

General Workplace Guidelines Template

HOW TO

These areas of training topics are offered as the 'Orientation' of your training and placed in the first section of your manual. The information included here (and throughout the manual) will serve as a reference throughout the employee's employment. As forms, procedures and processes change - so should these documents.

These topics are not intended to be duplicates or take the place of your Standard Operating Procedures. SOP informs the trainee what they will, shall or may do and often even include 'in the event' language. Your Training Manual is intended to expand or enlighten the trainee regarding workplace conditions, requirements, a basic HOW TO. Although covered in the SOP or contract topics in the TM involve further details about, descriptions, offer examples of the topic or illustrations of when the procedure would or would not be applicable. If there is no further information needed than the procedure the topic is not needed in the TM - unless you wish to refer the trainee to the SOP Manual.

Example #1: 130. Language:

SOP: Your policy may include that cursing or language that may be abusive, offensive, or course is not permitted and will not be tolerated.

however---

TM: Your training manual may have several paragraphs that expands the topic and offers assistance to the trainee if a possible violation occurs - such as the following:

SOP #101 states that all language in the comm center will be professional. Abusive, offensive, or course language is not permitted and will not be tolerated. Many people believe that using such language is a stress-relief, others have language habits and may not notice that their verbiage is offending others or violating policy. This agency believes that in a professional setting there is no place for any communications that are not respectful so that all workers can be comfortable in their workplace setting.

There may be times that you may come in contact with either a co-worker or visitor who uses language you consider offensive. You may also notice that others may be tolerant of the language or may even join in. This behavior does not relieve workers (or yourself) from the duty to follow the policy as defined. When confronted with a violation, your first action is to approach the offender directly and make clear your feelings and the policy around this type of

language. If the language is continued you should speak to your supervisor regarding the language and your prior warning to the person. **Please NOTE:** Language that is sexual in nature may fall under the Sexual Harassment laws and guidelines. Please make sure that you clearly understand what may constitute a violation of Sexual Harassment laws.

Example #2: 157. Seminars / Meetings

Your agency may have **SOP** regarding attending or requesting to attend seminars and meetings. If not, guidelines or requirements can be listed in your training manual as a guidelines but not as a procedure.

The Training Manual entry for this item may cover the following:

Appropriate dress - wearing uniforms to outside training or APCO meetings when off duty.

Attendance - when scheduled for training the need to be prepared and on time and what to do in the event of illness or emergency inability to attending outside training events.

Conduct - the appropriate conduct when attending agency meetings, how to add items to the agenda, how to get the most out of meetings, proper communication techniques, rules of order if applicable, what meeting are mandatory and which are voluntary, calling meeting with administration etc.

PUTTING FORMS IN THE TM

Where there is a FORM associated with the topic, be sure to write SAMPLE on the form so that it is not used. This will also ensure current forms are used if the demonstration form is out of date. It is also useful to explain the form; where found, where delivered, needed numbers or information.

ANYTOWN Communications Division

General Workplace Guidelines Template

With TM guidelines you are expanding upon SOP by helping the trainee understand the procedure and expanding upon the procedure for the current or daily interactions or needs.

101. Access to Personnel Files

EXAMPLE: SOP states that _____. Here are the situations where you might want to view your personnel file. (List) Your personnel file is located at _____. To request to see your file you should contact _____.

102. Attendance & Punctuality

EXAMPLE: You may want to list the SHALL AND MUST of procedures but also write a short narrative regarding the benefits of arriving to work 15 minutes early - although it is not required - it is desired.

- 103. Bereavement Days
- 104. Cellular Telephone Usage
- 105. Compensatory Time Off
- 106. Console Activity
- 107. Corrective Action Notification
- 108. Critical Incident Debriefing
- 109. Disability Accommodation
- 110. Dress Code
- 111. Drug and Alcohol Testing
- 112. Drug and Alcohol Use
- 113. Dues for Professional Organizations
- 114. Electronic Funds Transfer
- 115. E mail Communication
- 116. Emergency/Sick Days

117. Employee Benefits Questions and Changes
118. Employee Conduct and Work Rules
119. Employee Leaves
120. Employee Medical Examinations
121. Employee Suggestion Program
122. Exit Interviews
123. Flex-Time Scheduling
124. Gifts, Conflict of Interest and Bribes
125. Good Housekeeping
126. FMLA Leave of Absence or Medical Leave of Absence
127. Hiring of Relatives
128. Job Posting
129. Jury Duty
130. Language
131. Life Insurance
132. Life Threatening Illness in the Workplace
133. Meal Periods
134. Military Leave of Absence
135. Name Badges / ID Tags
136. Open Door Policy
137. Outside Employment
138. Overtime / Mandatory Overtime
139. Pay Periods/Pay Day
140. Payroll Deductions and Personal Status
141. Performance Appraisals
142. Performance Evaluation

143. Personal Appearance
144. Personal Leave of Absence
145. Personnel Data Changes
146. Personal Telephone Calls
147. Probationary Period
148. Progressive Discipline
149. Reporting of Accidents
150. Reporting Unfit Peers
151. Resignation
152. Return of Property
153. Right of Appeal
154. Safety
155. Scheduling
156. Security
157. Seminars/ Meetings
158. Severe Weather
159. Sexual and Other Unlawful Harassment
160. Short/Long Term Disability
161. Sick Days/Personal Convenience Days
162. Smoking
163. Stress Management
164. Suggestion Program
165. Termination of Employment
166. Time Keeping
167. Time Off To Vote
168. Travel Expenses

- 169. Tuition Reimbursement
- 170. Uniforms
- 171. Use of Equipment
- 172. Use of Personal Vehicles
- 173. Use of Agency Vehicles
- 174. Use of Phone and Mail Systems
- 175. Visitation of Responders
- 176. Visitors in the Workplace
- 177. Weapons in the Comm Center
- 178. Witness Leave
- 179. Workplace Phone Recording and Monitoring