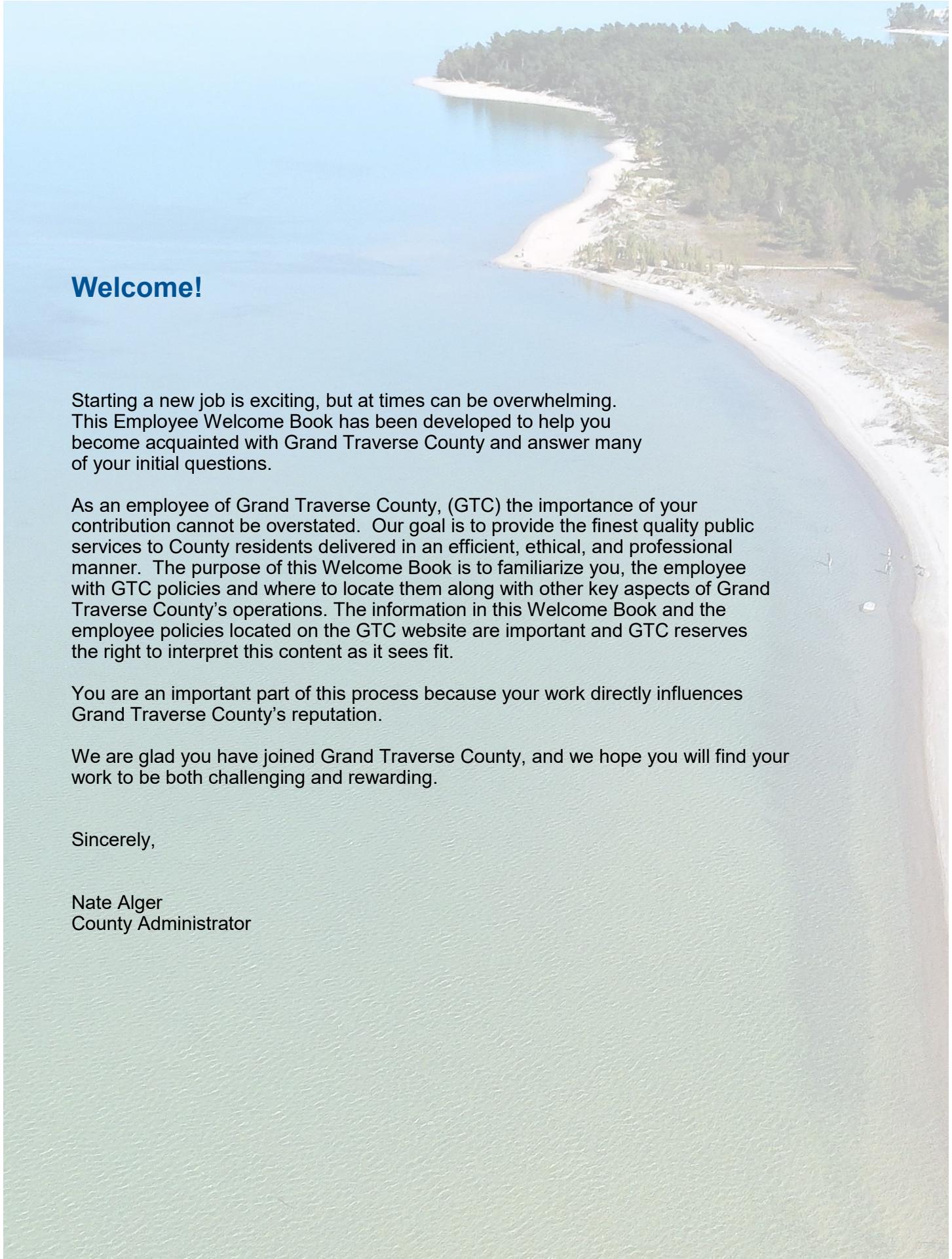




# WELCOME BOOK





## Welcome!

Starting a new job is exciting, but at times can be overwhelming. This Employee Welcome Book has been developed to help you become acquainted with Grand Traverse County and answer many of your initial questions.

As an employee of Grand Traverse County, (GTC) the importance of your contribution cannot be overstated. Our goal is to provide the finest quality public services to County residents delivered in an efficient, ethical, and professional manner. The purpose of this Welcome Book is to familiarize you, the employee with GTC policies and where to locate them along with other key aspects of Grand Traverse County's operations. The information in this Welcome Book and the employee policies located on the GTC website are important and GTC reserves the right to interpret this content as it sees fit.

You are an important part of this process because your work directly influences Grand Traverse County's reputation.

We are glad you have joined Grand Traverse County, and we hope you will find your work to be both challenging and rewarding.

Sincerely,

Nate Alger  
County Administrator

## **OUR MISSION**

The Grand Traverse County Team is committed to providing responsive, effective, quality service to our community.

## **VOLUNTARY AT-WILL EMPLOYMENT**

Unless an employee has a written employment agreement with GTC, which provides differently, all employment at GTC is "at-will."

That means that employees may be terminated from employment with GTC with or without cause, and employees are free to leave the employment of GTC with or without cause. Any representation by any GTC officer or employee contrary to this policy is not binding upon GTC unless it is in writing and is signed by the County Administrator with the approval of the Commissioners.

## **EQUAL EMPLOYMENT OPPORTUNITY**

GTC shall follow the spirit and intent of all federal, state, and local employment law and is committed to equal employment opportunity. To that end, GTC will not discriminate against any employee or applicant in a manner that violates the law. GTC is committed to providing equal opportunity for all employees and applicants without regard to race, color, religion, national origin, sex, age, marital status, sexual orientation, disability, political affiliation, personal appearance, family responsibilities, matriculation or any other characteristic protected under federal, state, or local law.

Each person is evaluated based on personal skill and merit. GTC's policy regarding equal employment opportunity applies to all aspects of employment, including recruitment, hiring, job assignments, promotions, working conditions, scheduling, benefits, wage and salary administration, disciplinary action, termination, and social, educational and recreational programs.

The Board of Commissioners shall act as the responsible agent in the full implementation of the Equal Employment Opportunity policy. GTC will not tolerate any form of unlawful discrimination. All employees are expected to cooperate fully in implementing this policy.

In particular, any employee who believes that any other employee of GTC may have violated the Equal Employment Opportunity Policy should report the possible violation to the Human Resources Director.

If GTC determines that a violation of this policy has occurred, it will take appropriate disciplinary action against the offending party, which can include counseling, warnings, suspensions, and termination. Employees who report, in good faith, violations of this policy and employees who cooperate with investigations into alleged violations of this policy will not be subject to retaliation. Upon completion of the investigation, GTC will inform the employee who made the complaint of the results of the investigation.

GTC is committed to complying fully with applicable disability discrimination laws and ensuring that equal opportunity in employment exists at the County for qualified persons with disabilities.

All employment practices and activities are conducted on a non-discriminatory basis. Reasonable accommodations will be available to all qualified disabled employees, upon request, so long as the potential accommodation does not create an undue hardship on GTC. Employees who believe that they may require an accommodation should discuss these needs with the Human Resources Director.

If you have any questions regarding this policy, please contact the Human Resources Director.

## WORKERS COMPENSATION

While employed at GTC, you are protected by the County's workers' compensation insurance plan at no cost to you. The plan covers you in case of work-related injuries or illnesses. The workers' compensation benefits to injured Employees may include medical care, case benefits, a portion of lost wages, and assistance to help qualified injured Employees return to suitable employment.

To ensure that you receive any workers' compensation benefits to which you are entitled, report any work-related injury, no matter how minor, immediately to your supervisor. Promptly reporting work-related injuries or illnesses will enable an eligible Employee to qualify for coverage as quickly as possible.

Workers' compensation benefits usually do not cover absences for medical treatment or therapy. When you report a work-related illness or injury, you will be sent for medical treatment, if necessary. You will be paid your regular wages for time spent seeking initial medical treatment. Any further medical treatment will be under the direction of the health care provider. Any absences from work for follow-up treatment, physical therapy or other prescribed appointments will not be paid as time worked.

GTC will not be liable for the payment of workers' compensation benefits for injuries that occur during an employee's voluntary participation in any off-duty recreational, social, or athletic activity sponsored by GTC.

Employees who are injured as a result of a work-related incident, and who are eligible for family and medical leave under state and federal law, may be placed on FMLA and applicable state leave during the time they are disabled and not released to return to work. Leave due to a work-related injury or illness will run concurrently with applicable Federal (FMLA) and state leave laws.

## WORKPLACE ETIQUETTE

GTC strives to maintain a positive work environment where employees treat each other with respect and courtesy. Sometimes issues arise when an Employee is unaware that behavior in the workplace may be disruptive or in violation of personal privacy. Many of these day-to-day issues can be addressed by politely talking with a co-worker to bring the perceived problem to his or her attention. In most cases, common sense will dictate an appropriate resolution. The County encourages all employees to keep an open mind and graciously accept constructive feedback or a request to change behavior that may be affecting another employee's privacy or productivity. The following workplace etiquette guidelines are not necessarily intended to be rules with disciplinary consequences. They are simply suggestions for appropriate workplace behavior to help everyone be more conscientious and considerate of co-workers and the work environment.

Please contact your supervisor or Human Resources if you have comments, concerns, or suggestions regarding these guidelines.

- Avoid public accusations or criticisms of other employees. Address such issues privately with those involved or your supervisor.
- Try to minimize unscheduled interruptions of other employees while they are working.
- Do your best to only speak positively about people at the workplace and try to avoid speaking about people's personal lives, intimate relationships, or social status at work. If someone at work attempts to gossip about another person, you can always kindly let them know that you do not want to participate.
- Be conscious of how your voice travels and try to lower the volume of your voice when talking on the phone or to others in open areas; never intentionally eavesdrop on another conversation within the office, whether between employees, phone call, video call, or conference call.
- If something on a printer or workstation is not yours; do not read it.
- If you are sent an email or any other communication by mistake, to the extent that it is feasible, do not read it, and forward it onto the correct person if you know who it was intended for, and respond to the sender, notifying them that it was sent to the wrong person, then delete it.

**Confidentiality** In the course of your work, you may have access to confidential information regarding the County, or fellow employees. It is the responsibility of all employees to safeguard sensitive company information obtained during employment.

If, in your job duties, you are given access to or come upon non-public identifiable Information including but not limited to social security numbers, national identification numbers, driver's license numbers, credit card and debit card numbers, date and place of birth, genetic and biometric information, mother's maiden name, and zip codes, outside of any job functions that require disclosure to deliver the products and services we offer our customers, you must never intentionally disclose or discuss any information that you become privy to regarding customers, fellow employees, residents of customers, etc.

If you are given access to or come upon personal information, as defined above, or sensitive information (including but not limited to accounting or payroll information, human resources contracts, legal documentation, checks, receipts, etc.), never leave this information where it is viewable or accessible to others, even during short breaks. Unless specifically directed by a warrant or subpoena, the following information should not be released to any personnel outside of GTC:

**Payment Information** Including: - Account Numbers - Names on Accounts - IP Addresses - Check Numbers - Customer's Banking Information (Including copies of checks with account numbers) Residents' personal information when not directly speaking with the customer (e.g., the resident or property management company). If you are questioned by someone outside the County and you are concerned about the appropriateness of giving them certain information, you are not required to answer. Instead, refer the request to your supervisor.

No one is permitted to remove or make copies of any records, reports, or documents without prior Management approval. Disclosure of confidential information could lead to termination, as well as other possible legal action. Continued employment with the County is contingent upon compliance with this policy. Employees who improperly use or disclose confidential information will be subject to disciplinary action, up to and including termination of employment and legal action, even if they do not actually benefit from the disclosed information. Upon termination of employment, employees must promptly return all documents containing the above information, knowledge, or data, or relating thereto, to the County. Confidential information obtained during your employment with the County may not be discussed, disclosed, or divulged to any third party, including future employers.

## **OPEN DOOR POLICY**

GTC strives to maintain a positive and pleasant environment for all our Employees. To help us meet this goal, GTC has an open-door policy, by which employees are encouraged to report work-related concerns.

If something about your job is bothering you, or if you have a question, concern, idea, or problem related to your work, please discuss it with your immediate supervisor as soon as possible. If for any reason you do not feel comfortable bringing the matter to your supervisor, feel free to raise the issue with Human resources. We encourage you to come forward and make your concerns known to GTC. We cannot solve a problem if we don't know about it.

## **MANAGER EXPECTATIONS**

Becoming an exceptional leader begins with holding yourself to the right expectations. Therefore, Grand Traverse County has set out four expectations of a good manager:

Demonstrate Integrity and Character

- Consistently exhibit a high standard of integrity and ethical behavior
- Resolve conflicts in an open and direct manner
- Communicate candidly

## Achieve Outstanding Results

- Set clear goals and priorities
- Deliver on commitments
- Make timely, high-quality decisions
- Add value with superior expertise
- Deliver a high level of customer service

## Inspire and Develop People

- Select the best people for the County
- Actively develop people, teams, and self
- Inspire a high level of commitment and performance
- Create a culture of respect where diversity and inclusiveness are valued
- Collaborate effectively across GTC boundaries

## Lead Innovation and Positive Change

- Develop an inspiring vision and the strategies to achieve it
- Communicate effectively and motivationally
- Search for and apply new ideas from inside GTC and other Counties
- Encourage people to look for innovative ways to accomplish goals

Good leadership is not about being liked. It is not about being nice. It is about having to do the hard thing, the right thing, the honest thing, even when it is least convenient for you personally. You are the only person whose sole job is to look out for the best interest of the team. No one will know if you did not voice feedback to a direct report because you were worried about how it would make you look. Your team is trusting you to do and act in a way that puts everyone else in the best position, not just you in the best position.

Often, as a manager, we wonder, how do I motivate my team? Motivation is not a thing you can give your team it is a thing your team already has. Your team already has inherent gifts, talents, skills, passions, and influence that they can apply to their jobs. As a leader you need to know how to get out of their way and show them how their work matters while aligning their personal visions with the team's vision. Your role as a leader is not to give motivation, but rather to create an environment where your team members can motivate themselves.

Your job is not to solve problems it is to help your team solve the problems themselves. Solve all the problems in your team and you become the bottleneck. No one can get anything done without coming to you, asking for your approval, or using one of your ideas. If the entire premise of a team is to accomplish something no single individual could have on their own, then when you step in to solve every problem, you, in essence, defeat the purpose of having a team.

Some of these expectations may seem obvious or commonplace, but I would challenge you to really look within and make sure that you're demonstrating these qualities regularly with your team. If you are, you should have no trouble finding and retaining the best employees at GTC.

**Please review and make yourself familiar with all County policies. Which can be found by clicking here: [GTC Policies-Procedures](#)**

## Receipt of Employee Welcome Book

This is to acknowledge that I have received a copy of Grand Traverse County's Employee Welcome Book and I understand that it contains information about the employment policies and practices of the County and that additional policies can be found on the County's website and intranet. I agree to read and comply with this Employee Welcome Book. I understand that the policies outlined in this Employee Welcome Book are guidelines only. I understand that the County retains the right to make decisions involving employment as needed in order to conduct its work in a manner that is beneficial to the employees and the County.

I understand that except for the policy of at-will employment, the County reserves the right to revise, delete and add to the provisions of this Employee Welcome Book at any time without further notice. All such revisions, deletions or additions to the Employee Welcome Book will be in writing and will be signed by the County Administrator. I understand that no oral statements or representations can change the provisions of this Employee Welcome Book.

I understand that this Employee Welcome Book is not intended to create contractual obligations with respect to any matters it covers and that the Employee Welcome Book does not create a contract guaranteeing that I will be employed for any specific time period.

If I have questions regarding the content or interpretation of this Employee Welcome Book, I will ask Human Resources or the County Administrator.

NAME \_\_\_\_\_

DATE \_\_\_\_\_

EMPLOYEE  
SIGNATURE \_\_\_\_\_