure,
 5. failing to sign step 2 of the alcohol test form,
 6. providing a urine sample that is verified as adulterated or substituted,
 7. failing to follow the observer’s instructions during a directly observed urine collection,
 8. possessing or wearing a prosthetic or other device that could be used to interfere with the collection process,
 9. or admitting to the collector or MRO that you adulterated or substituted a specimen.

B. Consequences of a Refusal to Test

A determination of refusal to test has the same consequences as those for a positive test. CDL employees who refuse to submit to a test will be subject to progressive discipline, up to and including termination.

C. Consequences of Engaging in Prohibited Conduct

Engaging in prohibited conduct has the same consequences as those for a positive test.

10. Recordkeeping

Confidential records will be maintained within the Department of People and Culture and will only be made available to people within the city as required to carry out the provisions of this policy. Confidential records will only be released outside of the city by written approval of the employee or allowed by law.

11. Resources Available for Assistance

- A.** Employee assistance is available for employees who have personal problems associated with alcohol and controlled substance misuse which may be affecting their work. Please contact the Department of People and Culture – Employee Experience Division, the Total Rewards Division or your union representative(s) for more information.
- B.** CDL holders are subject to the rules and regulations of the City of Providence’s Vehicle Use Policy, Drivers’ License Verification Policy, and Vehicle Incident Reporting Policy.

PROGRAM’S DESIGNATED EMPLOYER REPRESENTATIVE (DER) IS:

The Department of People and Culture – Occupational Safety and Health Administration

401-680-5282

Related Policies:

Drug & Alcohol-Free Workplace Policy
Code of Conduct
Recovery Friendly Workplace Policy
Discipline Policy
Vehicle / Equipment Incident Report Policy
Driver’s License Verification Policy

Other Related Information:

[Local 1033 Collective Bargaining Agreement](#)
<http://www.dmv.ri.gov/licenses/commercial/>



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8.3 VEHICLE USE POLICY

Purpose

The purpose of this policy is to ensure the safe, efficient, and sustainable use of City vehicles and personal vehicles used for City business. It establishes guidelines for safety, accountability, environmental responsibility, and compliance with applicable laws.

Scope

This policy applies to all employees, volunteers, interns, fellows, and contracted employees of the City of Providence who operate or use City-owned or leased vehicles, or who use personal vehicles for City business.

Definitions

City Vehicle: Any motorized car, truck, or equipment owned or leased by the City requiring a valid driver's license or certification to operate.

Authorized Driver or Operator: An individual approved by their department and the City to operate a City vehicle.

Telematics Equipment: GPS, AI dash cameras, or monitoring devices in City vehicles.

Policy

City vehicles are identified as cars, trucks, and other motorized equipment which are owned or leased by the City of Providence, which require the operator to possess a state issued driver's license. Employees who are required to maintain a commercial driver's license (CDL) must also comply with the City's Commercial Motor Vehicle Policy and Program.

1. Authorization and Licensing

A. **All applicable employees**

1. Employees who may operate a City vehicle must submit a copy of a valid license upon hire to the Department of People and Culture (DPC).
2. Employees are required to maintain a valid driver's license in good standing
3. Employees are expected to report any suspension, revocation and/or changes in driver's license status, including both commercial and non-commercial driver's license(s), immediately to their supervisor and the DPC.
4. DPC is responsible for maintaining a copy of driver's license
5. DPC may periodically conduct validation checks.

B. **Commercial Drivers**

1. Employees required to hold a CDL must comply with federal and state CDL standards, including drug and alcohol testing.
2. Drivers are required to have in their possession a valid driver's license while operating a City vehicle or driving for business purposes.

2. Vehicle Reservations and Authority to Use

A. **Assignment**



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1. Vehicles are either assigned to departments by the Department of Public Property, or acquired, maintained, and assigned by the department through which it is utilized for service. (E.G., Providence Water manages its own fleet of vehicles.)
 2. For individuals who do not operate vehicles as a part of their ordinary and customary duties, complete a formal request in writing to the Department of Public Property with the approval of the requesting department's director.
 1. Vehicles are only issued to authorized operators
 2. Requests should include the information about the operator, duration of use, vehicle type where applicable, and reason for the request
 3. Following approval of the reservation request by public property, it will be the responsibility of the requesting department to pick up the corresponding keys and gas card from Public Property, or other designated staff in other City facilities.
 4. Departments are then responsible for the security of assigned keys and assigning vehicles to department staff.
- B. Reservations Outside of Working Hours**
1. If a vehicle reservation begins prior to the start of the normal workday, keys and other associated items must be obtained from the Department of Public Property on the business day prior.
 2. If a vehicle reservation ends after the conclusion of normal work hours, it must be parked in its designated City parking spot and keys as well as other associated items must be returned to Public Property at the start of the next business day.
- 3. Use and Operation**
- A. All vehicle use shall have the authorization of management. Only authorized employees shall operate or ride inside a City vehicle, with the exception of vehicles (passenger vans or busses) designed to transport groups of people.
- B. City vehicles are for conducting City business only. Except in the most extreme emergency, City vehicles shall never be used for personal reasons. City vehicles shall never be used for the purpose of transportation to places of personal recreation or entertainment.
- C. Geographic Limitations**
1. City vehicles may not be used outside of the geographical boundaries of the City of Providence, be used for commuting, or taken home by an employee unless they have the approval of the director of their department and/or the Department of Public Property.
 2. Exceptions to this standard are limited to vehicles being used strictly for the purpose of conducting business and performing work on behalf of a City department.
 3. In the absence of the Public Property Director, or the department director, the Chief Operating Officer can approve such use.
 4. When necessary, in the course of City business, a City vehicle may be used outside of the geographical boundaries of Providence, i.e., to pick up supplies or engage in mutual aid of another municipality.
- D. Driver Safety and Technology**
1. **Standard of Conduct**

Employees shall be mindful that their driving and parking habits are under constant observation. Employees should strive to be exemplary and not use a City vehicle in a manner which reflects unfavorably upon the City or violates the public's trust.



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2. **Hands-free Operation**

Use of handheld mobile phones (City or personal) while operating a City vehicle, whether the vehicle is in motion or stopped at a traffic light, is strictly prohibited.

3. This includes, but is not limited to:

1. Answering or making telephone calls
2. Engaging in phone conversations
3. Reading or responding to email or text messaging
4. Using the internet

4. If communication is necessary, employees are required to drive safely out of the flow of traffic and stop the vehicle before using a mobile phone or another mobile device, to include tablets.

5. In case of an emergency, you may use a handheld mobile device to contact law enforcement officials or other emergency services. If it is not possible to pull off the road, the conversation should be as short as necessary to communicate the nature of the emergency.

E. **Smoking and Vaping**

1. Using tobacco products is prohibited in all City-owned or leased vehicles.

2. This includes but is not limited to:

1. Cigarettes
2. e-cigarettes
3. Smoking pipes and other smoking apparatus
4. Chewing tobacco

F. **Eating, Drinking, and Drug Use**

1. Eating is prohibited while operating a City vehicle.

2. Employees may not operate City owned vehicles or personal vehicles being used for work-related travel under the influence of alcohol, illegal drugs, or any controlled substances.

G. **Seatbelts and Harnesses**

1. Drivers and passengers in City vehicles must always wear seat belts and shoulder harnesses in compliance with Rhode Island General Laws.

2. Drivers and passengers shall put on their seat belts before starting the vehicle.

H. **AI Dash-Cameras / GPS monitoring**

1. Global positioning systems (GPS) and telematics devices are installed in City-owned and leased vehicles to monitor location, speed, idling, and compliance with operating laws and safety events.

2. Vehicle monitoring is intended to help the City better deploy and utilize vehicles, improve safety and operational efficiency, as well as reduce maintenance and fuel costs.

3. Employees are prohibited from tampering with this equipment.

I. **Tickets and Penalties**

1. The City will hold drivers personally liable for any penalties incurred as a result of a moving violation, civil violation, and/or administrative penalty (such as, red light and school zone camera violations)

2. Parking tickets are the responsibility of the driver to receive the ticket and must be resolved promptly.

3. Drivers must report all tickets and penalties to their supervisor within one business day.



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4. Environmental & Sustainability Standards

A. **Idling**

1. No vehicle shall idle for more than twenty (20) minutes in an eight (8) hour workday.
2. Vehicles in use for snow removal purposes are exempt from this requirement.
3. No vehicle shall be left unattended while idle.

B. **Gas Purchases and Refueling**

1. Gas purchases must be completed using the gas card provided at the time of vehicle check-out.
2. Gas cards are specific to vehicle registration and are not interchangeable.
3. Drivers are responsible for entering the accurate odometer mileage into the fuel card system with each refuel.
4. Vehicles should be fueled at Fleet Masters, located at 9 Hylestead Street, Providence, RI, with either regular unleaded gasoline or diesel fuel as needed for the vehicle being utilized.
5. Employees who are granted use of City vehicles must refuel prior to returning the vehicle to its designated parking spot if the vehicle's fuel gauge reads one-fourth (1/4) of a tank of fuel or less.
6. If refueling is necessary at another location due to distance, the employee utilizing the vehicle must refuel using the fuel card at one of the service stations where it is accepted. The logos to these stations are on the back of the card.
7. While a City vehicle is in the care of an employee, they are also responsible for the physical security of that vehicle's assigned fuel card.
8. Fuel cards and mileage logs are to be secured in the vehicle's glovebox.

5. Vehicle Condition & Maintenance

- #### A.
- The weekly maintenance checklist must be updated with the current mileage for the vehicle as maintenance checks and services are performed.

B. **Onboard Equipment**

1. City trucks (non-CDL) and vans should always have a first aid kit on board.
2. As required by law, commercial motor vehicles should have on board the following equipment:
 1. An appropriate first aid kit
 2. Fire extinguisher
 3. Three reflective triangles
 4. Wheel chocks

C. **Pre/Post Trip Inspections**

1. Drivers shall follow the standardized pre/post trip inspection procedures established by the Department of Public Property.
2. Forms documenting that these inspections have taken place are in every vehicle.
3. Both the pre- and post-inspections are due to Public Property and your department at the conclusion of use and must be returned with keys and the assigned gas card.
4. Drivers are responsible for reporting vehicle defects and maintenance needs on the pre/before or post/after-trip inspection form submitted to public property as appropriate.
5. Vehicles with safety deficiencies are to be removed from service for repairs.
6. Vandalism of City vehicles will be reported to law enforcement.



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6. **Weather**

If impending adverse weather could make roads unsafe, Public Property may make the determination to not assign certain vehicles or cancel reservations with notice.

7. **Loss of Keys or Gas Cards**

- A. Employees are responsible for the safekeeping of vehicle keys and gas cards. It is never acceptable to attempt to enter a City vehicle forcibly.
- B. In the event a key is lost, stolen, locked in a vehicle, or malfunctioning, employees are to contact their supervisor or Public Property.
- C. Employees must also report immediately the loss of a City gas card assigned to them.

8. **Accident & Incident Reporting**

- A. Any accident involving a City vehicle, trailer, or mobile equipment, regardless of the extent of the damage, is to be reported to a police officer within the jurisdiction, as well as department management as soon as possible.
- B. This provision also applies to personal vehicles when in use for City business.
- C. Following an accident, employees must complete and submit to their supervisor and the Department of Public Property a Vehicle Incident Report. This provision also applies to personal vehicles in use for City business.
- D. For city vehicles, blank forms must be always kept in the vehicle with a copy of the Vehicle/Equipment Incident Reporting Policy.
 1. The Vehicle Incident Report Form is also available at <http://www.providenceri.gov/hr/forms/>.
 2. Please refer to the Vehicle/Equipment Incident Reporting Policy for more information.
 3. Employees with a CDL should also refer to the Commercial Motor Vehicle Driver Policy and Program for additional requirements.

9. **Compliance**

All city employees are expected to comply with the rules, terms and procedures established by this policy at all times. Noncompliance will result in progressive discipline, up to and including revocation of vehicle privileges or termination.



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Related Policies:

Drug & Alcohol-Free Workplace Policy
Personal Use of City Equipment
City Hall Parking
Uniform Policy
Code of Conduct
Vehicle / Equipment Incident Report Policy
Driver's License Verification Policy

Other Related Information:

Local 1033 [Collective Bargaining Agreement](#)
<http://www.providenceri.gov/hr/forms/>



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8.4 VEHICLE/EQUIPMENT INCIDENT REPORTING POLICY

Purpose

The purpose of this policy is to establish a standardized procedure for reporting and documenting incidents involving City of Providence vehicles and equipment. This ensures prompt accurate record-keeping, investigation and follow-up action. The policy is intended to enhance safety, accountability, and the protection of City assets while complying with all relevant local, state, and federal regulations.

Scope

This policy applies to all employees, interns, fellows, volunteers, and contracted employees of the City of Providence who operate City-owned, leased, or personal vehicles used for City business and motorized equipment, including trailers and towed equipment, in the course of their employment; this covers all incidents including accidents, damages, malfunctions, theft, and other types of operational failures. Employees of the Providence Water Supply Board (PWSB), Providence Police and Providence Fire will continue to follow agency-specific procedures.

Policy

1. Expectations of Reporting

- A. Any incident involving a City-owned vehicle or personal vehicle used for City business, regardless of damage or severity, must be reported promptly to law enforcement and the designated City officials including their immediate supervisor and department director.
- B. Incident reporting forms and instructions should be made available in vehicle glove compartments and online on the City of Providence Department of People and Culture – OSHA webpage (<http://www.providenceri.gov/hr/policies/>).
- C. All incidents must be reported to the Department of People & Culture - Occupational Safety & Health Administration (DPC-OSHA) within **24 hours** or as soon as practical.
 1. For serious injuries, immediate notification to DPC-OSHA is required.
 2. Completed Vehicle/Equipment Incident Report & Employee Incident Reports must be emailed to EIR@providenceri.gov within 48 hours of the incident.

2. Incident Response Procedure

In the event of a vehicle or equipment incident, the following steps must be taken:

A. Immediate Actions:

1. Stop the vehicle/equipment and ensure safety by turning off the engine and using hazard lights.
2. Move the vehicle to a safe location if it is blocking traffic.
3. Call 911 to report the incident, regardless of injuries.
4. Assist any injured individuals but DO NOT move them unless necessary to prevent further injury. Otherwise, move to a safe place.

B. Reporting to Supervisor:

1. Immediately inform your supervisor of the incident and provide an initial verbal report.
2. When deemed necessary either by nature of the incident or accident, supervisors or designated employees must respond to the scene and oversee incident management.

C. Incident Documentation:



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1. The driver must complete the **Vehicle/Equipment Incident Report Form** and provide it to their supervisor.
 2. If the driver is unable to complete the form at the scene, a verbal report must be provided, and the form must be completed as soon as practical.
 3. The supervisor must document:
 1. Incident details through photos, statements, and observations.
 2. Police report number and witness accounts.
 4. Completed reports must be submitted to the City's fleet manager and DPC-OSHA within **24 hours**.
- D. **Employee Incident Report (EIR):**
1. All employees involved in the incident, regardless of injury status, must complete an **Employee Incident Report** at the scene.
 2. Reports should be submitted to the **Department of People & Culture (DPC) within 24 hours**.
- E. **Serious Incidents:**
1. If the incident results in serious injuries, **DPC-OSHA must be notified immediately**.
 2. Supervisors should contact the City's fleet manager for further guidance.
3. **Post-Incident Procedures**
- A. If a moving citation is issued, notify Department of People & Culture immediately.
 - B. CDL holders must comply with Rhode Island commercial vehicle reporting regulations, including potential post-accident alcohol and controlled substance testing.
 - C. Testing is required when an accident involves a fatality OR the driver receives a moving violation citation arising from the accident AND a vehicle must be towed or an injury requires immediate medical treatment away from the scene.
 - D. Please refer to the Commercial Motor Vehicle Policy and Program and where applicable, the Local 1033 Collective Bargaining Agreement for details.
 - E. No repairs or modifications may be performed on City vehicles without written approval from the fleet manager.
4. **Special Circumstances**
- A. **Unattended Vehicles:** If the incident involves an unattended vehicle, contact law enforcement and attempt to locate the vehicle owner with their assistance.
 - B. **Hit and Run:** Stay at the scene and notify the police immediately.
5. **Responsibilities**
- A. **Employees**
 1. Immediately report the incident to a supervisor.
 2. Complete required documentation accurately and submit it within the specified timeframe.
 - B. **Supervisors**
 1. Respond to incident locations and ensure compliance with policy procedures.
 2. Review reports for accuracy and completeness before submission.
 3. Ensure that all employees involved complete the required Employee Incident Report.
 - C. **Department of People & Culture – OSHA:**
 1. Ensure incidents are reviewed and investigated as necessary.
 2. Maintain incident records for compliance and trend analysis.
 3. Guide corrective actions and safety measures.



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6. **Compliance**

Employees who fail to adhere to the Vehicle/Equipment Incident Reporting Policy may result in disciplinary action, up to and including termination, contingent upon the nature and severity of the violation.

Related Policies:

Driver's License Verification Policy

Accident, Injury and Illness Policy

Vehicle Use Policy

Discipline Policy

Other Related Information:

Local 1033 [Collective Bargaining Agreement](#)

[Employee Incident Report \(EIR\)](#)

[Vehicle/Equipment Incident Report Form](#)



Section 9 – Department Specific & Special Operations



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9.1 ADVERSE WEATHER POLICY

Purpose

This policy outlines procedures and guidelines for municipality operations during adverse weather conditions to ensure the safety of employees, maintenance of essential services, and minimize disruption to the community. The City of Providence values the safety of its employees and recognizes that some employees have greater distances to travel than others.

Scope

This policy applies to all employees who work for the City of Providence with the exception of sworn Public Safety employees. Only the Mayor, or their designee, or the Chief People Officer, in consultation with senior administration, may declare a level 1 – 3 adverse weather status.

This policy is designed to complement and uphold the provisions outlined in the Collective Bargaining Agreement (CBA). Any agreements, terms, or conditions specified in the CBA will take precedence and remain in effect in conjunction with this policy. In the event of any conflicts or discrepancies, the CBA shall govern. Employees are encouraged to refer to the CBA for further details on their rights and obligations.

Definitions

Disaster: A type of Emergency that could include an occurrence such as a tornado, storm, flood, high water, wind-driven water, earthquake, drought, blizzard, epidemic, famine, fire, explosion, building collapse, transportation wreck, or other situation that causes human suffering or creates human needs that the victims cannot alleviate without assistance.

Emergency: A situation, or an impending situation caused by the forces of nature, an accident, an intentional act or otherwise that constitutes a danger of major proportions to life or property.

Inclement Weather: Means the existence of abnormal climatic conditions (i.e. blizzard, hail, snow, high winds or any combination thereof) by virtue of which it is not reasonable or safe to travel to or from work.

Essential employee: An essential employee is any person who performs tasks directly or peripherally supportive of the City to provide necessary services during periods of adverse weather, such as positions responsible for snow removal, flood gate management, communications, or any one of the emergency support functions that may be mobilized during such an event. Employees ordered to report for duty by their chief, department director or deputy director during adverse weather conditions will, for the purposes of the weather event in question, be counted as essential staff, even if they are not ordinarily assigned to so-called essential duties. All other employees are non-essential for the purpose of interpreting this policy.

Essential departments: Essential departments are defined as any department which performs tasks directly or peripherally supportive of the City to provide necessary services during periods of adverse weather. These departments could be responsible for services such as snow removal, utilities operations, public works functions, constituent services, or emergency support functions.

Essential departments may have non-essential staff.

Essential departments are:

- Providence Water Supply Board
- Public Safety – Police, Fire, Communications, the Commissioner’s Office, and PEMA
- Department of Public Works
- Parks Department
- Mayor’s Center for City Services (MCCS) Departments with essential employees (specified roles):



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- Finance Department– Chief, Director, Deputy Director
- Tax Assessor's Office– Director and/or Deputy Director
- Department of Recreation– Director, Deputy Director, and all Recreation Center Directors
- IT– All managers available via remote response
- Department of People and Culture (HR)– Chief, Deputy Chief, HR Directors/Managers
- Tax Collector's Office– Tax Collector, Deputy Collector, or Assistant Collector
- Mayor's Office– Executive staff and appropriate Deputies
- Public Property– Director, Public Property Coordinator, Fleet Manager, and designated facilities staff

Policy

It is the policy of the City to remain open during periods of adverse weather to ensure essential City functions are executed without interruption. Where extraordinary circumstances warrant, the City may choose to invoke one of the following statuses during periods of adverse weather.

1. **Level 1 - Weather Advisory:**

- A. City operations are open
- B. Weather conditions indicate potential disruption.
- C. Essential employees are notified to make preparations to attend work.
- D. All department directors and/or deputy directors are expected to report to work when the City is operating under the Level 1, Adverse Weather Status, regardless if your department is not deemed "essential" as defined above.
- E. Non-essential employees continue normal operations but remain alert for updates.
- F. Any employees that do not report to work must discharge their own accrued time.

2. **Level 2 - Weather Warning:**

- A. City operations are open
- B. Severe weather conditions are expected or occurring.
- C. Essential employees report to work as scheduled unless otherwise directed.
- D. All department directors and/or deputy directors are expected to report to work when the City is operating under the Level 2, Adverse Weather Status, regardless if your department is not deemed "essential" as defined above.
- E. Supervisor will assess the situation and designate which staff in their department are to be deemed essential based on the nature and severity of the storm.
- F. Non-essential employees are instructed to do one of the following:
 1. **Report to work:** work regularly scheduled shift, or until dismissed due to impending weather. (See appendix for examples of delay/dismissal compensation).
 2. **Works remotely** (if practical and authorized by management):
 1. Non-Essential Employees (Remote Capable): Are expected to work off-site for the duration of their regular working hours / schedule (see telecommuting policy). Compensation will be regular pay.
 2. Non-Essential Employees (Not Remote Capable): If non-essential employees do not work upon the activation of a Level 2, Adverse Weather Status, they must discharge accrued time for the day. Employees will need to report their time accordingly.
 3. **Stay home:** Any employee that elects not to report to work or satisfy the requirements, as listed above, must discharge their own accrued time.



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1. Employees who are discharging pre-approved vacation, floating holiday, personal or sick time on the day the City declares a storm closing or upon the activation of a Level 2, Adverse Weather Status, are required to discharge the paid time off as approved. Sick time may not be discharged unless the employee is unable to work due to personal illness or to attend to members of the family within the household whose illness requires the care
3. **Level 3 - Emergency:**
 - A. City operations are open in response to essential operations and emergencies; Additionally, severe weather significantly impacts normal operations.
 - B. Essential employees continue critical services as directed by PEMA.
(Essential employees must report for duty and shall be granted 1.5 additional vacation days to be discharged by the end of the fiscal year.)
 - C. Non-essential employees are not required to report for duty and may not be required to discharge accrued time of any kind.
 1. Employees who are discharging pre-approved vacation, floating holiday, personal or sick time on the day the City declares a storm closing or upon the activation of a Level 3, Adverse Weather Status, are required to discharge the paid time off as approved. Sick time may not be discharged unless the employee is unable to work due to personal illness or to attend to members of the family within the household whose illness requires the care of such employee. Please note that employees may be required to provide medical documentation to substantiate said absence.
 2. All department directors and deputy directors deemed non-essential, should be available by phone if needed.
 - D. In the event a closure extends beyond the first day, the City's Emergency Management Plan and applicable policies will prevail.
 - E. Emergency shelters, evacuation plans, and communication with the public are activated as necessary.
 - F. Public announcement systems and municipality websites are updated with operational changes.

Annexes

1. If an employee chooses not to travel to work, or expects to be late or wishes to leave work early during adverse weather level 1 or level 2 shall:
 - A. Observe standard protocols for reporting absences for the department (see attendance notification policy).
 - B. Employees who miss work for adverse weather are required to use their accrued time (vacation, float time or personal time). Employees who use sick time may have to submit proof of illness.
2. During an adverse weather event, management may schedule and indicate employees necessary for its departments/units in a manner that has regard to safety, travel distance, operational need and employee concerns. This may include alternative work locations, working remotely (if applicable), modified start and end times etc. Supervisors will communicate directly with employees to arrange work modifications.
3. The staffing levels, as defined above, will be made by the Mayor or their designee, and such recommendations are to be made by the Chief People Officer, or their designee.



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4. The decision to close any facility will be made by the Mayor or their designee, taking into consideration storm severity, available forecasts, transportation warnings, accessibility of facilities, and the overall safety of employees, customers and the public.

5. Facility closures will be posted to the City website. All employees are expected to check the City website on adverse weather days. Supervisors are responsible for ensuring their direct reporting staff are notified of closures via phone, text or email.

4. **Compliance**

Failure to adhere to the requirements outlined in this policy may lead to progressive disciplinary action up to and including termination of employment.

Related Information:

This policy does not confer a term of employment, nor is the language intended to establish a contract of employment, express or implied, between any employee and the City of Providence. The City of Providence reserves the right to change, amend, terminate any of its policies at any time for any reason.

Appendix:

Compensation FAQ:

Employee arrives late to work due to adverse weather	As stated above, employees are expected to make every attempt to report to and remain at work. If an employee follows the guidelines of this policy and makes a good faith effort in reporting to work, while using discretion about their personal safety and the safety of others, they will not be charged leave for being tardy. If one's tardiness is outside what is determined to be a good faith effort or if one has not followed the guidelines of this policy, absence is charged to vacation, float, personal, or comp time.
Employee does not report to work due to adverse weather	Absence for the full day is charged to vacation, floating holiday, personal, or comp time discharged in hourly increments, excluding non-essential employees in the activation of a Level 3, Adverse Weather Status.
Supervisor approves employee's request to leave early due to adverse weather	The remaining scheduled work hours are charged to vacation, floating holiday, personal, or comp time discharged in hourly increments.
Employee is working from home due to adverse weather.	1. Remote Capable: Expected to work from home if authorized by management (department director, deputy director, chief, and/or deputy chief). Compensation will continue as normal.



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	2. Not Remote Capable: Is not capable to work from home and will have to discharge accrued time for the day. Employees will need to report their time accordingly.
Employee is sent home early by supervisor by the direction of the Mayor or designee due to adverse weather.	Employee is paid for the duration of their entire scheduled workday. There is no charge to leave if, the employee did not call out sick or already have a preapproved event for vacation, float or personal time. (time sheet shows adverse weather- snow day)
There is a delayed opening due to adverse weather by direction of the Mayor.	Employee is paid for delayed time and then as long as they are at work for the regular hours, no charge to employees accruals (time sheet shows adverse weather- snow day for the delayed time)
Employee is unable to leave after their work shift due to adverse weather and, with permission of their supervisor, continues to work..	Employee is paid for all actual hours worked (if non-exempt employee), including overtime if applicable.

Related Forms:

Emergency Response Plan

Related Policies:

- Discipline Policy
- Telecommuting Policy
- Attendance Notification Policy
- Vacation Policy
- Leave of Absence Policy
- Time Clock Policy
- Essential and Emergency Staffing Policy

Other Related Information:

Local 1033 [Collective Bargaining Agreement](#)



CITY OF PROVIDENCE

9.2 ADVERSE PUBLIC HEALTH EVENT POLICY

Purpose

The purpose of this policy is to ensure the safety of staff during periods of adverse public health events while maintaining the essential functions and operations of the City of Providence.

Scope

This policy applies to all employees who work for the City of Providence, except sworn officers of Providence Public Safety and employees of the Providence Public Schools District. The Chief People Officer, in consultation with senior administration and emergency management and health officials, may declare a Level 1 or Level 2 adverse public health event.

Definitions

Essential Functions: The essential departments of the City of Providence, as follows:

- The Office of the Mayor
- The Office of the City Council
- Providence Water Supply Board
- Providence Public Safety, to include the Providence Police Department, Providence Fire Department, Communications, PEMA, and the Commissioner's Office
- Department of Public Works
- Parks Department
- Mayor's Center for City Services (MCCS)
- City Clerk's Office

Essential Employee: For the purposes of this policy only, an essential employee is any person who performs tasks directly or peripherally to provide necessary service during periods of adverse public health, or emergency support functions that may be mobilized during such an event. Employees ordered to report for duty by their department director, deputy director, or supervisor during adverse public health conditions will, for the purposes of the event in question, be counted as essential staff, even if they are not ordinarily assigned to so-called essential functions.

Policy

1. **Adverse Public Health Operational Categorization**

- A. Employees will be further categorized by the degree to which their functions are mission critical to the City of Providence based on the following categories and guidelines.
 1. **Non-Union Mission Critical Personnel:** Employees essential to the City's direct response to an adverse public health event. These may include department heads, deputy directors, and other management or professional staff.
 2. **Non-Union Support Personnel:** Employees who support those with mission critical responsibilities during the City's direct response to an adverse public health event. While not mission critical themselves, these employees may be called on to support critical functions.
 3. **Union Mission Critical Personnel:** Bargaining unit members who perform mission critical functions that contribute to the City's direct response to an adverse public health event. These include employees working in public safety, sanitation, and other critical operational functions.
 4. **Union Support Personnel:** Bargaining unit members who may be deployed to support those with mission critical responsibilities during the City's direct response to an adverse public health event. While



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not mission critical themselves, these employees may be mobilized as circumstances require their activation.

- B. It is imperative that all employees deemed essential identify a chain of succession to cover decision making and essential duties, in keeping with their department's operational continuity plan.
- C. Any asymptomatic employee who is not ordered to be quarantined or under monitored self-quarantine by the Rhode Island Department of Health, or other authoritative agency of the United States government is expected to report to duty.

2. **Alert Statuses**

A. It is the policy of the City of Providence to remain open during the public health event to ensure essential city functions are executed without interruption. Where circumstances warrant, the city may choose to invoke one of the following statuses during public health events.

1. **Public Health Alert Status – Level 1**

- 1. City operations are open. Non-essential employees who choose to take all or part of the day off must discharge vacation, floating holiday, or personal time.
- 2. All department directors and/or deputy directors are expected to report to work when the City is operating under the Level 1 public health alert status, regardless of whether your department is deemed to be *essential* as defined above.
- 3. Sick time may not be discharged unless the employee is unable to work due to personal illness or to attend to members of the family within the household whose illness requires the care of such employee. Please note that employees may be required to provide medical documentation to substantiate said absence.

2. **Public Health Alert Status – Level 2**

- 1. City buildings will be closed; all employees in the above defined categories 2 and 4 are expected to stay at home and telecommute. Those whose in-person work is deemed essential by their director, may be compelled to come into their place of work, and must be prepared to come to work as their department director deems necessary. Refusal to respond to a directive may result in disciplinary action, up to and including termination.
- 2. Employees in the above defined categories 1 and 3 are considered mission critical and expected to come to work if they cannot telecommute and perform their duties. Staff who do not have the equipment needed to telecommute will be provided the necessary equipment based on availability and priority. Requests should be submitted to the Information Technology Department or Operations Department by the respective department director or their designee.
- 3. Employees deployed to support mission critical operations of the city are expected to perform their job functions as deemed appropriate by the department director. Employees who are asymptomatic and not ordered to be quarantined by the Rhode Island Department of Health, or other authoritative agency of the United States government, shall report to support operational functions.

3. **Quarantined Employees**

- A. Employees who are under government-imposed quarantine or are under self-monitored self-quarantine by an authoritative state or federal agency such as the Centers for Disease Control and Prevention (CDC) or the Rhode Island Department of Health (RIDOH) will be placed on administrative leave at the discretion of the City. Eligible employees will not have to discharge their paid time off, provided the employee submits documentation or notice of mandatory quarantine status.
- B. Employees must provide the Department of People and Culture (DPC) notification of quarantine status as soon as it begins and must provide DPC written clearance from the government entity monitoring or



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imposing the quarantine advising the employee is able to return to work or attesting that the quarantine period has been completed.

4. **Travel Related Risks**

- A. The city will take its guidance on travel related absences from public health organizations, such as the CDC and the RIDOH or emergency management organizations, such as the Providence Emergency Management Agency, the Rhode Island Emergency Management Agency, and the Federal Emergency Management Agency, or any other authoritative state or federal government appointed public health and emergency response agency.
- B. Guidance on travel related quarantine will be issued on a case-by-case basis and will be disseminated to employees at the time of the public health event.

5. **Paid Time Off Requests**

- A. Any asymptomatic employee who is not under government quarantine ordered or monitored by an authoritative state or federal government health or emergency agency is expected to report for duty. City sick time policies apply unless otherwise indicated in writing by the Chief People Officer.
- B. Employees requesting time off for circumstances related to public health events during normal operating circumstances when the Adverse Public Health Event Policy is not in effect, must discharge benefit time off as they would for any other typical time off request. The Department of People and Culture may issue additional guidance based on the severity of adverse public health events.

6. **Employee Responsibilities**

- A. During a public health event, it is particularly important that all employees adhere to the basic protocols for hygiene and sanitation, to minimize the spread of contagious pathogens. Public health officials recommend the following to reduce the risk of transmission:
 - 1. Stay home when you are sick.
 - 2. Regularly wash hands with soap and clean water.
 - 3. Use sanitizer that contains at least 60% alcohol if soap and water are not available.
 - 4. Cover coughs and sneezes with a tissue, then dispose of the tissue. If unable to utilize a tissue, cough or sneeze into an elbow or sleeve, not hands.
 - 5. Avoid touching eyes, nose, and mouth with unwashed hands.
 - 6. Avoid close contact with people who may be sick.
 - 7. Clean and disinfect frequently touched objects, electronics (such as cell phones), and surfaces (especially bedside tables, surfaces in the bathroom, and children's toys) by wiping them down with a household cleaner.
 - 8. Get applicable vaccinations.
 - 9. Get plenty of sleep, be physically active, manage stress, drink plenty of fluids, and eat nutritious foods.
 - 10. Follow the recommendations of public health officials, including recommendations aimed at reducing the spread of contagious diseases.
- B. The City of Providence will comply to the best of its ability with the requirements of any emergency order issued by state or federal government entities during any public health emergency which impacts city personnel or city operational capacity.

7. **Government Resources**

In the event of a public health event, current information may be obtained from various official public health governmental sources. Refer to the below informative websites:



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US Centers for Disease Control and Prevention:
State of Rhode Island Department of Health:

<https://www.cdc.gov/>

<https://health.ri.gov/>

Related Policies:

Adverse Weather Policy

Essential and Emergency Staffing Policy

Telecommuting Policy



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9.3 ESSENTIAL AND EMERGENCY STAFFING POLICY

Purpose

The purpose of this Essential and Emergency Staffing Policy is to ensure the City of Providence (City) maintains continuity of critical operations and essential public services during emergencies, natural disasters, adverse weather events, or other critical incidents. This policy establishes guidelines for the designation, expectations, and compensation of employees required to report for duty or remain available during such events.

Scope

This policy applies to all City employees, including union and non-union staff, full-time, part-time, seasonal, and emergency employees. It provides a consistent framework for identifying and managing essential operations across all City departments, including but not limited to Public Safety, Public Works, Parks, Emergency Management, Finance, and Information Technology.

Public safety personnel (Police, Fire, Telecommunications, and Providence Emergency Management Agency) are inherently designated as essential due to the nature of their work and shall follow their respective departmental directives, labor agreements, and standard operating procedures. The application of this policy as it pertains to public safety personnel shall fall under the purview of the Commissioner of Public Safety and/or the Mayor and is not intended to supersede their established operational standards or obligations.

Nothing in this policy shall supersede, modify, or diminish any rights, benefits, or obligations contained within applicable collective bargaining agreements (CBAs) or laws. In the event of a conflict between this policy and a CBA, the CBA shall prevail for covered employees. For all other employees not covered by a CBA, this policy shall govern.

Definitions

Emergency Event: A declared state of emergency, adverse weather conditions, public health crisis, or any event that disrupts the normal operation of municipal services as declared by the Mayor, Chief of Staff, and/or Chief Operating Officer, in consultation with Providence Emergency Management Agency (PEMA) and the Emergency Advisory Board (EAB).

Essential Personnel: Employees whose duties are critical to the City's ability to maintain core services, ensure public safety, protect property, or support emergency response operations as determined by department directors, as provided below.

Non-Essential Personnel: Employees whose duties are not required during an emergency event. These employees may be excused from reporting or may be directed to telework if feasible.

Public Safety Units: Departments and divisions, the primary responsibilities of which involve law enforcement, firefighting, emergency medical response, telecommunication and/or emergency management.

Policy

The City is committed to sustaining critical municipal operations and ensuring the safety and wellbeing of residents and employees during emergency conditions. Each Department Director shall identify and maintain a list of positions designated as Essential Personnel, reviewed annually and submitted to the Department of People and Culture for recordkeeping.



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1. **Designation and Notification**

- A. Department Heads are responsible for designating essential and non-essential roles based on operational necessity.
- B. Each designated employee shall be notified in writing and acknowledge their designation annually or upon appointment.
- C. Temporary designations may be made by Department Heads during declared emergencies to support critical operations.

2. **Reporting Requirements**

- A. Essential employees are required to report to work, remain at work, or work remotely (if authorized) during an emergency.
- B. Failure to report without valid justification may result in disciplinary action, subject to the due process rights of the employee and any applicable CBA.
- C. Non-essential employees shall follow reporting instructions issued by the City during closure or delayed operations.

3. **Compensation and Work Conditions**

- A. Essential employees shall be compensated in accordance with applicable CBAs, City ordinances, or personnel policies.
- B. Compensation includes overtime for non-exempt employees, stipends not exceeding one and a half times the base rate for exempt employees, and overtime or compensatory time for union personnel, consistent with FLSA provisions, City standards, and state law.
- C. When extended operations are required, departments should, where practicable, provide meals, lodging, or transportation assistance for essential staff.

4. **Telework Provisions**

Telework may be authorized in conjunction and compliance with the Adverse Weather Policy and the Telecommuting / Remote Work Policy.

5. **Safety and Wellness**

- A. Departments must provide adequate personal protective equipment (PPE), rest periods, and support to staff deployed during emergencies.
- B. Employees experiencing personal hardship or health limitations should communicate promptly with their supervisor for consideration of alternative work assignments.

6. **Public Safety Personnel**

- A. Public Safety Departments (Police, Fire, Telecommunications, and PEMA) operate under operational mandates as overseen by the Commissioner of Public Safety and/or the Mayor and CBAs which inherently define their essential functions, operations, and employment conditions. Those instruments govern employee attendance, duty assignments, and compensation during emergencies.

7. **Communication and Activation**

- A. The Mayor or Chief Operating Officer, in consultation with the Emergency Advisory Board (EAB) and Providence Emergency Management Agency (PEMA), will declare official operating status levels (e.g., Open, Delayed, Closed, Essential Only).



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- B. Notifications will be issued through official City communication channels, including email, text alerts, and media announcements.
- C. Department Heads are responsible for relaying status updates and attendance directives to all staff.

Related Policies

Adverse Weather Policy

Emergency Response Guide – PEMA

Adverse Public Health Events Policy



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9.4 WINTER OPERATIONS POLICY

Purpose

The purpose of this policy is to delineate the staffing, equipment and process utilized in order to provide for efficient and reliable winter operations for plowing, salting, and inspecting of City streets and city-owned sidewalks. Snow removal operations for the City of Providence are multi-faceted. This policy will describe in general terms each part of the operation.

Scope

This policy applies to all employees, applicants, contractors, and volunteers associated with the City of Providence's winter operations.

Nothing in this policy shall supersede, modify, or diminish any rights, benefits, or obligations contained within applicable collective bargaining agreements (CBAs) or laws. In the event of a conflict between this policy and a CBA, the CBA shall prevail for covered employees. For all other employees not covered by a CBA, this policy shall govern.

Definitions

DPW Director and/or Deputy Director: Responsible for overall leadership of all staff engaged in the snow event. Engaged in emergency preparedness calls with the Providence Emergency Management Agency (PEMA), stationed in Snow Operations Center during snow event, consults and communicates with City's Chief Operating Officer and the DPW Highway Superintendent throughout the snow event.

Superintendent of the DPW Highway Division: Responsible for overall supervision of all snow removal personnel and equipment. In conjunction with DPW Director and/or Deputy Director, determines beginning and end of snow removal operation and staffing needs. Assigns drivers and Inspectors to specific sectors within the City. During the winter/snow season, it is the responsibility of the Highway Superintendent/Deputy Superintendent to monitor weather forecasts for potential winter storms and be prepared to activate resources in a timely manner to respond effectively.

Deputy Superintendent of the DPW Highway Division: Provides support to Highway Superintendent in all aspects of snow removal operation. Responsible for notification of activation of snow operations via automated notification system. May serve as Inspector Supervisor when needed.

Vendor Managers: DPW employees, stationed in Snow Operations Center during snow event, responsible for recruitment, verification of credentials and vehicles, and all oversight of snow removal vendors, as well as administrative duties related to time-tracking and payment for vendors, food ordering and distribution, and related duties.

Inspector Manager: DPW employee, stationed in Snow Operations Center during snow event, responsible for recruitment and all oversight of Inspectors and Inspector Supervisors

City Snowplow driver: Responsible for the operation of a City-owned or leased 6-wheeler, 10-wheeler, pickup, landscaper, with and without material spreaders, in assigned sector within the City. Other DPW employees, such as laborers, may perform other snow removal duties such as shoveling or sanding walkways or City lots.

Materials distribution: Heavy Equipment operator, stationed at City's materials depot, responsible for loading materials in spreaders throughout the snow event.

Vendor: Responsible for the operation of vendor-owned snowplow/spreader equipment for compensation per City Purchasing agreement, in assigned sector within the City.



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Inspector: City employee charged with monitoring the quality and efficiency of personnel, equipment, and vendors engaged in snow removal.

NOTE: Inspectors with plowing experience and interest may be permitted to operate a snowplow vehicle in order to remove snow while engaging as an Inspector, subject to the discretion of the Highway Superintendent.

Inspector Supervisor: City employee charged with training, monitoring and assisting Inspectors.

Snow Operations Center: Located in DPW administrative building during snow event. Check-in site for vendors and Inspectors/Inspector Supervisors, hub for PPD officers in event of a parking ban, and central communications center for storm management.

Policy

All employees engaged in winter operations are valuable contributors to a team dedicated to the demanding task of keeping the City safe and passable during storms. To accomplish our objectives, the following outlines what is expected of personnel in the Department of Public Works (DPW) and other City departments participating in winter operations

1. Snow Removal Operations

- A. Snow removal is accomplished by the DPW and Parks Department, utilizing City-owned as well as leased vehicles and equipment, and contracted vendors.
- B. No employee may leave their assigned vehicle or route for any reason without notifying their Inspector, the Highway Superintendent, and/or dispatcher. The employee must notify their inspector and/or dispatcher promptly upon returning to their vehicle or route.
- C. The priority order for snow removal on City streets is as follows:
 1. Mains
 2. Hills
 3. Hospitals
 4. Secondaries
- D. The priority for snow removal for bike paths, sidewalks, and bridges will also be based on location, adjacent streets and bus stop location.
- E. All employees designated for winter operations who possess a CDL must be able to operate all available equipment for which the employee has been provided training, including vehicles with standard transmission.

2. Inspector & Supervisor Guidelines

- A. Employees who sign up for winter operations must be available for each storm, subject to first fulfilling the needs of their own department.
- B. Employees who refuse two consecutive shifts will not be called during the next snow event.
- C. Inspectors and supervisors will be issued reflective safety vests for use during a storm; these must be worn.
- D. Two-way radios will be issued and used by all personnel working the snow event.
 1. All personnel are expected to keep their supervisors informed of any incidents, concerns or if they are taking a break.
- E. Vehicles will be provided for use by Inspectors and Supervisors, as well as procedure for re-fueling.
 1. All Inspectors and Supervisors are responsible for compliance with the City's Vehicle Use Policy.



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- F. Inspectors are assigned to specific Wards, as are DPW and vendor plows.
 - 1. Inspectors must be present in their Wards at all times, monitoring the effectiveness of the snow removal in that Ward and communicating with the Inspector Manager regarding any issues or questions.
 - G. DPW employees assigned to the Highway and Sewer divisions, as well as those who sign up to perform Inspector roles or work in the Snow Operations Center, are expected to be available for each storm.
 - 1. There will be no exceptions to this policy, barring personal illness, family emergency, approved leave, or other extenuating circumstances, and only with the approval of the Director or designee.
 - H. Vacation time during snow season (November 15th to April 15th) will be limited in accordance with departmental policies for requesting time off.
 - 1. If at all possible, staff should refrain from planning vacation time during snow season.
 - 2. DPW requests must be vetted with their division supervisor, who will consult with the Director or Deputy Director.
 - 3. Vacation requests during snow season must comply with the "Snow Season Vacation SOP for DPW staff."
 - I. Winter Ops Call-in Order
 - 1. DPW personnel will be called first for any winter operation events.
 - 2. Parks Department employees are called in at the same time as DPW personnel to plow city parks and Ward 9.
 - 3. Additionally, in order to have sufficient Commercial Driver's License (CDL) drivers to operate the city's large plow trucks, additional Park Department CDL equipment operators will be called in as part of the core DPW plow crew.
 - J. If additional employees are needed to provide the desired level of coverage as determined by the management team, qualified personnel from other city departments will be contacted in order of seniority.
 - 1. In cases where employees from other city departments are called to supplement or replace core DPW snowplow operators, and those same employees are required to report to their normal place of work at the normally scheduled time, the employees can only accept the offer to work overtime hours for DPW if their normally scheduled shift at their parent department begins seven (7) or more hours after they are asked to report to DPW.
 - 2. For each storm, DPW management has the right to waive this requirement to a lower number of hours as long as the criteria used is exercised consistently to all employees called according to seniority.
3. **Notification Process**
- A. All personnel are responsible for furnishing the Highway Superintendent with a phone number and email address for off-hours contact at the beginning of the snow season and updating it as necessary.
 - 1. Personnel must provide the phone number that serves as the primary contact number for the season.
 - 2. If there are any changes to an employee's contact information or license, the employee is responsible for promptly providing the updated information to the Highway Superintendent and the Department of People and Culture (DPC).
 - 3. It is the employee's duty to respond.
 - B. Employees will be notified of being called in for snow operations via call or text.



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1. Employees must return a call within ten (10) minutes of receipt, or the shift opportunity will be offered to the next employee on the seniority list.
 2. Employees who do not respond to a call to their primary number within the stated time will be considered to have refused a shift, unless a reason is provided that is acceptable to the Highway Superintendent, in consultation with the DPW Director.
 3. If an employee knows in advance of a reason that would prevent them from being available for an approaching winter event, it is the employee's obligation to notify the Highway Superintendent that they will be unavailable. See the Winter Operations Protocol for more information.
4. **Snow Event**
- A. During the winter/snow season, it is the responsibility of the Highway Superintendent/Deputy Superintendent, DPW, and PEMA to monitor weather forecasts for potential winter storms and be prepared to activate resources in a timely manner to respond effectively.
 - B. When a winter storm is forecasted to be of considerable impact to the City and its operations, it will convene the Emergency Advisory Board (EAB). See the Adverse Weather Policy and PEMA Emergency Action Plans for more information.
 1. When a winter storm is forecasted to be at least three (3) inches of snow or more, the DPW Director/Deputy Director will call a meeting of snow management staff prior to the snow event to plan the storm response.
 2. Designated staff notify staff, the private Vendors and Inspectors using the contracted automatic notification system.
 3. Vendors and Inspectors have 10 minutes to respond to the notification and advise DPW how many trucks will be present for that storm.
 4. The DPW Director/Deputy Director, in consultation with the Highway Superintendent, will determine when the snow event ends.
 5. See the *Winter Operations SOP* for information regarding timecards, ward maps, procurement processes and vendor management.
5. **Compliance**
- The success of service to the City and its residents during winter/snow events are incumbent upon compliance, cooperation, and teamwork of employees and vendors as identified in this policy and its respective protocols and operating procedures. Individuals found in violation of their duties applicable to winter operations may be subjected to corrective and/or disciplinary action including the removal of service to winter operations, up to and including termination.

Related Policies:

Winter Operations Protocol
License Verification Policy
Adverse Weather Policy
Emergency Staffing Policy
Vehicle Use Policy



CITY OF PROVIDENCE

9.5 CASHIER AND TELLER OVER/SHORT POLICY

Purpose

The purpose of this policy is to provide clarity on the standards and expectations regarding teller register discrepancies. This policy also outlines standards for uniformly addressing discrepancies and provides measures and strategies to ensure accurate work and to identify areas in which tellers require assistance or training.

Scope

This policy applies to all employees and volunteers of the City of Providence in a position that includes the responsibility to process cash transactions via a cash register.

Definitions

Teller: An employee responsible for processing cash transactions on behalf of the City of Providence and maintaining accurate reconciliation of receipts and register balances.

Discrepancy: Any instance where a teller's cash register balance does not match the expected total during reconciliation.

Over/Short Record: The documentation used to record discrepancies in a teller's register balance.

Policy

A teller is responsible for carefully and accurately processing cash transactions. Any discrepancies in a teller's balance, regardless of amount, will be recorded on the teller's over/short record. Discrepancies are identified on a daily basis by reconciling the daily receipt pages that are sent to the Controller for input into the General Ledger.

1. Acceptable and Unacceptable Standards

- A. A teller meets acceptable standards for the handling of cash transactions when the teller has fewer than three (3) discrepancies of \$10.00 or less in **any** thirty (30) day period.
- B. A teller's performance is considered unacceptable when the teller has three (3) or more discrepancies of \$10.01 or greater in **any** thirty (30) day period.

2. Observation and Corrective Measures

- A. When a teller falls below the acceptable standard, a warning will be issued, and a thirty (30) day observation period will be implemented.
- B. During the observation period
 1. The teller's performance will be documented.
 2. Individualized training and/or assistance will be provided to improve the teller's performance.
- C. If the teller's balancing record returns to the above outlined acceptable standard after the thirty (30) day observation period, the observation period will end.
- D. If the teller has not returned to the acceptable standard:
 1. Extend the observation period for an additional thirty (30) days; or
 2. In consultation with the Department of People and Culture (DPC), pursue progressive disciplinary action, up to and including termination.

3. Newly Hired Tellers

- A. For newly hired tellers, performance reviews will be conducted at thirty (30) day intervals for the first ninety (90) days in which the teller is processing transactions.
- B. These reviews should be conducted

1. Day 30
 2. Day 60
 3. Day 90
- C. During these reviews, the teller's balancing record will be evaluated.

4. **Compliance**

- A. Circumstances not specifically covered in this policy may also result in immediate disciplinary action. These include, but are not limited to:
1. Significant one-time imbalances
 2. Register discrepancies
 3. Theft
 4. Continued violations of the basic standards outlined in this policy
- B. Failure to comply with this policy will result in progressive disciplinary action, up to and including immediate termination.

Related Policies:

Workplace Theft and Misappropriation Policy
Discipline Policy
Code of Conduct

Other Related Information:

[Local 1033 Collective Bargaining Agreement](#)



Appendix A

Summarized Glossary



CITY OF PROVIDENCE

APPENDIX A: SUMMARIZED GLOSSARY OF TERMS

The following are a summarized set of definitions to provide a generalized understanding of the terms used herein. Where multiple definitions exist, the definition within the policy shall control unless otherwise required by law and/or collective bargaining agreement. It is the responsibility of each employee to understand the workplace policies of the City, as well as their respective collective bargaining agreement to whom applicable. Employees are encouraged to contact the Department of People and Culture with any questions.

A

- **Abuse**
The improper or excessive use of something or using it in a way that goes against the law or its intended purpose, including misuse of grant funds or misuse of one's position.
 - **Additional Employment**
Any compensated or uncompensated work, service, or business activity performed outside of an employee's official duties with the City of Providence, including but not limited to employment with another employer, self-employment, consulting, freelance work, independent contracting, ownership interest in a business, or regularly compensated volunteer service.
 - **Adverse Employment Action**
Any action that materially affects the terms, conditions, or privileges of employment, including termination, demotion, suspension, or reduction in pay.
 - **Americans with Disabilities Act (ADA)**
A federal civil rights law signed into law on July 26, 1990, prohibiting discrimination based on disability and requiring equal access to employment and public services.
 - **Anonymous Report**
A report submitted where the reporter's identity is completely unknown to both the recipient and the investigator.
 - **Applicant**
An individual who has formally applied for employment with the City.
 - **At-Will Employee**
An employee not covered by a collective bargaining agreement or civil service protection whose employment may be terminated at any time, with or without cause, subject to applicable law.
 - **Authorized Driver or Operator**
An individual approved by their department and the City to operate a City vehicle.
 - **Authorized Recording**
Recording required as part of an employee's official job duties or conducted with prior authorization.
-

B



- **Bargaining Unit**
A group of employees represented by a labor union.
 - **Bumping**
The displacement of an employee based on seniority rights, typically governed by a collective bargaining agreement.
-

C

- **City**
The City of Providence, including all departments, offices, boards, commissions, and agencies.
 - **City Property**
All items stored or located on City-owned, leased, or controlled property, including items designated for disposal.
 - **City Vehicle**
Any motorized vehicle or equipment owned or leased by the City requiring licensure or certification to operate.
 - **Coaching (Non-Disciplinary)**
A supervisory action intended to correct minor performance or conduct issues without formal discipline.
 - **Collective Bargaining Agreement (CBA)**
A legally binding agreement between the City and a labor union governing employment conditions. In case of conflict, the CBA prevails.
 - **Complainant**
An individual who reports or files a complaint alleging a policy violation.
 - **Confidential Information**
Information protected from unauthorized disclosure, including personnel, medical, investigative, and legal information.
 - **Confidential Records**
Records containing sensitive information requiring heightened security and compliance with privacy laws.
 - **Conflict of Interest**
A situation where private interests could reasonably be perceived to influence or impair an employee's objectivity or judgment.
 - **Contract**
A legally binding agreement for services, purchasing, leasing, or other municipal transactions.
 - **Controlled Substance**
Any substance listed in 21 U.S.C. § 812 and related federal regulations.
-

D

- **Deadnaming**
Referring to an individual by a former name after they have communicated their affirmed name.
- **Department of People and Culture (DPC)**
The City's centralized human resources authority.



- **Disability**
A physical or mental impairment that substantially limits major life activities.
 - **Disciplinary Action**
A corrective measure taken in response to failure to meet performance or conduct standards.
 - **Discrimination**
Adverse treatment based on protected characteristics.
 - **Disposition (Records)**
The process of retaining, archiving, or destroying records.
 - **Disaster**
A large-scale emergency event causing significant harm or disruption.
 - **Due Process**
Procedural protections afforded prior to discipline, including notice and opportunity to respond.
-

E

- **Electronic Signature**
A digital method of signing documents indicating intent to agree.
 - **Emergency**
A situation posing danger to life or property.
 - **Emergency Event**
A declared disruption to normal operations as authorized by City leadership.
 - **Employee**
Any individual employed by the City, including all classifications (full-time, part-time, temporary, intern, fellow, etc.).
 - **Employee Identification Badge**
The official City-issued identification credential.
 - **Essential Job Function**
A fundamental duty of a position.
 - **Essential Personnel**
Employees required to maintain critical operations during emergencies.
 - **External Customers**
Residents, constituents, vendors, contractors, and entities doing business with the City.
 - **External Gift**
Any item of value given to an employee by an external party.
-

F

- **Family Member / Immediate Family**
Individuals defined under City policy including spouse, domestic partner, children, parents, and related individuals.
 - **Fellow**
An individual participating in a structured program working on defined projects.
 - **Fraud**
Intentional deception for financial or personal gain.
-



G

- **Gender Identity**
An individual's internal sense of gender.
 - **Gender Expression**
How an individual outwardly expresses gender.
 - **Gift**
Any item of value, nominal or substantial, offered or given to an employee.
 - **Good Faith Report**
A report made with an honest belief in its truth.
-

H

- **Harassment**
Unwelcome conduct based on protected status.
 - **Hostile Work Environment**
An environment that is intimidating or offensive due to severe or pervasive conduct.
 - **HR Hotline**
The City's centralized reporting mechanism for workplace concerns, suggestions, kudos, and ideas.
-

I

- **Inclement Weather**
Unsafe or abnormal weather conditions impacting travel or operations.
 - **Internal Customers**
City employees, officials, interns, fellows, and volunteers.
 - **Internal Gift**
A gift given between employees.
 - **Interactive Process**
A good-faith dialogue to determine reasonable accommodations.
 - **Investigation**
A structured review process to determine facts and appropriate action.
-

J

- **Job Abandonment**
Failure to report to work for three consecutive days without notification.
 - **Just Cause**
The standard for discipline ensuring fairness and proportionality.
-

L

- **Lateness / Tardiness**
Failure to report to work on time or return from breaks as scheduled.
- **Layoff**
Separation due to operational needs, not misconduct.



- **Leaving Early**
Departing before the end of a scheduled shift without approval.
-

M

- **Misconduct**
Behavioral violation of policy, law, or workplace standards.
 - **Misgendering**
Using incorrect gender references for an individual.
 - **Municipal Facilities**
City buildings, vehicles, and workspaces.
-

N

- **Nepotism**
Use or appearance of authority to benefit a relative or personal associate.
 - **Non-Essential Personnel**
Employees not required to report during emergencies.
 - **Non-Union Employee**
Employees not covered by a collective bargaining agreement.
-

O

- **Official Capacity**
Any time an employee is performing duties or representing the City.
 - **Open Door Communication**
A workplace practice encouraging communication without restrictive barriers.
-

P

- **Personal Capacity**
Participation as a private individual, not representing the City.
 - **Power Differential**
A dynamic where one employee holds authority over another.
 - **Protected Activity**
Engaging in legally protected actions such as reporting misconduct.
 - **Protected Health Information (PHI)**
Individually identifiable health information.
-

R

- **Reasonable Accommodation**
Adjustment enabling a qualified individual to perform job duties.
- **Record**
Any information created or maintained in City operations.
- **Recording**
Capturing audio, video, or images.



- **Recording Device**
Any device capable of recording.
 - **Recovery Friendly Workplace (RFW)**
A workplace supporting employees recovering from substance use.
 - **Relative**
An individual related by blood, marriage, or equivalent relationship.
 - **Retaliation**
Adverse action taken for engaging in protected activity.
 - **Retention Period**
The required duration records must be kept.
-

S

- **Sexual Harassment**
Unwelcome sexual conduct affecting employment.
 - **Sexual Misconduct**
Broader inappropriate sexual behavior.
 - **Smoking / Combustible / Tobacco Products**
Definitions covering inhalation and burning of substances.
 - **Supervisor**
An individual with authority to direct work, evaluate performance, and take employment actions.
 - **Substance Use Disorder (SUD)**
A medical condition involving substance misuse.
-

T

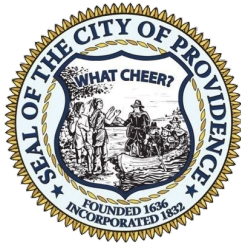
- **Telematics Equipment**
Monitoring devices in City vehicles and/or equipment.
 - **Telecommuting**
Approved remote work arrangement.
 - **Theft**
Unauthorized taking of City property.
-

U

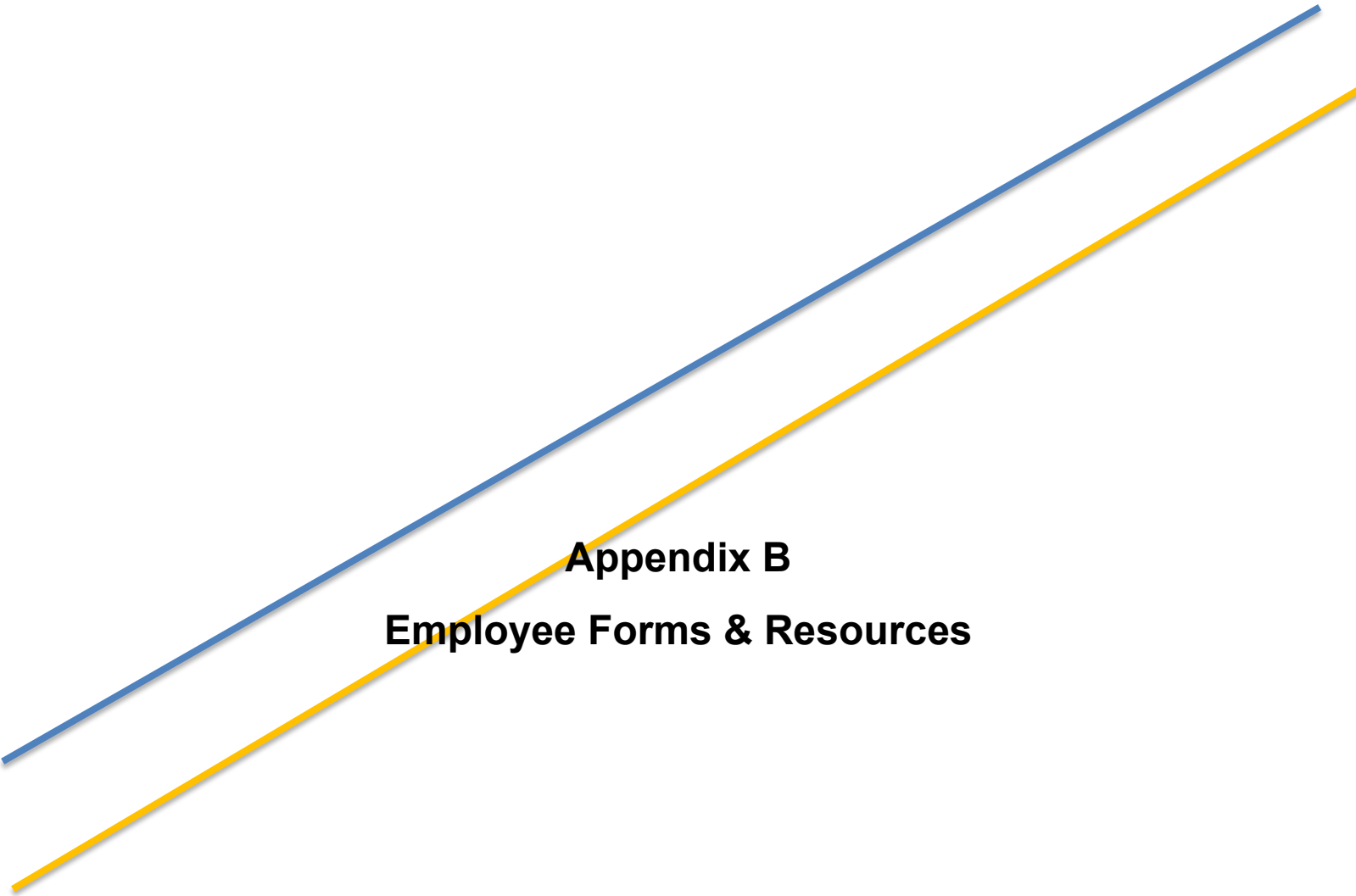
- **Undue Hardship**
Significant difficulty or expense in providing accommodation.
 - **Unexcused Absence / Unscheduled Absence**
Absences not properly reported or approved.
-

W

- **Waste**
Careless or inefficient use of resources.
- **Whistleblower**
An individual reporting wrongdoing in good faith.



- **Workplace**
Any location where City business is conducted.
- **Wrongdoing**
Violations of law, regulation, or policy.



Appendix B
Employee Forms & Resources



Office of Equal Employment Opportunity
EEO Complaint Form

1. COMPLAINANT INFORMATION

TODAY'S DATE: _____

NAME: _____

Preferred POSTAL mailing address:

Preferred EMAIL address:

Telephone Numbers:

Mobile:

Home:

Work:

2. Name of Department:

3. What is your title / position?

Old position:

New position:

Number of years with City?

4. Name of immediate Supervisor(s):

RESPONDENT INFORMATION: The "Respondent" is the person(s) about whom you are writing this complaint.

5. NAME(S) OF RESPONDENT(S):

6. Date(s) of Alleged Violation(s):

7. Place of Alleged Violation(s):

8. Basis of Complaint (Check OR Circle all that apply)

Answer this portion ONLY if you believe you've been discriminated against on the basis of your:

(Circle or place an "X" by all that apply)

Race: (Please specify)

Color: (Please specify)

Sex/Gender:

Age: (If checked, then indicate your date of birth)

National Origin: (Please specify)

Disability:

Religion: (please specify)

Sexual Harassment:

Sexual Orientation:



Office of Equal Employment Opportunity
EEO Complaint Form

8. **Nature of Charge: (Circle or place an "X" by all that apply)**

Hiring / Promotion:

Discharge / Termination:

Training:

Qualification / Testing:

Intimidation / Reprisal:

Harassment:

Hostile Work Environment:

9. **Have you filed a grievance or spoken with a Union rep. regarding issues related to this complaint?**

Yes _____ No _____ N/A _____

IF YOU DO NOT COMPLETE THE FOLLOWING QUESTION, YOUR COMPLAINT CANNOT BE PROCESSED.

10. **Please explain the circumstances of the situation** or alleged discrimination and how you were Discriminated against. Indicate who was involved and be sure to include how other people were treated differently from you.

Attach Additional Pages, as Necessary



**Office of Equal Employment Opportunity
EEO Complaint Form**

11. Have You Brought These Events To Anyone Else's Attention? If So, Please State Who & When The Events Were Brought To Their Attention?

12. Please list any witnesses, including fellow employees, supervisors, or others we may contact for additional information to support or clarify your complaint.

PLEASE SIGN & DATE FORM

Signature:

Date:



EMPLOYEE'S UNIFORM RECEIPT AGREEMENT

The undersigned employee of the City of Providence hereby acknowledges receipt of the following uniform(s) and/or accessory(ies).

QUANTITY	DESCRIPTION

The employee agrees:

1. That all uniform(s) and/or accessory(ies) are to be worn and used only during hours of employment.
2. That they will observe all rules and regulations that may be promulgated concerning the use and care of uniform(s) and/or accessory(ies).
3. That they will compensate the City for all loss or damage occurring to uniform(s) and/or accessory(ies), ordinary wear and tear and circumstances beyond the employee's control excepted; and, in any case of total loss, or of any damage which shall make a uniform or accessory unusable, the employee shall compensate the City for any such damage or loss.
4. That upon suspension or termination of employment with the City, employees shall promptly surrender all uniform(s) and/or accessory(ies) to their Department Director or supervisor.

EMPLOYEE NAME: _____

SIGNATURE: _____ **DATE:** _____



CITY OF PROVIDENCE
NOTIFICATION OF ARREST FORM

Date	
Name	
Address	
Telephone	
Employee ID #	
Department	
Date of Arrest	
Location of Arrest	
Arresting Agency	
Nature of Arrest	
Court Action to Date	
Date of Notification	

REPORTS MUST BE MADE WITHIN ONE DAY OF THE CHARGE/ARREST to the Chief People Officer, City Hall Room 401, 25 Dorrance Street, Providence, RI 02903. Forms can be emailed to HR@providenceri.gov.



EMPLOYEE INCIDENT REPORT

DEPARTMENTS:

- 1) For serious injuries, **immediately** notify **DPC & OSHA**.
- 2) **Check box** for employee's work status at time report submitted:
 - Regular duty
 - Modified/light duty as of _____
 - Out of work as of _____

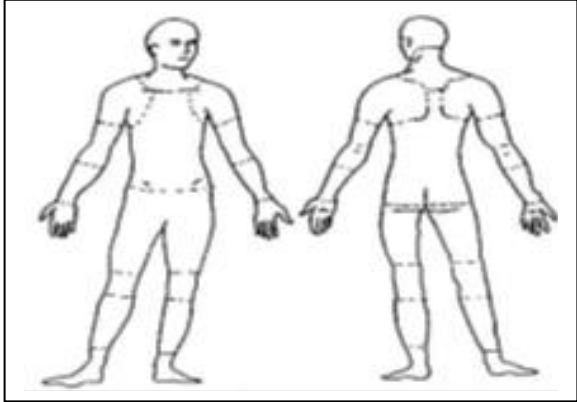


Print form to fill in, then email completed copy to EIR@providenceri.gov within 48 hours of incident.

OR



Download form to fill in, then email completed form to EIR@providenceri.gov within 48 hours of incident.

EMPLOYEE INFORMATION: <i>(To be completed by employee)</i>		
Last Name:	First:	MI:
DOB:	Gender:	
Home Address:		
City:	State:	Zip:
Work Phone:	Cell Phone:	Home Phone:
Department:		Job Title:
Date of Hire:	Time Workday Starts:	AM/PM
DETAILS OF THE INCIDENT:		
Date of Incident:	Time of Incident:	AM/PM
Where did the incident occur: <i>(Name of street, building, office, etc. Be specific.)</i>		
What task were you performing at the time of the incident:		
In detail, describe how it happened: <i>(List any object/substance/truck, vehicle or equipment involved)</i>		
Did an injury occur? ____ Yes ____ No If Yes, list what parts of your body were involved. (Be specific such as left knee, right hand, etc.) _____ _____ _____ _____ _____	Insert check mark to indicate involved body part(s) on the diagram or, if completing online, place your cursor on body part(s) and click. <div style="border: 1px solid black; padding: 10px; text-align: center;">  </div>	
Were you wearing Personal Protective Equipment (PPE)? Explain.		

Did you seek medical treatment? Check the appropriate box:

First Aid Only

Outside Medical Treatment
List name of physician/treatment center _____

No treatment needed at this time.

*NOTE: If you decide to seek medical treatment **after** filing this report, immediately notify the Workers' Compensation Division in Human Resources or you may be incorrectly charged copayments.*

Were you released to your regular job? _____ Yes _____ No

Were you released to modified/light duty? _____ Yes _____ No

If cleared for light duty, please give the restrictions:

List all witnesses and others in the area at the time the incident occurred.

To whom did you report the incident?

When did you report it?

I certify that the information contained in this report is true and correct. I understand that any falsification of information regarding an on the job injury may result in disciplinary action and/or action permissible pursuant to the Rhode Island Workers' Compensation statute.

Employee's Signature _____
Date

SUPERVISOR'S INFORMATION :

What was the employee doing at the time of the incident? Did you talk with them directly?

Was the employee following standard procedures at time of incident? Explain.

Was there a violation of department safety practices? Explain.

Have you interviewed all other persons present? If witness statement not attached, please identify individuals and summarize their statements.

Is there anyone you have NOT interviewed? Explain.

What can be done to prevent similar incidents?

What have you done to communicate with your staff about how to prevent this from happening again?

Supervisor's Signature _____
Date



STATEMENT OF WITNESS TO AN INCIDENT

WHO IS MAKING THIS STATEMENT:	
Your Name:	
Department:	Job Title:
Contact Information: Work phone:	
Contact phone:	<input type="checkbox"/> Cell <input type="checkbox"/> Home
Name of your foreman or supervisor:	

INCIDENT INFORMATION:	
Date of Incident:	Time of Incident: <input type="checkbox"/> AM <input type="checkbox"/> PM
Name of Interviewer and/or Translator (if applicable)	

INCIDENT DETAILS:
How close were you when the incident occurred (in feet)?
Did you see the incident? <input type="checkbox"/> Yes <input type="checkbox"/> No
Who, if anyone, was injured?
Where did it happen? (Name of street, building, office, etc.)
What happened?
What did you notice about the injured person? (such as bleeding, limping, vomiting etc.)
What complaints did the injured person make (such as where was the pain?)
What happened immediately after the incident?
Did the employee continue to work? <input type="checkbox"/> Yes <input type="checkbox"/> No
Was anyone else present at the time? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, what were their names?
Do you have any suggestions on how to prevent this from happening again?

Witness Signature _____
Date

Supervisor's Signature _____
Contact Number _____
Date



INTERNAL VEHICLE/EQUIPMENT INCIDENT REPORT

Keep this in your glove box

First Steps	While Still At the Scene
<ul style="list-style-type: none"> Stop your car. If you are blocking a lane of travel, move vehicle to side of road. Get aid for the injured- call 911 and ask for an ambulance. Call the police- call 911 even if there are no injuries. Notify your supervisor. 	<ul style="list-style-type: none"> When the police come, cooperate and tell them what you know. Take pictures.

Day/Date/Time:	AM / PM (circle one)
City Operator:	
Title:	
Equipment/Vehicle No.:	
Your Passengers:	
Location of Incident (be specific):	
Police Report Number:	

DAMAGE DESCRIPTION (Don't forget to take photos)	
Your Vehicle: Circle the numbers closest to the damaged areas.	Other Vehicle: Circle the numbers closest to the damaged areas.

ALL DRIVERS	*CDL Drivers Only operating CMV at time of Incident <i>Is alcohol and controlled substance testing required?</i>
Was there a fatality? ___ Yes ___ No	← If yes- Test*
Were you issued a citation? ___ Yes ___ No	← If yes- Go to next 2 questions
<ul style="list-style-type: none"> Was a vehicle towed away? ___ Yes ___ No Was any one transported away from the scene for medical treatment? ___ Yes ___ No 	← If yes- Test* <i>*Alcohol within 2 hours, no more than 8 hours post-accident.</i>
<ul style="list-style-type: none"> Who? <input type="checkbox"/> Driver <input type="checkbox"/> Co-worker <input type="checkbox"/> Other 	← If yes- Test* <i>*Controlled substance as soon as possible, no more than 32 hrs. post-accident.</i>

Explain below how the incident happened:	Indicate on the diagram how the incident happened:
<hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>	

Employee's Signature: _____	Date: _____
Supervisor's Signature: _____	Date: _____
Director's Signature: _____	Date: _____

Photos attached
 Copy Vehicle Incident Report to Fleet Manager
 Copy of completed Employee Incident Report(s) to HR



City of Providence
Sick Leave Bank Request Form

Date of Application: _____

Name: _____

Mailing Address: _____
Street City/State/Zip

Contact Phone Number Department Position

Eligible employees are entitled under the City's NU Sick Leave Bank Time Donation Policy a maximum of thirty (30) days of paid leave for certain medical emergencies or major disasters once all accumulated sick leave is exhausted. Submit this request form to the Chief People Officer at least thirty (30) days before the leave is to commence, when practicable.

For determination of eligibility, please answer each of the following questions.

- Is this your first claim for this particular condition?
Have you used the Sick Leave Bank before?
What is the date at which all of your accrued sick leave days will be exhausted?
Have you attached to this application a signed STATEMENT OF PHYSICIAN verifying this condition?
Is your claim for elective/cosmetic surgery which could safely be scheduled during a non-work period?

In addition to the statement provided by my personal physician, I also agree to submit to an examination by a physician(s) of the City's choice, if requested to do so.

Dates of Sick Leave Requested

I request leave from _____ to _____

Total Number of hours of Sick Leave Bank leave that I request is (limit 210) _____

Employee Statement

I agree to return to work on _____. If circumstances change such that I will not be able to return to work on that date, I agree to notify my supervisor within two days with updated leave information and I will submit an updated Physician Statement to the Sick Leave Bank Administrator.

Employee Signature

Date

Sick Leave Bank Administrator Signature (if employee unable to sign)

TO BE COMPLETED BY THE DEPARTMENT OF PEOPLE AND CULTURE

Prior Sick Leave Bank requests confirmed: _____

Leave is: Approved Denied for the following reason(s): _____

Chief People Officer (or designee) Signature

Date



**City of Providence
Sick Leave Bank Donation and Consent Form**

Employee Name: _____
Last First M.I.

Address: _____
Street City/State Zip

AUTHORIZATION TO TRANSFER ACCRUED TIME

I hereby authorize and consent to the City of Providence transferring _____ hours (limit 70) of accrued sick/personal time from my existing accrual balance to the City's Sick Leave Bank. I understand that I will not be notified of the identity of any recipient of donated time. I also understand that any tax consequences as a result of this donation shall be mine and mine alone.

Employee Signature

Date

Return to:

Department of People and Culture
City of Providence
25 Dorrance Street
Providence, RI 02903
hr@providenceri.gov
FAX: 401.273.9510



CITY OF PROVIDENCE
MAYOR BRETT P. SMILEY

DEPARTMENT OF PEOPLE & CULTURE
Human Resources | Diversity, Equity, Inclusion & Belonging

Paul A. N. Winspeare, MBA, SHRM-SCP, SPHR, PHR, aPHR, M.
Chief People Officer

Dr. Silas Otniel Rodrigues Pinto, Ph.D., NCSP
Deputy Chief of People and Culture – [Equity, Inclusion & Talent](#)

Ashley Fioravanti, MA-HRM, SHRM-CP
Deputy Chief of People and Culture – [Total Compensation](#)

CITY OF PROVIDENCE

NONDISCRIMINATION GRIEVANCE PROCEDURES

The City of Providence (City) adopts the following procedures to allow any person or group to submit a complaint alleging discrimination of any kind by the City, including discrimination that may constitute a violation of any state or federal statute or regulation that the City enforces, and in order to ensure prompt and fair resolution of any such discrimination complaints.

The procedures do not provide an avenue for relief for complainants seeking individual remedies, including punitive damages or compensatory remuneration, nor prohibit complainants from filing complaints with other state or federal agencies, nor deny complainants the right to seek private counsel to address acts of alleged discrimination. The procedures described in this document apply to the City, its sub-recipients, contractors, and subcontractors in their administration of federally funded programs and activities.

Any person requiring assistance with filing a complaint or requiring accommodation for a disability may contact the Nondiscrimination Compliance Coordinator (NCC). Interpreter services are also available at no cost upon request.

Leonela Felix
Assistant City Solicitor
444 Westminster Street, Suite 220
Providence, RI 02903
Email: LFelix@providenceri.gov
Phone: (401) 680-5333 (TTY/Relay: 771)

A. FILING A COMPLAINT

In order to have a complaint submittal considered for investigation under this procedure, the complainant shall file the complaint using our [Complaint Form](#), no later than **180 calendar days** after the date(s) of the alleged act(s) of discrimination.

Complaints shall be in writing and signed by the complainant or the complainant's representative and shall include contact information for the complainant or their representative. Appropriate assistance shall be provided to individuals with disabilities and individuals with limited English proficiency.

Complaint shall specify with as much detail as possible:

- a. The actions or inactions by the City that support an alleged violation.
- b. The alleged discrimination that did or will result from such actions or inactions.
- c. The identity of the person(s) harmed or potentially harmed by the alleged discrimination.
- d. The state or federal statutes or regulation that the City allegedly violated (if known).

All complaint submittals shall be mailed, emailed or faxed to the Nondiscrimination Compliance Coordinator (NCC):

Mailing Address: City of Providence, Solicitor's Office
ATTN: Nondiscrimination Compliance Coordinator
444 Westminster Street, Suite 220
Providence, RI 02903

Email Address: LFelix@providenceri.gov

Fax Number: (401) 680-5520

B. COMPLAINT HANDLING AND INITIAL REVIEW PROCESS

All complaint submissions that meet the requirements outlined in Section A will be logged, date-stamped, and saved electronically, including all related documents (such as attachments and envelopes). The NCC will create a case file containing all relevant documents and information and retain these records in accordance with the designated retention schedule.

If the complaint submittal falls under FHWA jurisdiction, the NCC shall immediately forward it to the R.I. Department of Transportation in accordance with the procedures outlined in Section F.

If the complaint submittal alleges employment-related discrimination, it will be logged and promptly forwarded to the City's Equal Employment Opportunity Officer for processing in accordance with established procedures.

If the complaint submittal alleges discrimination by the Providence Public School District, it will be logged and promptly forwarded to the Human Resources Department for processing in accordance with established procedures.

The following are examples of what will **not** be logged as a complaint submittal:

Anonymous submissions.

Submissions too vague to reasonably determine the allegations of discriminatory conduct.

Submissions not sufficiently identifying the person(s) harmed or potentially harmed by the alleged discrimination.

Inquiries seeking advice or information.

Courtesy copies of court pleadings.

Newspaper articles.

Web-based media sources such as YouTube videos, email strings, blog posts, comment threads, or web pages.

Courtesy copies of internal grievances.

Voice mail messages, telephone calls, or in-person conversations.

During the initial review, the NCC shall determine whether the City has jurisdiction to pursue the matter, and whether the complaint contains sufficient merit to warrant further investigation. A complaint shall warrant further investigation **unless**:

It lacks an identifiable path to resolution or does not provide enough clarity to warrant next steps.

Within the time allotted for making the determination of jurisdiction and investigative merit, the City reaches an agreed resolution with the complainant.

Within the time allotted for making the determination of jurisdiction and investigative merit, the complainant withdraws the complaint.

The complaint was not submitted within the time limits established in Section A.

Within **14 business days** of receiving the complaint, the NCC will contact the complainant to determine whether they prefer to resolve the matter formally or informally. The steps for each process are outlined below.

C. INFORMAL COMPLAINT PROCESS¹

In most cases, the parties may participate in an informal resolution process as an alternative to any formal process. All parties must voluntarily consent in writing to the informal resolution process. Additionally, all parties must agree to treat information obtained in the course of the informal resolution process as **confidential**, which means it should not be disclosed to third parties except as may be required by law, nor can it be used in a formal grievance procedure at the City, should the matter not be informally resolved. Once the parties agree to a particular outcome as part of the informal resolution process, the matter will be deemed resolved and the parties will be precluded from taking the resolved matter to the formal grievance process. These options are available until a formal decision-making process (post investigation) begins.

The parties must also agree to comply with the City's non-retaliation provisions and must review and sign *the [Privacy and Non-Retaliation Acknowledgement](#)*. Either party can withdraw consent to the informal resolution process at any time. If that happens, the complaint may be resolved through the formal hearing procedure.

During the informal complaint process, the NCC shall contact the respondent (person alleged to have discriminated against the complainant) for a conversation. The NCC shall report back to the complainant about the conversation with the respondent. Informal remedies can include coaching, counseling conversation, targeted training, mediation, or other potential remedies as appropriate.

If the complainant is satisfied with the outcome, a closing letter will be mailed to the complainant.

NOTICE: The NCC retains the right to either end the informal resolution process and/or initiate the formal hearing process. Because informal findings are not subject to personnel records, the NCC's informal decision cannot be appealed.

D. FORMAL COMPLAINT PROCESS

¹ As pertaining to federal funds from the U.S. Department of Transportation, including Federal Highway Administration, all complaints whether informal or formal are forwarded to the R.I. Department of Transportation.

1. If the complainant chooses a formal complaint process, the NCC will share the complaint with the respondent, who will submit a written response to be shared with the complainant. However, the NCC will maintain the confidentiality of all complaints, ensuring that the complainant's identity is not disclosed to the respondent unless (a) such disclosure is essential for conducting a preliminary investigation, and (b) the complainant has submitted a [Complainant Consent/Release Form](#) authorizing the disclosure.
2. The NCC shall review the alleged facts to determine the course of the investigation. The investigation may include interviews with the complainant, respondents, and/or any witnesses. Relevant City employees shall make themselves available as necessary. The NCC shall issue a fact-finding report with a determination on whether the respondent violated any nondiscrimination laws, regulations, or directives including 40 CFR Part 7 and 49 CFR Part 21. The report shall include all pertinent information including a narrative of the incident, identification of individuals interviewed, evidence reviewed, and whether a violation occurred. The report will be shared with the formal parties, reports may be redacted for confidentiality / privacy.
3. Parties have an opportunity to submit an appeal or a rebuttal. The NCC reviews any final due process information the parties may submit at this stage. If no further investigation is required, the NCC will make a final decision as to whether there was a violation found or not based on a preponderance of evidence, taking the rebuttal information into consideration.
4. The NCC issues an outcome letter with copy to appropriate decision-makers. This letter includes the violation if found and any other relevant information to be referred to the appropriate decision-maker for action consistent with the findings.

E. APPEALS

1. If the complaint is unsatisfied with the NCC's determination, they may appeal the decision within **10 business days** to the City Solicitor.

Jeffrey Dana
City Solicitor
444 Westminster Street, Suite 220
Providence, RI 02903
Email both: JDana@providenceri.gov AND Webrown@providenceri.gov
Phone: (401) 680-5333 (TTY/Relay: 771)

2. The City Solicitor shall issue a written decision in response to the appeal no later than **30 business days** after its receipt.

F. DOT/FHWA TITLE VI COMPLAINT PROCESS

1. The Federal Highway Administration (FHWA) is responsible for all decisions regarding whether a complaint under FHWA jurisdiction should be accepted, dismissed, or referred to another agency. The City shall log all Title VI complaints on receipt in accordance with Section B and thereafter forward the complaint to:

Rhode Island Department of Transportation
Office of Civil Rights
Two Capitol Hill
Providence, RI 02903
(401) 222-2450

2. RIDOT will then forward the complaint to the FHWA for processing and potential investigation. Once the FHWA Headquarters Office of Civil Rights (HCR) has decided whether to accept, dismiss, or transfer the complaint, HCR will notify the Complainant, the FHWA Division Office, City, and the sub-recipient (where applicable).
3. HCR may delegate the task of investigating City to RIDOT, who is responsible for preparing and forwarding the investigation report to HCR for review and final disposition.
4. ONLY AFTER City has been instructed to do so by HCR can City begin investigation of a complaint under FHWA jurisdiction pursuant to these procedures.



CITY OF PROVIDENCE
MAYOR BRETT P. SMILEY

DEPARTMENT OF PEOPLE & CULTURE
Human Resources | Diversity, Equity, Inclusion & Belonging

Paul A. N. Winspeare, MBA, SHRM-SCP, SPHR, PHR, aPHR, M.
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Deputy Chief of People and Culture – [Total Compensation](#)

CITY OF PROVIDENCE
DISCRIMINATION COMPLAINT FORM

Date: _____

SECTION I. COMPLAINANT INFORMATION *

Name: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Phone No.: (____) _____ Email: _____

SECTION II. COMPLAINT DETAILS

1. Name and position of the staff(s), or the program, activity, or service against whom the complaint is filed:

2. Please indicate below the base(s) on which you believe these discriminatory actions were taken.

Race: _____

Color: _____

National Origin: _____

Age: _____

Sex: _____

Disability: _____

Other: _____

3. To the best of your recollection, on what date(s) did the alleged discrimination take place?

Earliest date of discrimination: _____

Most recent date of discrimination: _____

4. Please explain as clearly as possible what happened, why you believe it happened, and how you were discriminated against. Indicate who was involved. Be sure to include how other persons were treated differently from you. (Please use additional sheets if necessary.)

5. If you believe that you have been retaliated against for complaining about discrimination or cooperating in an investigation of alleged discrimination, please explain the circumstances and what actions you took which you believe were the basis for the alleged retaliation.

6. Please list below any persons (witnesses, fellow employees, supervisors, or others), if known, whom the City may contact for additional information to support or clarify your complaint.

7. Please provide any other information that you think is relevant to your discrimination complaint.

8. What remedy are you seeking for the alleged discrimination?

By my signature below, I acknowledge that the information is true and correct to the best of my knowledge.

Printed Name

Signature

Date

To mail a printed copy of this form:
City of Providence, Solicitor's Office
444 Westminster Street, Suite 220
Providence, RI 02903

To send electronically: LFelix@providenceri.gov

If you have any questions or to request an alternative format:

Leonela Felix

Assistant City Solicitor

Phone: 401-680-5333 (TTY: 711)

Email: Lfelix@providenceri.gov



CITY OF PROVIDENCE

PROCEDIMIENTOS DE QUEJA POR DISCRIMINACIÓN

La Ciudad de Providence (Ciudad) adopta los siguientes procedimientos para permitir que cualquier persona o grupo presente una queja que alegue discriminación de cualquier tipo por parte de la Ciudad, incluida la discriminación que pueda constituir una violación de cualquier estatuto o reglamento estatal o federal que la Ciudad haga cumplir, y con el fin de garantizar una resolución rápida y justa de dichas quejas de discriminación.

Los procedimientos no proporcionan un recurso para los denunciantes que busquen remedios individuales, incluidos daños punitivos o remuneración compensatoria, ni prohíben a los denunciantes presentar quejas ante otras agencias estatales o federales, ni les niegan el derecho a buscar asesoramiento legal privado para abordar los actos de discriminación alegada. Los procedimientos descritos en este documento se aplican a la Ciudad, sus subreceptores, contratistas y subcontratistas en la administración de programas y actividades financiados federalmente.

Cualquier persona que necesite asistencia para presentar una queja o requiera adaptaciones por una discapacidad puede contactar a la Coordinadora de No Discriminación (NCC, por sus siglas en inglés). Los servicios de intérprete también están disponibles sin costo a pedido.

Leonela Felix
Assistant City Solicitor
444 Westminister Street, Suite 220
Providence, RI 02903
Correo electrónico: LFelix@providenceri.gov
Teléfono: (401) 680-5333 (TTY/Relay: 771)

A. PRESENTACIÓN DE UNA QUEJA

1. Para que una queja sea considerada para investigación bajo este procedimiento, el denunciante debe presentar la queja utilizando nuestro [Formulario de Quejas](#) a más tardar **180 días** después de la(s) fecha(s) del presunto acto(s) de discriminación.
2. Las quejas deben ser presentadas por escrito y firmadas por el denunciante o su representante, e incluir información de contacto para el denunciante o su representante. Se proporcionará asistencia adecuada a las personas con discapacidades y a las personas con dominio limitado del inglés.
3. La queja debe especificar con el mayor detalle posible:
 - a. Las acciones u omisiones por parte de la Ciudad que respaldan una presunta violación.
 - b. La presunta discriminación que resultó o resultará de dichas acciones u omisiones.
 - c. La identidad de la(s) persona(s) perjudicada(s) o potencialmente perjudicada(s) por la presunta discriminación.
 - d. Los estatutos o reglamentos estatales o federales que la Ciudad presuntamente violó (si se conocen).
4. Todas las quejas deberán ser enviadas por correo, correo electrónico o fax a la Coordinadora de No Discriminación (NCC, por sus siglas en inglés):

Dirección postal: City of Providence, Solicitor's Office
ATTN: Nondiscrimination Compliance Coordinator
444 Westminister Street, Suite 220
Providence, RI 02903

Correo electrónico: LFelix@providenceri.gov

Número de fax: (401) 680-5520

B. MANEJO Y PROCESO DE REVISIÓN INICIAL DE LAS QUEJAS

1. Todas las quejas que cumplan con los requisitos descritos en la Sección A serán registradas, fechadas y guardadas electrónicamente, junto con todos los documentos relacionados (como anexos y sobres). La NCC creará un expediente del caso que contendrá todos los documentos e información relevantes, y conservará estos registros de acuerdo con el calendario de retención designado.
2. Si la queja está bajo la jurisdicción de la FHWA, la NCC la remitirá inmediatamente al Departamento de Transporte de R.I. de acuerdo con los procedimientos descritos en la Sección F.
3. Si la queja alega discriminación relacionada con el empleo, se registrará y se enviará de inmediato al Oficial de Igualdad de Oportunidades en el Empleo de la Ciudad para su procesamiento de acuerdo con los procedimientos establecidos.
4. Si la queja alega discriminación por parte del Distrito Escolar Público de Providence, se registrará y se enviará de inmediato al Departamento de Recursos Humanos para su procesamiento de acuerdo con los procedimientos establecidos.
5. A continuación, se mencionan ejemplos de lo que no se registrará como una queja:
 - a. Presentaciones anónimas.
 - b. Presentaciones demasiado vagas para determinar razonablemente las acusaciones de conducta discriminatoria.
 - c. Presentaciones que no identifiquen suficientemente a la(s) persona(s) perjudicada(s) o potencialmente perjudicada(s) por la presunta discriminación.
 - d. Consultas que busquen asesoramiento o información.
 - e. Copias de cortesía de alegatos judiciales.
 - f. Artículos de prensa.
 - g. Fuentes de medios en línea como videos de YouTube, cadenas de correos electrónicos, publicaciones en blogs, hilos de comentarios o páginas web.
 - h. Copias de cortesía de quejas internas.
 - i. Mensajes de correo de voz, llamadas telefónicas o conversaciones en persona.
6. Durante la revisión inicial, la NCC determinará si la Ciudad tiene jurisdicción para investigar el asunto y si la queja contiene suficiente mérito como para justificar una investigación más profunda. Una queja justificará una investigación más profunda **a menos que:**
 - a. Carezca de un camino identificable hacia la resolución o no proporcione suficiente claridad para justificar los próximos pasos.
 - b. Dentro del tiempo asignado para determinar la jurisdicción y el mérito investigativo, la Ciudad llegue a una resolución acordada con la denunciante.
 - c. Dentro del tiempo asignado para determinar la jurisdicción y el mérito investigativo, la denunciante retire la queja.

- d. La queja no se haya presentado dentro de los límites de tiempo establecidos en la Sección A.
7. Dentro de los **14 días hábiles** posteriores a la recepción de la queja, la NCC contactará a la denunciante para determinar si prefiere resolver el asunto formal o informalmente. Los pasos para cada proceso se describen a continuación.

C. PROCESO INFORMAL DE QUEJAS¹

1. En la mayoría de los casos, las partes pueden participar en un proceso de resolución informal como alternativa a cualquier proceso formal. Todas las partes deben consentir voluntariamente por escrito en el proceso de resolución informal. Además, todas las partes deben acordar tratar la información obtenida durante el proceso de resolución informal como **confidencial**, lo que significa que no debe ser divulgada a terceros, excepto cuando lo requiera la ley, ni puede ser utilizada en un procedimiento formal de queja en la Ciudad si el asunto no se resuelve informalmente. Una vez que las partes acuerden un resultado particular como parte del proceso de resolución informal, el asunto se considerará resuelto y las partes quedarán impedidas de llevar el asunto resuelto al proceso formal de quejas. Estas opciones están disponibles hasta que comience un proceso formal de toma de decisiones (después de la investigación).
2. Las partes también deben acordar cumplir con las disposiciones de no represalias de la Ciudad y deben revisar y firmar el [Reconocimiento de Privacidad y No Represalias](#). Cualquiera de las partes puede retirar su consentimiento para el proceso de resolución informal en cualquier momento. Si eso ocurre, la queja puede resolverse a través del procedimiento formal de audiencia.
3. Durante el proceso de queja informal, la NCC contactará a el/la demandada (la persona que presuntamente discriminó a la denunciante) para una conversación. La NCC informará a la denunciante sobre la conversación con la demandada. Los remedios informales pueden incluir orientación, conversación de asesoramiento, capacitación dirigida, mediación u otros posibles remedios según sea apropiado.
4. Si el/la denunciante está satisfecha con el resultado, se enviará una carta de cierre a la denunciante.

AVISO: La NCC se reserva el derecho de finalizar el proceso de resolución informal y/o iniciar el proceso formal de audiencia. Dado que los hallazgos informales no están sujetos a los registros de personal, la decisión informal de la NCC no puede ser apelada.

D. PROCESO FORMAL DE QUEJAS

1. Si el/la denunciante elige un proceso formal de quejas, la NCC compartirá la queja con la demandada, quien presentará una respuesta por escrito para ser compartida con el/la denunciante. Sin embargo, la NCC mantendrá la confidencialidad de todas las quejas, asegurando que la identidad de el/la denunciante no se divulgue a la demandada a menos que (a) dicha divulgación sea esencial para realizar una investigación preliminar, y (b) el/la denunciante haya presentado un [Formulario de Consentimiento/Liberación del Denunciante](#) que autorice la divulgación.
2. La NCC revisará los hechos alegados para determinar el curso de la investigación. La investigación puede incluir entrevistas con el/la denunciante, las demandadas y/o cualquier

¹ En lo que respecta a los fondos federales del Departamento de Transporte de los EE. UU., incluyendo la Administración Federal de Carreteras, todas las quejas, ya sean informales o formales, se remiten al Departamento de Transporte de Rhode Island.

testigo. Los empleados relevantes de la Ciudad deberán estar disponibles según sea necesario. La NCC emitirá un informe de investigación con una determinación sobre si el/la demandado(a) violó alguna ley, reglamento o directiva de no discriminación, incluidos 40 CFR Parte 7 y 49 CFR Parte 21. El informe incluirá toda la información pertinente, incluida una narrativa del incidente, la identificación de las personas entrevistadas, las pruebas revisadas y si ocurrió una violación. El informe se compartirá con las partes formales, y los informes pueden ser redactados para preservar la confidencialidad/privacidad.

3. Las partes tienen la oportunidad de presentar una apelación o una refutación. La NCC revisará cualquier información final de debido proceso que las partes puedan presentar en esta etapa. Si no se requiere más investigación, la NCC tomará una decisión final sobre si se encontró una violación o no, basada en una preponderancia de pruebas, tomando en consideración la información de la refutación.
4. La NCC emite una carta de resultados con copia a los tomadores de decisiones apropiados. Esta carta incluye la violación, si se encontró alguna, y cualquier otra información relevante que será remitida al tomador de decisiones apropiado para tomar acción consistente con los hallazgos.

E. APELACIONES

1. Si el/la denunciante no está satisfecha con la determinación de la NCC, puede apelar la decisión dentro de los **10 días hábiles** al Abogado Municipal.

Jeffrey Dana
Abogado Municipal
444 Westminster Street, Suite 220
Providence, RI 02903
Enviar a ambos correo electrónicos: JDana@providenceri.gov y
Webrown@providenceri.gov
Teléfono: (401) 680-5333 (TTY/Relay: 771)

2. El Abogado Municipal emitirá una decisión por escrito en respuesta a la apelación a más tardar **30 días hábiles** después de su recepción.

F. PROCESO DE QUEJAS DE TÍTULO VI DEL DOT/FHWA

1. La Administración Federal de Carreteras (FHWA) es responsable de todas las decisiones sobre si una queja bajo la jurisdicción de la FHWA debe ser aceptada, desestimada o remitida a otra agencia. La Ciudad registrará todas las quejas del Título VI al recibirlas de acuerdo con la Sección B y luego remitirá la queja a: Departamento de Transporte de Rhode Island

Oficina de Derechos Civiles
Two Capitol Hill
Providence, RI 02903
(401) 222-2450

2. El RIDOT luego remitirá la queja a la FHWA para su procesamiento y posible investigación. Una vez que la Oficina de Derechos Civiles de la FHWA (HCR) haya decidido si aceptar, desestimar o transferir la queja, HCR notificará a la denunciante, la Oficina de la División de la FHWA, la Ciudad y el subreceptor (cuando corresponda).
3. HCR puede delegar la tarea de investigar a la Ciudad en el RIDOT, quien será responsable de preparar y remitir el informe de investigación a HCR para su revisión y disposición final.

4. SOLO DESPUÉS de que HCR haya instruido a la Ciudad podrá esta comenzar a investigar una queja bajo la jurisdicción de la FHWA conforme a estos procedimientos.



CITY OF PROVIDENCE
MAYOR BRETT P. SMILEY

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Human Resources | Diversity, Equity, Inclusion & Belonging

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Deputy Chief of People and Culture – [Equity, Inclusion & Talent](#)

Ashley Fioravanti, MA-HRM, SHRM-CP
Deputy Chief of People and Culture – [Total Compensation](#)

CITY OF PROVIDENCE
FORMULARIO DE QUEJAS POR DISCRIMINACIÓN

SECCIÓN I. INFORMACIÓN DEL/LA DENUNCIANTE*

Nombre del/la denunciante: _____

Dirección: _____

Ciudad: _____ Estado: _____ Código Postal: _____

Teléfono: (____) _____ Correo Electrónico: _____

SECCIÓN II. DETALLES DE LA QUEJA

1. Nombre y cargo del/de la personal, o del programa, actividad, o servicio contra el cual se presenta la queja:

2. Por favor, indique a continuación el/los motivo(s) por el cual cree que estas acciones discriminatorias fueron tomadas.

Raza: _____

Color: _____

Origen Nacional: _____

Edad: _____

Sexo: _____

Discapacidad: _____

Otro: _____

3. Según su mejor recuerdo, ¿en qué fecha(s) ocurrieron los actos de discriminación?

Primera fecha de discriminación: _____

Fecha más reciente de discriminación: _____

4. Por favor, explique lo más claramente posible qué sucedió, por qué cree que sucedió y cómo fue discriminado/a/e.
(Utilice hojas adicionales si es necesario.)

5. Si cree que ha sido víctima de represalias por quejarse de discriminación o por cooperar en una investigación de discriminación, por favor explique las circunstancias y las acciones que tomó, que cree que fueron la base para las represalias alegadas.

6. Por favor, liste a continuación a las personas (testigos, compañeros/as/es de trabajo, supervisores/as/es u otros), si se conoce, con quienes la Ciudad pueda ponerse en contacto para obtener información adicional para respaldar o aclarar su queja.

7. Proporcione cualquier otra información que considere relevante para su queja de discriminación.

8. ¿Qué remedio busca por la supuesta discriminación?

Con mi firma a continuación, reconozco que la información es verdadera y correcta según mi conocimiento.

Nombre en letra de imprenta

Firma

Fecha



CITY OF PROVIDENCE
MAYOR BRETT P. SMILEY

DEPARTMENT OF PEOPLE & CULTURE
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Paul A. N. Winspeare, MBA, SHRM-SCP, SPHR, PHR, aPHR, M.:
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Deputy Chief of People and Culture – [Equity, Inclusion & Talent](#)

Ashley Fioravanti, MA-HRM, SHRM-CP
Deputy Chief of People and Culture – [Total Compensation](#)

Para enviar una copia impresa de este formulario por correo:

City of Providence, Solicitor's Office
444 Westminster Street, Suite 220
Providence, RI 02903

Para enviar electrónicamente:

Si tiene alguna pregunta o desea solicitar un formato alternativo:

Leonela Felix
Assistant City Solicitor
Phone: 401-680-5333 (TTY: 711)
Email: Lfelix@providenceri.gov
LFelix@providenceri.gov

AUTHORIZED PARKER INTAKE FORM



UPP GLOBAL DOES NOT DIVULGE PERSONAL INFORMATION. WE COLLECT THE FOLLOWING AS CONTACT INFORMATION IN CASE OF AN EMERGENCY TO NOTIFY ACCOUNT HOLDER OF ANY UPDATES OR MODIFICATIONS.

CONTACT INFORMATION

ACCOUNT HOLDER INFORMATION:

NAME: PHONE #:

EMAIL:

USED FOR CONTACT OR BILLING PURPOSES ONLY

EMPLOYER | TENANT GROUP:

[IF APPLICABLE. PLEASE NOTE COMPANY OR BUSINESS YOUR AFFILIATED WITH EVEN IF YOU SIGNED UP AS AN INDIVIDUAL PARKER.]

VEHICLE INFORMATION

Please List Every Vehicle Parker You May Drive

LICENSE & VEHICLE INFORMATION:

CUSTOMER'S DRIVER'S LICENSE: STATE ISSUED:

PRIMARY VEHICLE:

MAKE: MODEL: COLOR:

YEAR: LICENSE PLATE: STATE:

SECONDARY VEHICLE:

MAKE: MODEL: COLOR:

YEAR: LICENSE PLATE: STATE:

EMPLOYEE SIGNATURE:

INDIVIDUAL PARKER OR ITS REPRESENTATIVE HEREBY ACKNOWLEDGES AND AGREES TO THE ABOVE TERMS AND CONDITIONS AND RETAINS ONE COPY OF THIS AGREEMENT:

APPLICANT SIGNATURE: _____ DATE: _____

I declare under penalty of perjury under the laws of the **State of Rhode Island** that the information provided herein is correct and complete. I understand that incomplete or inaccurate information will result in termination of the authorization to park in the designated monthly parking space. I further agree to defend, indemnify, and hold harmless UPP Global, LLC, its officials, officers, employees, and agents against: (1) any liability, claims, causes of action, judgements, or expenses, including reasonable attorney fees, resulting directly or indirectly from any act or omission of the Permit holder, anyone directly or indirectly employed by them, and anyone for whose acts of omissions they may be liable, arising out of the Account Holder's use of UPP's designated monthly parking spaces; and (2) all loss by the failure of the Account Holder to fully or adequately perform, in any respect, all authorizations or obligations under the Permit.



We are here to help. Any time, day or night.

Call or go online today to take the first step.

carelonwellbeing.com/cityofprovidence

833-556-7768



Privacy is a priority

Your personal information is kept private as required by state and federal laws. No one will know you have accessed the program services unless you grant permission or express a concern that presents a legal obligation to release information (for example, if it is believed you are a danger to yourself or to others).

This brochure is for informational purposes only and does not guarantee eligibility for program services. Carelon Wellbeing services do not replace regular medical care. In an emergency, seek help immediately.

Blue Cross & Blue Shield of Rhode Island is an independent licensee of the Blue Cross and Blue Shield Association.

Carelon Behavioral Health is an independent company contracted by Blue Cross & Blue Shield of Rhode Island to provide EAP services. Referrals or information provided about a particular provider or program do not constitute an endorsement or guarantee of the provider's services. The final decision on selection of services rests exclusively with the participant.



Carelon Wellbeing

We're here for life's challenges



**Blue Cross
Blue Shield**
of Rhode Island



You're covered

We're here for your everyday problems and questions, big or small. Your Carelon Wellbeing benefit offers information, guidance, and support to help you and your family reach your personal and professional goals.

This no-cost benefit is offered by your employer and is completely confidential.

Digital resources

Visit the Carelon Wellbeing website to access articles, videos, podcasts, and other tools that can help you and your loved ones with life's challenges. If you don't know where to start, take an assessment to find resources that meet your unique needs.

Professional counseling

Schedule an appointment with a licensed professional counselor for confidential online or in-person sessions during times that work for you, even evenings and weekends. **You and your household members each receive 3 visits per issue, per year.** Choose from a network of caring clinicians who can help with a range of personal and work related concerns including stress, anxiety, depression, relationships, grief, and life transitions.

Legal and financial services

You and your family may experience legal and financial hurdles at some point, which can lead to stress and worry. We can help you find discounts on these services and assist you with having a safe, confidential discussion with a legal or financial expert.

Work/life support

We can help you successfully navigate personal, work, and family concerns. We provide referral services related to child and eldercare, education, growing families, consumer resources, home maintenance and repair, and daily living resources.



3

in-person or
virtual counseling
sessions per issue
per year

Providence HR Hotline



Leave a message 24/7 on the HR Hotline
We will initiate a review within 3 business days

(401) 680-5714

hrhotline@providenceri.gov

You can contact us regarding:

- ◆ Safety concerns
- ◆ Suggestions/ideas regarding improvements to the workplace (efforts, events, training, etc.)
- ◆ Contract / Labor Law violations such as overtime pay, break times, lunches, etc.
- ◆ Guidance on conflict resolution with a co-worker or supervisor
- ◆ Kudos to an employee or supervisor
- ◆ Resource referrals/recommendations that could benefit the workplace
- ◆ Illegal or unethical behavior
- ◆ Reasonable suspicion
- ◆ Workplace policy / Conduct violations
- ◆ Major issues affecting your work
- ◆ Harassment, discrimination, or retaliation
- ◆ Feedback for your department

Initial reports are considered confidential

Factual reports are protected from retaliation



MEMORANDUM

To: All Department Directors within the City of Providence
From: Jeffrey Dana, City Solicitor
Leonela Felix, Ethics Education and ADA Coordinator
Re: APRA Compliance Procedures
Date: January 5, 2023

In order for the Law Department to be able to provide the City with comprehensive legal support in complying with the Access to Public Records Act (APRA), each City Department shall designate a single point of contact who will be trained in APRA compliance and provide records pursuant to the Act.

Although many departments have already designated one, or several, individuals who fit the following description, our office is asking each department to designate a single individual who will be responsible for:

1. Undergoing the annual training provided by the Attorney General consistent with R.I. Gen. Laws § 38-2-3.2;
2. Receiving additional training by the Public Records Unit of the Solicitor's office on best practices;
3. Becoming fluent in the public records portal "NextRequest";
4. Responding to any requests for records from the public directly in compliance with requirements outlined by the APRA;
5. Responding to inquiries from our office for records in a timely fashion;
6. Deciding on behalf of the Department whether to redact or withhold certain records or information; and
7. Designating a back-up within the Department for times when the designee is unavailable.

Moving forward, the Law Department will no longer be the primary department for collecting, reviewing, redacting, and releasing records to the public from the City. Rather, each department will be responsible for doing so with regard to records from each department. The Law Department will remain a valuable resource in coordinating between departments for requests that involve more than one department, in providing guidance interpreting and complying with the APRA, as well as defending any complaints filed against the City for alleged APRA violations with the Department Directors, the Attorney General, or the Superior Court.

In the upcoming weeks, the Public Records Unit will hold trainings for those designees and bring them up to speed regarding their obligations under the APRA. In the meantime, I would appreciate if you could please email Leonela Felix (lfelix@providenceri.gov), of the Public Record's Unit with the name of your designee on or before January 23, 2023.



CITY OF PROVIDENCE
MAYOR BRETT P. SMILEY

DEPARTMENT OF PEOPLE & CULTURE

Paul A. N. Winspeare, MBA, SHRM-SCP, SPHR, PHR, aPHR, M.
Chief People Officer

Dr. Silas Otniel Rodrigues Pinto, Ph.D., NCSP
Deputy Chief of People and Culture – [Equity, Inclusion & Talent](#)

Ashley Fioravanti, MA-HRM, SHRM-CP
Deputy Chief of People and Culture – [Total Compensation](#)

Additional Employment Disclosure Form

Instructions:

1. Complete all sections of this form.
2. Submit the form to your immediate supervisor.
3. The form will be forwarded to the Department of People and Culture for review.

Employee Information

Name:	
Employee ID:	
Department:	
Position:	
Supervisor:	

Secondary or Additional Employment Information

Employer/ Company Name:	
Employer Address:	
Employer Phone Number:	
Position Title:	
Start Date of Additional Employment:	

Nature of Employment: (Please provide a brief description of duties and responsibilities; if you have more than one additional employer, please include that information below, or on an additional page and attach it to this form)

Employment Schedule for Additional Employment: (Please specify days and hours)

Conflict of Interest and Time Commitment Assurance:

1. Conflict of Interest:

Do you anticipate any potential conflicts of interest between your primary employment with the City of Providence and your secondary or additional employment? Yes No

If yes, please explain:

2. Time Commitment:

Do you affirm that your additional employment will not interfere with your ability to meet the time and service requirements of your position with the City of Providence? Yes No

If no, please explain:

Acknowledgement and Certification

I, _____ (employee name), hereby certify that the information provided above is true and complete to the best of my knowledge. I understand that failure to disclose secondary or additional employment, or providing false or misleading information, may result in corrective and/or disciplinary action, up to and including termination of employment with the City of Providence. I agree to disclose any new secondary or additional employment within 30 days of commencement.

Employee Signature:	
Date:	

For Department of People and Culture Use Only

Comments:

Approval Status: Approved Not Approved

DPC Representative Print:	
DPC Representative Signature:	
Date of Review:	

Revised 8/2024



ALTERNATIVE WORK ARRANGEMENT REQUEST FORM PART-TIME ELECTED OFFICIALS

Requestor completes this section

Name	Dept./Title
Date Requested <input type="checkbox"/>	Supervisor Name
Elected Title	Elected Body (State or Municipality)

Requested Work Schedule

Effective Dates:	From:	To:
Day	Hours (Note Lunch Break)	
Monday		
Tuesday		
Wednesday		
Thursday		
Friday		
Total Weekly Hours		

Employee's Signature _____

Approval Process

Signature	Request Approved	Request Denied	Date
Chief People Officer			
Department Director			

Public Employees' Local Union 1033 Collective Bargaining Agreement standardizes represented employees' workweek schedule based on classification. See Public Employees' Local Union 1033, Article IV, Section 2, A (pp. 7-8). Rhode Island General § 28-11.1 states "wherever practical for employers of part-time elected official to provide flexible work schedules" and "anticipated flexible work schedules shall be within the reasonable operation of the employer's business."

Document to be maintained in personnel folder within the Department of People and Culture



CITY OF PROVIDENCE
MAYOR BRETT P. SMILEY

Department of People and Culture

Paul A. N. Winspeare, MBA, SHRM-SCP, SPHR, PHR, aPHR, M.:
Chief People Officer

Appendix B-16
Additional Internal Resource Links

The following links are accessible to City of Providence employees with appropriate network access.

Position Request Form (job posting request)	<u>CLICK HERE</u>
Employee Change of Status Form	<u>CLICK HERE</u>
Employee Test & Onboarding Booking Request	<u>CLICK HERE</u>
Leave of Absence Request Link	<u>CLICK HERE</u>
IT Software Request Form	<u>CLICK HERE</u>