



# 2011 MANAGERS HANDBOOK



## WHERE GREAT SERVICE HAPPENS!

**“Hanover Township is committed to providing an array of quality, cost effective, community based services; to acting as a dynamic organization which continually assesses and responds to the changing wants and needs of our residents; and to delivering services in a responsible and respectful manner which benefits the community as a whole and promotes a personal relationship with our residents.”**

**- Hanover Township Mission Statement.**

Our mission statement says it all. We are a place where great service happens! This handbook outlines many of the critical procedures and processes that managers need to know. From hiring to separation or retirement, the Hanover Township Administrative team is here for managers every step of the way.

Included in this manual are the many steps that managers should take for hiring, during employment and for separation. It provides an array of information and resources for managers so they can provide employees with quick and accurate answers to common questions.

Please note, that this handbook does not constitute an employment contract, or legal advice. This handbook's purpose is to help guide managers through already established procedures and guidelines at Hanover Township. If you have questions regarding any aspect of this handbook, please contact the Administrator's office.

Together we can help make Hanover Township a place “Where Great Service Happens,” not only for the residents we serve, but also for employees.



## Where do you need to go?

Major Laws	4
MyHT 2.1	
Pre-Employment	5
Recruiting	5
Advertising for a position	
Job Profiles	
Making the Offer	6
Interviewing	7
Employment	7
Orientation Day. What to expect.	8
Employment at Will	8
Personnel Files	9
Personnel Policy	10
Emergency Procedures	10
Disciplining an Employee	11
Performance Measurement	11
Workforce Planning and Employment	12
Time-Off Requests	13
Processing Payroll	
Risk Management	Back Cover
Termination/Separation	
Where to go for answers	
Frequently Asked Questions	
Important Resources	



## Managers Need To Know.

Management today needs to know many aspects of Human Resources, internal policies and procedures and have access to resources that can help them manage employees. The next few sections explain major employment laws and where to turn for help if an employee has questions.

### Key Human Resource Terms

**Full Time Employee**—A full time employee is someone who works a minimum of 30 hours per week.

**Part Time Employee**—A part time employee is someone working less than 30 hours a week.

**Overtime**—Any non-exempt employee working more than 40 hours a week is entitled to time and a half pay for their excess hours.

**Exempt and Non-Exempt Employees**— Customarily defined as those employees working on a wage basis or do not provide administrative or executive work are Exempt; wage earners are usually always non-exempt.

**ADA**—Americans with Disability Act, which covers all employees. This law mandates that all employees have reasonable accommodation to perform their key job functions.

**FMLA**—The Family Medical Leave Act was designed to protect an

employee's position during a time when they are unable to work or an immediate family members is able to work. It protects their position for up to 12 weeks.

**Minimum Wage**—Illinois has set minimum wage at \$7.75 an hour; however, beginning July 1, 2009, this wage is increased to \$8.00 an hour.

**Major Medical Insurance**— Hanover Township provides major medical insurance coverage to employees through Blue Cross and Blue Shield.

**Ancillary Benefits**—Hanover Township offers eligible full time employees an ancillary benefits package that includes: dental, life insurance, an employee assistance program, a wellness benefit, and professional and tuition assistance.

Please consult the Administrator's office should you have any questions .



## Pre-Employment

Prior to employment, all managers should submit a request to the Administrator's office to add or hire additional staff. Located on the shared server drive is the "Request to fill position" form, which outlines important ways that managers may pay for and advertise for the position. This also provides an opportunity for the manager to review and update the Job Profile.

### Job Profiles:

The Administrator's Office retains a profile of each position at the Township. This profile includes a Job Description, Knowledge, Skills and Abilities required for the position and a history of the wage range. These items may be reviewed and changed to improve or adjust the type of job that will be performed.

## Hiring Checklist:

### EVERY STEP OF THE WAY!

Human Resources is always available to help you through every step of the employment process. Do not hesitate to contact us!

Steps of the Process	Forms Needed	Tips/Comments	Steps of the Process	Forms Needed	Tips/Comments
<b>Pre-Application Period</b>			<b>Interview</b>		
Review Job Profile and Description	Job Profile from Administrator's Office		Establish a timetable for interviews and call candidates		
Submit Request to Fill Position	Form 1.19		Interview Processing		Be sure to have more than one individual in the interview process
<b>Application Period</b>			<b>Making the Offer</b>		
Advertise for position	Form 1.19	Remember to advertise on HT's Website	Conditional Offers	Background, physicals or drug and alcohol checks must be conducted at this time.	All Candidates are given a conditional offer until ALL pre-employment screenings can be completed
Collect Applications or Résumés for position		All applicants must be considered	Scheduling Orientation	All pre-employment paperwork and Form 2.0, 2.1, and 2.3 should be completed	O4U! Helps acquaint new employees with the Township and processes the necessary paperwork
Review Applicants and select only qualified candidates for interviews					
Pre-Interview Screenings may be conducted at this time	Form 1.2 or 1.3	Use a standard set of questions for screenings			

## Orientation Day. What to expect.

It is the goal of the Township to integrate new employees into the Township organization and ensure an understanding of Township operations prior to beginning their first day.

### O4U!

The O4U! (Orientation for You!), program is the Township's way to welcome new employees and help them become better acquainted with Township operations, departments, and front line staff.

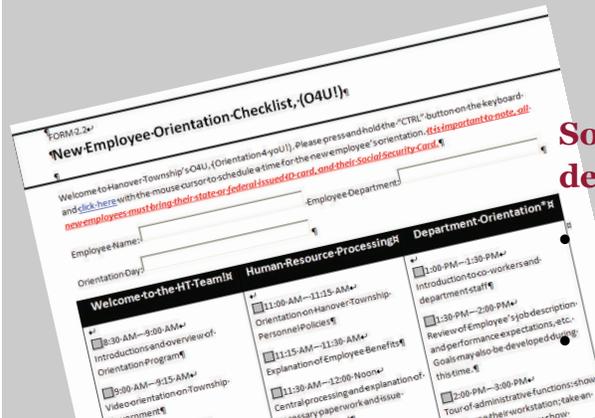
O4U! was designed to meet the needs of all employees, both full and part

time.

The Administrative portion of the program runs from 9:00 AM of the employees first day until 11:45 AM, to allow them the opportunity to enjoy lunch with their manager and, if possible, their Trustee liaison or Elected Official.

An employee's first impression is important and vital to the retention of them for many years to come.

Orientation Day begins with the forms listed below, and provides some examples on how a department or division may establish their own internal orientation on the first day.

### Some Suggestions for departments are:

- Introduce Co-Workers and staff to new employee
- Review Job Description and Job Expectations

Please remember the two forms needed for Orientation!

**Form 2.1 and Form 2.2**

- Review Administrative procedures
- Explain Emergency Guidelines and evacuation routes to employee.

## Employment at Will and Personnel Policy

Hanover Township is an “Employer at Will.” This means that employment from either party may be terminated at any time, with or without cause.

It is important to note, that no documentation or offer letters should construe a contract for employment.

### The Offer Letter:

Because the Township is an employer at will; it is important that when offering a position to any employee, you tell them what their weekly wage will be, either in a “per hour” or weekly wage format. You can let them know what the annualized amount is, but never formally offer a yearly salary to a potential employee.

### Personnel Policy:

The Hanover Township Personnel Policy was last revised on June 10, 2008. This document outlines all of the Township’s governing policies for Employment, benefits that are awarded, Paid Time Off, (PTO), Discipline levels, a complaint process and basic expectations of employment for all employees.

For most departments, the Administrator is the final interpreter

and arbiter of the policies and procedures. The Administrator is also responsible for administering all benefits and advocating for employee claims.

### Workers Compensation:

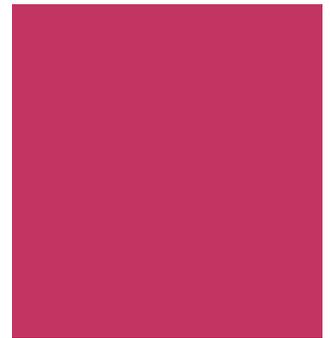
One important aspect of the personnel policy is the administration of Workers Compensation. Employees that are injured on the job may be eligible for Hanover Township Worker’s Compensation benefits. For any on the job accident, the Administrator should be notified immediately.

### Reporting Incidents:

For any accident or incident, (involving staff or residents), at the Township it is important to contact the Administrator’s office immediately and follow the necessary steps to processing the incident reports or subsequent documentation needed to complete the claim.

### Questions or concerns:

Any question or concern relating to the Personnel Policy or Human Resource related concern should be addressed by contacting the Administrator.



## Township Emergency Situation Procedures

Managers must be committed to emergency preparedness and disaster recovery planning. Hanover Township has developed procedures and guidelines for emergency situations.

Managers should familiarize themselves with the Emergency Procedure Manual and their own departments Emergency plan.

In this regard, the Township has developed an Emergency

Services Agency to help aid with not only internal, but external emergencies.

You can reach our Emergency Services Agency by calling extension 2297.

## Performance Improvement and Discipline

Disciplinary action may take the form of verbal counseling, written warning, a suspension without pay for a designated period of time or dismissal. Generally speaking, discipline should be progressive, although there are circumstances under which some steps in the disciplinary process should be bypassed.

An example of progressive disciplinary process is:

**Step one: Verbal Counseling** (place a signed document of counseling in the employee's file, including the reason for counseling, the date and time of counseling and who was present).

**Step two: First Written Warning.**

**Step three: Second Written Warning** accompanied by short suspension (usually one to three days).

**Step four: Third Written Warning** with long suspension (usually at least one work week). This may also be the **Final Warning**.

**Step five: Termination.**

### Reporting:

When a manager believes that disciplinary action is warranted, it is suggested that that manager consult with their Department Director and/or the Administrator.

### Role of Human Resources:

The Administrator's Office is always available for consultation and advice regarding disciplinary actions. It is important that during the counseling session with the employee, that an additional member of management or a staff member from the Administrator's Office is present.

### Performance Improvement:

In developing a disciplinary action report, it is important to follow Form 2.4 and to create a plan by which the employee can correct their behavior.

## Performance Measurement

Performance Management is a critical component of the workplace today. Employees need to be aware of their expectations, how their performance is perceived by the organization, and allows them to be part of fulfilling their own and the organization's goals.

Part of this process is the Annual Performance Evaluation which are conducted at the end of each Fiscal Year in March.

While the annual Performance Evaluation is an important part of the process, continue supervision and feedback on the employee's performance and goals is necessary.

Managers are encouraged to meet regularly with the employee to ensure that they understand the Township's expectations, to encourage feedback on their working environment, and how they can continue to develop professionally.

### **The Performance Evaluation:**

Managers are encouraged to work with the Administrator's office to develop a Performance Evaluation that meets the needs of their

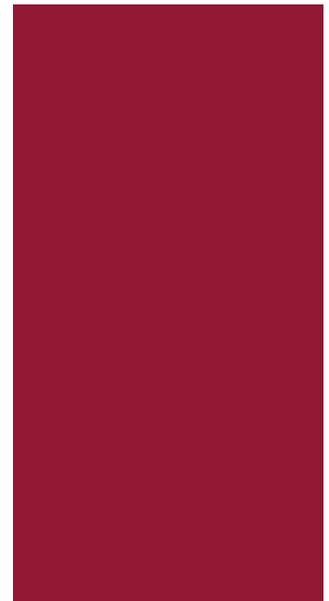
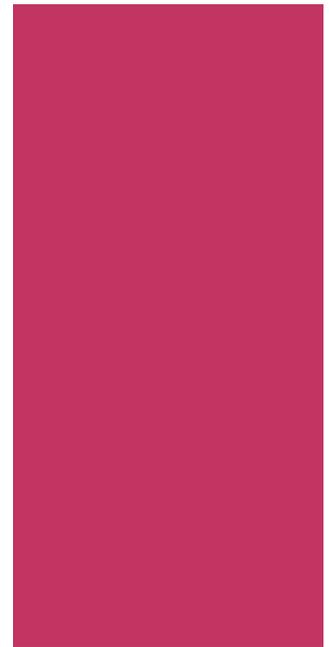
department or division. There is also a template evaluation located on the shared server.

Developing your own Performance Evaluation form allows you to analyze employees from the specific nature of your department. This helps employees more fully understand expectations and where they need to improve on their own performance.

### **The Evaluation Meeting:**

While managers are encouraged to meet regularly with their employees and counsel them in areas they may be deficient; the Evaluation meeting, however, is a time to discuss their overall performance and develop a strategy to help them develop and achieve their goals in the next Fiscal Year.

Performance Evaluations are also critical tools to help determine merit increases and promotions within the Township.



## Paid Time Off and Payroll:

Hanover Township understands and encourages employees to take time off from work to rest and rejuvenate their energy to be effective at their tasks.

For full time employees, vacation and paid time off begins after 30 days of employment.

### Vacation and Personal Days:

Vacation and Personal days will be replenished on an employees anniversary date. Employees must use their allotted paid time off, otherwise they will lose it at the end of their anniversary year.

See the chart below for how many days an employee is awarded, based on their years of service.

Years of Service	Days Allowed	Expiration
30 Days - 1 Year	5 Days	Employee's Anniversary
1 Year - 5 Years	10 Days	Employee's Anniversary
5 Years - 10 Years	15 Days	Employee's Anniversary
10 Years +	20 Days	Employee's Anniversary

### Sick Days:

Only Full Time employees are eligible to receive paid sick time. They earn sick days based on the rate of one day, for every month worked.

Once sick time has been exhausted, or if the employee is Part Time, they may call in sick, but will not be compensated for that time.

Three or more consecutive days of work missed

will require a doctor's order of fitness to return to work.

### Floating Holidays and Holiday Pay:

Full Time Employees are awarded one floating holiday each calendar year. These days are replenished at the beginning of each calendar year and must be used within that year, otherwise they will lose the paid time off.

All employees are paid for regularly scheduled holidays. Part Time employees are paid at a pro-rated amount. Please consult the Administrator's office should you have questions regarding the amount of pro-rated hours they should be awarded.

### Requesting Time Off:

ALL employees should follow the normal reporting procedures for requesting days off.

Utilize **Form 2.5** from the shared server to request time off for any reason.

### Payroll and Reporting:

Payroll processing and pay dates will be established by the Administrator's office annually.

Normally, payroll reports are due to the Administrator's office, the Tuesday prior to payday at 9:00 AM. Paid Time Off reports are due the first pay date of the month as well.

## Termination and Separation

Separation from employment can be for many reasons. Since Hanover Township is an Employer at will, employment may be separated by any party at any time.

Employees may separate through a resignation, normally given two weeks in advance; retirement; job abandonment; or dismissal.

### Final Employment Reporting:

Regardless of the reason for separation, it is important to involve the Administrator's office in the processing of an employee's final paperwork.

All employees must have **Form 3.1**, the Separation Report completed, and their manager should meet with them to discuss the final pay, return Township property, and have a chance to have their final benefits explained to them.

Full Time employees separating will have an exit interview with the Administrator; whereas part time employees may be subject to an exit interview, depending on circumstance.

### Separation Benefits:

Employees that voluntarily separate employment with the Township will be ineligible to receive unemployment benefits.

Full Time employees separating will receive their final pay along with cash compensation for accrued time off, including sick time. \*

Full Time employees separating employment, who also are part of the group health insurance plan are eligible to receive COBRA major medical insurance continuation benefits. COBRA allows these employees to continue to pay the full premium for health insurance and remain on our group insurance plan for up to 18 months.

Most employees are also eligible for a separation refund of their contributions to the Illinois Municipal Retirement Fund.



\*Compensated sick time is credited at half the amount that is accrued.



## Where to go for answers

Managers face a multitude of situations and sometimes confusing circumstances. It is good to know that there are plenty of resources available for Managers to make use of to answer some of the hardest employment questions.

### Resource Library:

The Administrator's office continually purchases manuals, books, and other documents from leading management organizations to help aid and assist in answering questions, and to help construct forms, evaluations, and other functions of Township Administration.

If you would like to review the books, please contact the Administrator's office.

### Human Resource Information:

The Administrator's office acts as the chief Human Resource Officer for the Township. Please consult with this office for all HR related concerns. You may also visit [www.shrm.com](http://www.shrm.com) for additional information.

### Township Insurance Information:

Hanover Township utilizes the Township Officials of Illinois, Risk Management Association for all of our

liability and workers compensation insurance needs. Please contact the Administrator's office, or visit: [www.ccmis.com](http://www.ccmis.com) for more information.

### Major Medical Insurance:

Hanover Township provides major medical insurance through United Healthcare. Please consult the Administrator's office for group specific information or visit [www.myuhc.com](http://www.myuhc.com) for additional information and resources.

### Additional Information:

Most resources are available for managers and employees through the Shared Server Drive, (the "S" Drive on your computer).

If you still cannot find what you are looking for, consult the Administrator's office.

## Frequently Asked Questions

### *Where is Hanover Township's Employment Practices and Policies Located?*

All Employment related policies and procedures are governed by the Township Personnel Policy. The Administrator's office is responsible for fairly administering this policy throughout the Township.

### *Where Can I Find Information on My Benefits?*

2009 Benefit information can be found in the 2009 Benefits manual, located in the Administrator's office. For a complete description of plan details, consult the Administrator's office, or the Specific Plan Description of the benefit, which are the governing documents for each benefit.

### *What If I Have a Complaint?*

As part of the Personnel Policy, the Township has a progressive written complaint process to ensure that employees concerns are addressed.

### *Where Can I Go For Additional Resources and Assistance?*

You can always consult with the Administrator's office for additional assistance on any Township matter.

### *Where are the Employment Laws and Postings Located?*

The Township provides the required Employment Laws and postings in all break areas in Township facilities.

### *How Do I Report Maintenance or Technology Issues?*

Located on the shared server, there are two forms to utilized for either a Maintenance Work Request or a Technology Work Request. In order to resolve your service issue, be sure to complete the necessary forms to provide efficient, prompt attention.

### *Still Don't Know Where To Go?*

Contact the Administrator's Office.



Resources for...	Documents	Where to find	Staff Contact
Employee Benefits	Benefits Manual	Administrator's Office	John A. x 2124
Emergency Preparedness	E.O.P.	EMA Office	Bob P. x 2297
Job Profiles/Descriptions	Job Profiles	Clerk's Office	John A. x 2124
Township Personnel Policy	Personnel Policy	Shared Server	John A. x 2124
Payroll Processing	Payroll Forms/ PTO Forms	Shared Server	Accounting Office x 2100
Township Meeting Dates	Meeting Agendas	Admin. Office Lobby	Mary Jo x 2126
Human Resources		Administrator's Office	John A. x 2124