

# DEPARTMENT OF PUBLIC SAFETY

## WORK RULES

**DEPARTMENT OF PUBLIC SAFETY**

**WORK RULES AND**

**RULES OF CONDUCT**

The mission of all Town of Oyster Bay Department of Public Safety (TOB DPS) employees is to provide for the protection of town property and the health, safety and welfare of its residents, visitors, and employees. All DPS employees are required to be familiar with the entire contents of the DPS Work Rules, which outline the employee's responsibilities and expected rules of conduct.

In order to achieve the mission of the DPS, it is essential that DPS employees be courteous, considerate, alert and responsive during interactions with the public. DPS employees will often be the first person a resident or visitor encounters when visiting a town facility, park or beach. A first impression whether positive or negative is a lasting one. A positive impression will enhance the image of the DPS and the Town of Oyster Bay.

An appropriate attitude is essential for dealing with the public. Residents or visitors may, for example, make foolish inquiries or seem to not understand simple explanations. In these cases patience and consideration is required, not curt or discourteous responses. An appropriate attitude also requires being firm without being belligerent and/or threatening.

A DPS employee should be responsive and demonstrate a positive interest in what is being communicated or a positive interest in a person's particular problem. A model DPS employee is attentive, listens, and responds positively to residents and visitors.

When handling telephone calls or inquiries from residents, the DPS employee should consider that the individual may be angry or frustrated regarding their issue or request for assistance. DPS employees shall not argue with residents. In the event an individual is angry, rude, abusive or belligerent, the best course of action is the following: attempt to calm the complainant, record the relevant information, assure the person that the incident will be investigated and refer the complaint to a supervisor for further appropriate review and action.

Depending on the situation, an appropriate demeanor may require being sympathetic or enthusiastic. During enforcement situations the response should always be firm and fair. When responding to individuals, words and phrases such as "sir" or "ma'am", "may I help you" and "thank you" should be used frequently. DPS employees

should also avoid the threatened use or the use of force in situations unless absolutely necessary.

Essential qualities of the public safety professional are honesty, discipline and loyalty. TOB DPS employees shall not tolerate violations of the Town Code, Rules and Policies or any unlawful activity.

Failure to adhere to these standards is a violation which may result in a written warning or a disciplinary hearing. Violations listed below are not exhaustive and do not cover every situation that may occur.

WORK RULES

ANY VIOLATION OF THE FOLLOWING WORK RULES WILL BE SUBJECT TO PENALTIES AS LISTED.

THE FOLLOWING INITIALS WILL BE USED AS INDICATED BELOW:

W – WARNIG

D – DISCIPLINARY HEARING

WORKRULES	OFFENSE	1 <sup>ST</sup>	2 <sup>ND</sup>	3RD
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(1) Uniforms

a) Employees must present a neat and clean appearance. The uniform should be clean and worn properly. Hats, if worn, should be placed squarely on the head. Uniforms and equipment must be maintained to department standards. Shoes must be clean and polished.	W	W	D
b) Employees must report to work in uniform (when issued). Anyone not wearing a uniform will not be permitted to work and may be charged with an unauthorized absence. If permitted by the Commissioner or his/her designee, the employee may return to work in uniform during the same shift, the employee will be charge for time away from the worksite that they were absent.	W	W	D
c) Unauthorized alterations of the uniform or variations of the uniform will be considered as out of uniform for the employee. Any variations of the uniform must be authorized by the Commissioner.	W	W	D
d) Uniforms or any part thereof may not be worn during not-working hours beyond the direct transportation between the employee’s home and work site.	W	W	D
e) Employees who are issued Identification Cards or badges must carry them while on duty at all times. Badges, if issued, are to be worn on the outermost garment.	W	W	D
f) Transferring, altering or destroying Identification Cards is a violation.	D		
g) Lost or stolen Identification Cards, badges or any part of a uniform must be reported immediately to your supervisor.	D		

**(2) Appearance**

a) Employees should not report for duty dirty and/or unshaven. Hair should be tapered to general shape of the head, and not reach the collar. Sideburns shall be closely trimmed and not extend below the bottom of the ear lobe. mustaches shall be neatly trimmed and not extend beyond, nor droop below the corners of the mouth. Beards and goatees shall be neatly trimmed.	W	D	
b) Do not wear earrings or other visible adornments while in uniform.	W	W	D
c) Smoking while in uniform in public view is prohibited.	W	W	D
d) Smoking in a Town building, vehicle or vessel is always prohibited.	W	D	

**(3) Conduct**

a) At no time from the start to the end of the shift shall an employee partake of any alcoholic beverages and/or narcotic, or allow himself/herself to be under the influence of alcohol, narcotic drug or derivative, amphetamines or any substance which may render the employee incapable of performing in a regular, proper, efficient, and safe manner.	D		
b) Consuming or possession of alcohol in uniform, on or off duty is strictly prohibited.	D		
c) An employee taking properly prescribed medications, including that which may fall within the above descriptions, must notify his/her supervisor prior to going on duty.	W	D	
d) Threatening, intimidating, or coercive behavior and/or initiating a conflict, at any time or place, is prohibited. This includes any action that may result in a fellow employee being hampered in the performance of his/her duties.	W	D	
e) Making false or malicious statements concerning any Town employee is prohibited.	W	D	
f) Engaging in horseplay, improper conduct or malicious mischief is prohibited.	W	D	
g) Insubordination is prohibited.	D		
h) Falsifying any Town of Oyster Bay and or Department Records is prohibited.	D		
i) Accepting or offering a bribe and/or unlawful gratuity is prohibited.	D		

WORKRULES

OFFENSE 1<sup>ST</sup> 2<sup>ND</sup> 3<sup>RD</sup>

j) Possession of weapons, firearms or explosives, unless authorized by the Commissioner of Public Safety is prohibited.	D		
k) Theft and/or removal of any Town property or property of another employee is prohibited.	D		
l) Gambling or engaging in a lottery on Town premises, except for the New York State lottery is prohibited.	D		
m) Taking any action or failing to take any action that results in restricting the productivity of yourself or any other Town employee is prohibited.	W	D	
n) Provoking or instigating a fight during working hours is prohibited.	D		
o) Engaging in sabotage of Town equipment is prohibited.	D		
p) Immoral conduct or indecency is prohibited both on and off duty.	D		
q) Employees shall comport themselves in a proper and professional manner and shall not use vulgar or profane language at anytime during working hours.	W	D	
r) Employees shall undertake and complete assigned tasks in an efficient and timely manner.	W	D	
s) Supervisory employees shall provide the level of management required to insure the correct completion of tasks on schedule.	W	D	
t) Supervisory employees shall issue a Notice of Violation to employees under his/her supervision who violate Department Work Rules, Rules of Conduct or a Town Ordinance.	W	D	
u) Employees shall comply with DPS Commissioner rules, orders, or department procedures. Public Safety employees will also insure that they have read and will comply with the daily update forms provided at the start of their shift.	W	D	

**(4) Communications**

a)Telephone – When communicating via telephone, employees will identify the department, his or her name and title.	W	W	D
b)TOB Telephones, cell phones, fax machines, e-mail and computers shall only be used for official Town of Oyster Bay business.	W	D	
c) All DPS employees shall read, sign and follow the rules, policies and guidelines contained in the TOB Computer Information Systems and Telecommunications Use & Security Policy adopted by the Town Board.	W	D	
d) Radios – Town authorized codes will be utilized to reduce time spent on the air. Employees must be familiar with the codes and their translation.	W	W	D
e) All radio communications should be brief and therefore thought-out before being transmitted. Lengthy conversations or transmissions should be avoided.	W	W	D
f) Sensitive information should not be transmitted over the radio. Profanity should never be used on the radio.	W	D	
g) Unless otherwise directed by the Commissioner, employees will not provide information to the media. The Town Department of Public Information will address all media inquiries. If no public information representatives are available, the media will be directed to a Department of Public Safety supervisor.	W	D	
h) Employees taking messages, complaints or any other communication will take all necessary information from the caller including a call back number. Employees must refer this information to the appropriate individual and/or applicable Town department.	W	W	D
i)No employee will give out personal information of another employee to anyone without permission of the employee or the Commissioner or his/her designee.	W	D	

**(5) Vehicles, Vessels & Equipment**

a)When assigned to a vehicle, it is the operator’s responsibility to insure that a blank accident report is available in the vehicle. Operator will make a complete check of all systems on the vehicle and ensure that corrective action be taken as needed prior to leaving for assigned duties.	W	D
b)The employee is responsible for all equipment assigned to him/her and must keep same in clean condition.	W	D
c)Employees will not utilize cell phone without a hands-free device and/or send/read text messages while operating a Town of Oyster Bay vehicle.	W	D
d)Damages or loss of Town tools, equipment, supplies or vehicles will be a violation charged against the employee to whom same was last assigned.	W	D
e) Unauthorized operating, using or possessing of Town vehicles, machines, equipment or tools is prohibited. DPS vehicles, vessels and equipment can only be used for official Town of Oyster Bay business.	W	D
f) All DPS employees shall read, sign and follow the rules, policies and guidelines contained in the TOB Motor Vehicle Management Policy adopted by the Town Board.	W	D
g) Intentionally raking any action to tamper with or cause damage to Town property or equipment or injury to Town employees or members of the public is prohibited.	D	
h)Employees shall immediately report any loss or damages of any Town property, tools, equipment, supplies, or vehicles assigned to said Employee, to a Public Safety Supervisor.	W	D
i)Emergency vehicle lighting has been supplied primarily for the safety of officers and the public. Emergency lighting should only be used for emergencies or situations where the use of emergency lighting would assist in warning the public of an emergency or hazardous situation.	D	
j)Public Safety employees shall not use emergency lights or sirens to enforce vehicle & traffic violations or to stop motorists for any reason.	D	
K) Public Safety employees shall abide by all traffic control devices and traffic rules at all times, even when responding to assignments.	D	
l) In case of a vehicular accident:  First - Contact the Police Department having jurisdiction to request assistance and an ambulance if needed.  Second – Contact a supervisor and operations giving the location of the accident. Do not remove the vehicle until you have directed to do so by the proper authority (unless it is blocking traffic or creating a hazard and the vehicle can be moved safely). Do not make statements to anyone other than Police. Utilize the blank accident report (located in the vehicle) to obtain all required information.	W	D



m) Employees shall lock Town Vehicles and vessels at all times when not in use.

**WORKRULES**

**OFFENSE 1<sup>ST</sup> 2<sup>ND</sup> 3<sup>RD</sup>**

**(6) Attendance/Injuries**

<p>a) All employees will report to the designated work site on time and be prepared to work. Starting time and site will be designated by the Commissioner or his/her designees. Employees reporting late should notify a supervisor. If a supervisor is not available the DPS operations center should be notified. Lateness will automatically result in the loss of one hour's available time for each hour or fraction thereof that an employee is late for the start of their shift.</p>	W	W	D
<p>b) All absences that are not authorized by the Commissioner or his/her designee shall be considered an unauthorized absence. Unauthorized absences are prohibited. All unauthorized absences will automatically result in a loss of pay for each entire shift.</p>	W	D	
<p>c) Employees shall notify a supervisor or the DPS operations center of an absence at least 2 hours prior to the start of any shift.</p>	W	W	D
<p>d) The annual vacation schedule will be granted based upon seniority, availability and Commissioner approval. The Commissioner may approve written vacation day requests outside of the annual vacation schedule when made at least 48 hours prior to the vacation day being requested. Vacation days which have not been previously approved will be considered an unauthorized absence and a violation.</p>	W	D	
<p>e) Personal Days may be taken subject to prior approval of the Commissioner or his/her designee, except in an emergency where it is impracticable to obtain prior approval, in which case notice shall be given as soon as possible.</p>	W	W	D
<p>f) At the request of the Commissioner, employees must provide written documentation from a health care provider for sick day absences before or after a vacation holiday or scheduled weekly day off. Failure to provide acceptable substantiation of illness within 48 hours of it being requested will be considered an unauthorized absence and a violation.</p>	W	D	
<p>g) At the request of the Commissioner, employees must provide written documentation from a health care provider for absences for an employee having no accrued time for same. Failure to provide acceptable substantiation of illness within 48 hours of it being requested will be considered an unauthorized absence and a violation.</p>	W	D	

h) Changing designated lunch periods or coffee breaks without prior approval of a supervisor is prohibited.	W	D
i) Extended lunch period or coffee breaks are prohibited.	W	D

WORKRULES	OFFENSE	1 <sup>ST</sup>	2 <sup>ND</sup>	3 <sup>RD</sup>
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j) Leaving work area without permission of a supervisor is prohibited.	D			
k) all employee injuries or accidents must be reported to a supervisor before leaving the work site on the day of the injury or accident.	W	D		

**(7) Notifications**

a) In the event an employee's driver's license has been revoked, suspended or permitted to expire, the employee must report same to his supervisor immediately. Upon request of the Commissioner or his/her designee employees shall produce their driver's license.	D			
b) Employees shall notify the Commissioner within 24 hours of any arrest, criminal court matter or proceeding. Order of Protection served on them, or any Family Court neglect proceeding.	D			
c) Employees shall notify the Commissioner within 48 hours of any incident on duty or off duty that may invalidate, suspend or revoke their status as a New York State certified Security Guard/Peace Officer.	D			
d) Employees will notify the Commissioner of any change of address, phone number or emergency contact information within 7 days.	W	D		

**(8) General**

a) Resident and/or visitor inquiries regarding Town or DPS policies shall be directed to a supervisor.	W	D		
b) Knowingly providing false information concerning Town or department policy is prohibited.	D			
c) Posting any material on Town property unless specifically authorized by the Commissioner or his/her designee, is prohibited.	W	D		
d) Removing and/or altering Town property, unless specifically authorized by the Commissioner or his/her designee, is prohibited.	W	D		
e) Salvaging on or off Town property by an employee for other than Town use is prohibited.	W	D		

