

**Norwood Personnel Board  
Regular Meeting Minutes  
November 18, 2009**

The regular meeting of the Norwood Personnel Board (PB) was called to order at 7:00 PM on November 18, 2009 in the FinCom Room of Town Hall by David Hajjar, Chairman.

Present:

David Hajjar, Chairman  
Anne Haley, Vice-chair  
Patterson (Pat) Riley  
John (Jack) Taylor

Other Attendees:

Michelle Pizzi, HR Director  
James Maroney – NCD (Dispatcher hearing)  
Joseph Sampson – NCD (Dispatcher hearing)  
Bart King, Chief of Police (Dispatcher hearing)

**1. 10/21/09 Meeting Minutes**

Members reviewed the submitted notes from the regular meeting held on Wednesday, October 21, 2009. There were several corrections to be made:

- #3.a – 2<sup>nd</sup> paragraph – change “Pat Patterson” to “Pat Riley”
- #5.b – the correct cost at the time of the meeting was “\$400”, not “\$299”.
- #6.a – 1<sup>st</sup> paragraph – change public hearing date from “11/16/09” to “11/18/09”
- #6.c.i – change “weather” to “whether” in first sentence
- Add a 6.c.iii - “On a motion by Jack Taylor and seconded by Pat Riley, the PB unanimously voted to distribute the draft ADA policy and hold a public hearing on 11/18/09. Chairman Hajjar will send out the appropriate notices and documents.”

On a motion by Jack Taylor and seconded by Pat Riley, the Personnel Board unanimously voted to accept the 10/21/09 meeting notes as corrected.

**2. Benefits Value**

Michelle looked further into the cost and the SHRM told her it was \$400 per position. They are sending her a packet of information. They are willing to tailor the cost to meet our needs.

Another possibility is to complete ourselves, if the formula and methodology utilized is not complicated.

**3. Position Description Evaluation Hearing – 7:15 PM**

The Personnel Board held the scheduled hearing regarding the Civilian Police Dispatcher Position Description. Chief King had previously submitted recommended updates and the PB invited the 6 Dispatchers for their input. Chief King, Joe Sampson, and Jim Maroney were present to provide input. An updated draft position description was provided on the Dispatchers and Chief King on 10/26/09.

Chairman Hajjar informed Joe and Jim that the purpose of this review is to stay current on position descriptions, as required by our governing Town bylaw. Our procedures involve Department Heads, current position holders, and comparable town data to ensure we have an



accurate position description that reflects their current duties and responsibilities, and if agreed upon by the Personnel Board, to review the classification.

A. Comments from Joseph Sampson

- i. The PB cover letter discussed “our process” and “comparable towns” and he wanted us to make sure we were not just looking at population, size, etc., but at similar responsibilities and functions.
- ii. 1<sup>st</sup> paragraph on page 1 - was concerned about using the word “responsible” in the Position Purpose paragraph. Michelle and board members indicated the key words in that sentence were “...under his/her direction and control.”
- iii. 1st paragraph on page 2 – change “radio calls and alarms” to “radio transmissions and alarm activations”.
- iv. 1<sup>st</sup> and 3<sup>rd</sup> paragraphs on page 2 seem related and the PB should consider having one right after the other.
- v. 5<sup>th</sup> paragraph on page 2 – delete “operating under the influence” – not done anymore.
- vi. 5th paragraph on page 2 – add “C.J.I.S. related entry items”.
- vii. Special Requirements on page 2 – Joe thought we should distinguish between what a new hire would be expected to have at the time of hire and what an employee is expected to obtain during the performance of his/her job.
- viii. Under Knowledge-page 3 – the first bullet is unattainable until you are on the job. Michelle indicated this should be under Ability, not Knowledge.

B. James Maroney

- i. Would like to see a statement about the Metropolitan Law Enforcement Council – Computer Crime Unit included.

C. Bart King

- i. 6<sup>th</sup> paragraph on page 2 – change “...and perform checks (non physical) of...” to “...perform physical site checks of...”. The “no physical contact” comment was clarified to “no initiated personal physical contact”.
- ii. Under Minimum Qualifications, need to add “Must be fluent in conversational English.”.

Joe, Jim, and Bart all offered to have the PB sit along side a Dispatcher for a shift to get a feel for the job before making a decision.

Chairman Hajjar closed the hearing at 8:00 PM.

After the hearing, the PB agreed to update the Position Description with all the above comments and send out for one last look. Chairman Hajjar will contact Bart King to arrange for attendance during a shift to observe.

**4. Public Hearing Opened at 8:10 PM by Chairman Hajjar**

There were no submitted written comments on either the Hiring Policy or the ADA Policy. There was nobody present to provide public input on either policy.



A. **Policy #P-101 – Hiring Policy**

- i. The HR Department and PB needed to update to include a statement concerning ADA. Section 4.5, as advertized in the public hearing notice, was proposed. Minor wording change to add “the Town’s ADA Policy” – “...with the Americans With Disabilities Act, the Town’s ADA Policy, and the comparable...”.
- ii. The PB and Michelle reviewed the document to correct several grammar issues and 1 verbal request from Bill Plasko:
  - a Section 2 – Update the 2<sup>nd</sup> sentence to state “Employees whose positions are covered by ~~Civil Service Law~~ or a collective bargaining agreement are subject only to those portions of the policy which are not ~~specifically~~ **separately** regulated by law or **such** agreement.”.
  - b Section 3 - change the wording to read “Please consult the Personnel Definitions Document (#D-100) regarding ~~Appointing Authority, Classification Plan, Compensatory Time, Employee, Intermittent Employee, Regular Full-time Employee, Regular Part-time Employee, Seasonal Employee, Temporary Employee and/or any other applicable~~ terms utilized throughout this policy.
  - c Section 4.3 [Bill Plasko] – update to include the Selectmen approval “...The Town Manager, **with prior concurrence from the Board of Selectmen**, is exempt from this section for the purposes of appointing his/her executive staff, which shall only include; Assistant Town Manager, Executive Assistant to the Town Manager, and Executive Assistant to the Assistant Town Manager, positions or their renamed equivalent, if applicable.
  - d Section 5.1.b – Include ADA in the chart with “AA/EEO/**ADA** statement”
  - e Section 5.1.b.i – change the word “done” with the word “**completed**”
  - f Section 5.2.c – change the wording to read ‘..., as defined in the ~~defined~~ job posting.”.
  - g Section 5.2.d – change the wording to read “...for positions, ~~which~~ **that** require degrees, licenses, ...”.
  - h Section 5.2.f – change wording to read “...will be kept in the ~~employee’s~~ official posting ~~personnel~~ file.”.
  - i Add new Section 5.2.g – “**A copy of the selected candidates resume, award letter, and application are kept in the candidates personnel file.**”.
  - j Section 5.3.b.i – change to read “Develop standard selection questions and use the same ~~questions~~ for all candidates.”.
  - k Section 5.3.b.ii change the sentence to read “...for interview and ~~when possible~~ send a letter to candidates not selected for interview **in a timely fashion.**”
  - l Section 5.3.b.vii – change the sentence to read “All communication ~~made~~ to the candidates or others asking about the hiring process will be **made** ~~done~~ through the Human Resources Department.”.
  - m Section 5.5.a – change the wording to read “...Authority ~~should~~ **shall** select their **a** final candidate.”.
  - n Section 5.5.c – change the word “should” to “**shall**” in the 2<sup>nd</sup> line.
  - o Section 5.5.d.i – delete the last sentence as it is redundant with the last paragraph of the document.



- p Section 5.5.d.ii – change the wording to read “The Human Resources Director shall **consult with** ~~take input from~~ the Appointing Authority **[or Appointing Authority chair if a board]** and the Personnel Board **chair in making the decision** ~~while reviewing the request.~~”.
- q Section 5.5.d.v – spell out “FinCom” to “Finance Commission”.
- r At the bottom of the policy add the standard language regarding attached and associated documents for #D-101 and delete the remaining words.
- s Add the word “Original” in front of “Adoption Date” in the footer.
- t Add the word “Last” in front of “Public Hearing” in the footer.

On a motion by Anne Haley and seconded by Pat Riley, the Personnel Board unanimously voted to include the above updates/changes and adopt the updated Hiring Policy.

#### B. Policy #P-303 – Americans with Disabilities Act Policy

The PB received recommendations from Town Counsel (Kathy Murphy of MHTL) regarding both a new policy and an update to the 1992 Selectmen document.

- i. The PB discussed and agreed to have 2 documents; an ADA Policy relating to employment in the Town of Norwood; and, a Board of Selectmen (BOS) document relating to a grievance procedure for any ADA issue in the Town of Norwood. The BOS document is an existing one from 1992 that needs to be updated, which MHTL has provided. The adopted ADA policy will reference the BOS document as an attachment or an appendix.
- ii. The PB and Michelle reviewed the MHTL marked-up ADA Policy:
  - a Section 3 Conflicts Between this Policy and the Law – put at the end of the policy.
  - b Section 3.2 – the last sentence should read “...existing facilities readily accessible. ~~as required by the~~”.
  - c Section 4.1 – the 2<sup>nd</sup> line should read “...disability in regards to ~~in any~~ employment practices...”.
  - d Section 6.1.a - change the word “Notices” to “**Postings**” in the bold title.
  - e Section 6.1.d.i – Delete the sentence “The Town may not make inquiries about disabilities.”. It is repeating in Section 6.1.d.ii.
  - f Section 6.1.d.i – Move the sentence that begins “Medical information that...” to the end of the paragraph.
  - g Section 6.1.d.i – Delete “Where applicable” from the beginning of the last sentence.
  - h Section 6.1.d.iv –Delete – Section 8 will deal with the Grievance Procedure.
  - i Section 6.1.d.v.1 – the 4<sup>th</sup> bullet should reference Section 6, not Section 3
  - j Section 6.1.e – the last sentence should read “...must be made by the ~~Town Manager or his/her designee~~ **ADA Coordinator and HR Director** after careful review...”.
  - k Section 6.2.d – D. Hajjar to inquire from MHTL about changing the phrase “elimination of” in the 1<sup>st</sup> sentence to “inability to perform”
  - l Section 6.2.g – need better wording. D. Hajjar to contact MHTL.
  - m Section 8 Grievance Procedure – need to update to be inline with comment #i above.



- n D. Hajjar to ask MHTL about Public Safety employee exemption(s).

The PB agreed that more work is needed before an ADA policy can be adopted.

There being no further comments or discussion about either policy, Chairman Hajjar closed the hearing at 10:05 PM.

## **5. Position Description Reviews**

### **A. Computer Assistant**

- i. Chairman Hajjar sent a letter to Mark Redlich about reviewing this position description once again. Mark provided feedback in June. The PB will take up this position description next month.
- ii. Michelle indicated that Ramanda was having difficulty finding comparable towns that have the same position. What ever salary data and position descriptions are available with be provided. The PB meeting packet has current salary information and town data for members to read.

## **6. Vehicle Stipends**

Ramanda Morgan of Human Resources has been conducting a survey with sister Towns to gather the information the Personnel Board needs in order to supply the Board of Selectmen and the Finance Commission with any type of recommendation. To date 2/3 of the respondents only reimburse employees by using the IRS mileage rate.

The PB would like more responses from our comparable Town list before drafting a letter. There could be issues with trying to eliminate stipends all together. A possible solution would be to track for one year in order to identify the Town business miles traveled and then provide a stipend based on the IRS mileage rate. The employee would be required to track his/her miles each year to ensure the stipend amount is correct.

## **7. Policy Development**

### **A. #P-301 - FMLA Policy**

No action taken. Will Krasnow wanted to be there and members needed to review recommendations from MHTL.

### **B. #P-501 – Employee Performance Recognition Policy**

Chairman Hajjar met with John Carroll late Monday (11/16) afternoon, as he sent an e-mail that he would prefer to discuss verbally and not by letter. Summary of discussion:

- i. John thought the policy was too complex, but never said where or what part.
- ii. John was looking for a policy where he could reward employees for just doing a very good job for the year, as he thought many good employees would not be able to be recognized under this policy.
- iii. John was hoping to have a night to honor all types of employees for their performance, some for doing a good job and others for saving money.
- iv. John thought any performance recognition plan will be subjective in nature, as people can make the figures say what they want.



As a follow-up, John did send a letter dated 11/18 that was handed out.

Members want to discuss after reading John's letter and review the policy again.

**C. #P-302 – Vacation Policy**

John Carroll submitted a 5-page draft for the PB to consider that would only apply to the non-bargained for Town employees. PB members will review for next month.

John's approach goes contrary to the direction given to the PB by the Board of Selectmen. Michelle believes it will be very difficult to develop a policy to cover all Town General Government employees. The PB would still like to try. Chairman Hajjar wants to put together a matrix of all the issues in the vacation policy and see how each Union contract compares with the proposed Town policy. There may not be too many issues to negotiate.

**D. #P-103 – Temporary/Seasonal Employment Policy (priority of FinCom)**

A draft policy from the HR Director was included in each PB member's meeting packet. The policy is still being worked on. This will be on next month's agenda.

**8. Org Charts**

Updated org charts based on the FY10 budget were completed and sent out to members of the Board of Selectmen, Finance Commission, Personnel Board, John Carroll, and Bob Thornton. A letter also went out to all Appointing Authorities and Department Heads thanking them for their support and that all org charts will be put on the Town's web site under the Personnel Board web page shortly. Ramanda has indicated that there are a few updates they would like included before posting.

Chairman Hajjar also sent out the employee data as back-up to the org charts to members of the Board of Selectmen, Finance Commission, Personnel Board, John Carroll, and Bob Thornton. This file breaks down the employee count by classification and department.

**9. Library Point Factor System**

No action taken.

**10. New Business**

There may be several requests to the PB regarding reclassifications and/or classifications.

On a motion by Jack Taylor and seconded by Pat Riley the PB voted to adjourn at 10:25 PM.

**Next meetings:**

Wednesday, December 16, 2009    6:30 PM – Dinner [Will Krasnow]  
7:00 PM – Meeting

Wednesday, January 20, 2010    6:30 PM – Dinner [Pat Riley]  
7:00 PM – Meeting