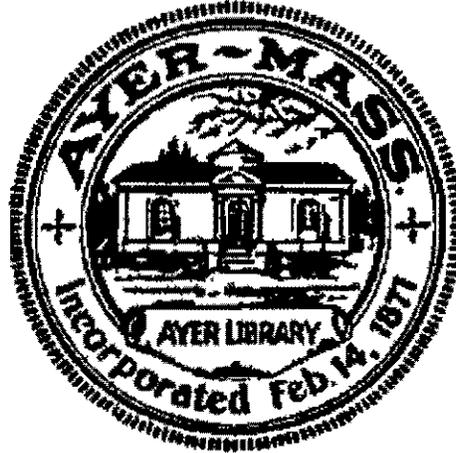


TOWN OF AYER



BOARD OF SELECTMEN

OFFICE POLICIES AND PROCEDURES

RECORD OF CHANGES

REVISION	DATE	CHANGE AUTHORITY	CHANGES/ADDITIONS/DELETIONS AFFECTED SECTIONS
-	2 September 2014	BOS Open Meeting	Global updates. Paragraph # update, Base lining of document

Table of Contents

14-01: PURPOSE:.....	4
14-02: NATURE OF POLICIES & PROCEDURES:.....	4
14-03: PROCESS FOR ESTABLISHING POLICIES AND PROCEDURES:.....	4
14-04: STAFFING AND CHAIN OF COMMAND:.....	4
14-05: OFFICE HOURS:.....	5
14-06: OVERTIME AND COMPENSATORY TIME:.....	6
14-07: LUNCH BREAK:.....	6
14-08: TIME SHEETS AND ACCRUED TIME USED SHEETS:.....	6
14-09: SICK DAY COVERAGE:.....	6
14-10: VACATION DAY COVERAGE:.....	6
14-11: PERSONAL DAY COVERAGE:.....	7
14-12: BOARD OF SELECTMEN MAIL BOX.....	7
14-13: DAILY MAIL INTAKE AND DISTRIBUTION:.....	7
14-14: TELEPHONE CALLS, MESSAGES AND VOICE MAIL.....	8
14-15: CONFIDENTIALITY:.....	8
14-16: POLITICS AND CAMPAIGNING:.....	9
14-17: ETHICS AND CONFLICTS OF INTEREST:.....	10
14-18: CITIZEN CORRESPONDENCE:.....	10
Authorization of Policies and Procedures:.....	10
Board Member or Employee Acknowledgement:.....	11

14-01: PURPOSE:

The Board of Selectmen of the Town of Ayer, recognizing the need to codify the traditional and accepted working relationship between the Board, the Town Administrator, the Assistant to the Town Administrator and other office support staff, and also recognizing the need to systemize and reduce to writing these policies and procedures, hereby undertake to create operating policies and procedures for the office of the Board of Selectmen.

14-02: NATURE OF POLICIES & PROCEDURES:

These policies and procedures shall contain items relating to topics that are not addressed elsewhere. Subjects that would more appropriately be addressed in a statute, by-law or regulation shall not be addressed in this format. These policies are intended to be illustrative of the major areas for which office policies and procedures are required, but they are not intended to be all-inclusive.

It should be understood that these policies and procedures represent the rules that govern the manner in which all employees of the office of the Ayer Board of Selectmen shall perform their respective functions. Accordingly, any violation of these policies and procedures may constitute grounds for disciplinary action.

14-03: PROCESS FOR ESTABLISHING POLICIES AND PROCEDURES:

Draft policies and procedures shall be placed on the agenda for any regularly scheduled meeting of the Board. Drafts shall be in writing, and may be introduced only by a member of the Board or the Town Administrator. Upon receipt of a draft, the Board may choose to discuss the policy immediately or schedule the discussion for a future meeting. The Board may schedule any hearings or meetings it deems necessary for discussion. The Board may distribute a draft for comment to appropriate officials as it deems necessary.

The Board will not vote on a policy at the same meeting that it is first introduced. This rule may be waived if the Board unanimously votes that prompt action is necessary. A majority vote of the three member board is necessary for adoption. When a policy is approved it shall be given a designation consisting of the last two digits of the year, a dash, and then a two-digit number in order. For example: the first policy approved in the year 2014 would be given the designation 14-01.

The policies and procedures for the office of the Board of Selectmen shall be developed by the Board of Selectmen and the Town Administrator and approved by the Board of Selectmen. They may be amended from time to time. The following represent current policies and procedures:

The Town Administrator shall be responsible for the maintenance of all policies and procedures.

14-04: STAFFING AND CHAIN OF COMMAND:

The office of the Board of Selectmen is staffed with the Town Administrator, the Assistant to the Town Administrator and part-time clerical assistance on an as needed basis.

The chain of command is as follows: The Town Administrator reports to and takes direction from the Board of Selectmen.

The Assistant to the Town Administrator and support staff report to and take direction from the Town Administrator.

14-05: OFFICE HOURS:

The office shall be open and staffed at all time Monday through Friday as follows:

Monday, Wednesday and Thursday 8:00am through 4:00pm

Tuesday 8:00am through 7:00pm

Friday 8:00am through 1:00pm

It is the expectation of the Board of Selectmen that the work of the Board of Selectmen shall be of the first priority of the Town Administrator while he/she is working in his/her official capacity for the town.

Further, it must be clearly understood that the Town Administrator works for all of the Board members equally. In that regard he/she cannot be expected to take specific direction from one member on a matter of substance without the other members being given notice and an opportunity to comment and offer guidance on the matter.

During the office hours of the office of the Board of Selectmen, it is the expectation of the Board of Selectmen and the Town Administrator that the work of the Board of Selectmen and the Town Administrator, as directed by the Town Administrator, shall be of the first priority to the Assistant to the Town Administrator and the support staff.

Any and all other activities to be undertaken during these hours (i.e. town celebration planning and activities or other town related but non-Board specific activities) will require the prior approval of the Town Administrator and shall only be allowed to be undertaken if the Town Administrator believes that they will not detract from the Assistant to the Town Administrator's primary responsibilities.

The Assistant to the Town Administrator shall be the primary person staffing the office of the Board of Selectmen, and may be required, to the best of his/her ability, to perform some of the duties of the Town Administrator in his/her absence.

The Assistant to the Town Administrator's hours shall be:

- Monday, Wednesday and Thursday 8:00am through 4:30pm
- Tuesday 8:00am through 7:30pm
- Friday 8:00am through 1:30pm
for a total of 40 hours per week (less a 1/2 hour unpaid lunch break)
- The Assistant to the Town Administrator shall not suffer nor be permitted to work in excess of forty (40) hours in a week without the prior approval of the Town

Administrator. Any time that is pre-approved by the Town Administrator that is beyond forty (40) hours in a week shall be at overtime or compensatory time.

The Town Administrator shall be the primary person staffing his/her office and may staff the Board of Selectmen's office as necessary.

The Town Administrator's hours shall be:

- As per his/her contract.

14-06: OVERTIME AND COMPENSATORY TIME:

The Assistant to the Town Administrator is a non-exempt employee and is entitled to overtime and/or compensatory time with the Town Administrator's prior approval and written authorization on the Assistant to the Town Administrator's time sheet as per this policy, the Town of Ayer Personnel Policies and Procedures Manual and the Fair Labor Standards Act.

14-07: LUNCH BREAK:

The Assistant to the Town Administrator shall receive a ½ hour unpaid lunch break. During his/her lunch break, every reasonable effort shall be made to assure that backup office coverage shall be provided in the following order of progression by either: a) an in-house staff person from another office, b) an on-call clerical assistant, c) by the Town Administrator, or d) at a minimum with the office telephone lines transferred over to another office with coverage.

The Town Administrator may take a lunch break as his/her schedule dictates or allows.

14-08: TIME SHEETS AND ACCRUED TIME USED SHEETS:

Bi-weekly time sheets shall be required of all non-elected personnel.

14-09: SICK DAY COVERAGE:

If the Assistant to the Town Administrator will be out of work due to illness he/she shall contact the Town Administrator either on his/her cell phone or at his/her home prior to the start of the work day in order to provide the Town Administrator with an opportunity to arrange for office coverage.

Every reasonable effort shall be made to assure that backup office coverage is provided in the following order of progression by either: a) an on-call clerical assistant, b) an in-house staff person from another office, c) by the Town Administrator or d) at a minimum with the office telephone lines transferred over to another office with coverage.

If the Town Administrator will be out of work due to illness he/she shall contact the Selectmen's Office voice mail and so state.

14-10: VACATION DAY COVERAGE:

Vacation requests for the Assistant to the Town Administrator shall be given with as much

advance notice as is practicable, but with a minimum of two weeks. The Assistant to the Town Administrator will arrange for proper office coverage with approval by the Town Administrator. Vacation days will be granted as the workload of the office allows and are subject to the prior approval of the Town Administrator.

Every reasonable effort shall be made to assure that backup office coverage is provided in the following order of progression by either: a) an on-call clerical assistant, b) an in-house staff person from another office, c) by the Town Administrator or d) at a minimum with the office telephone lines transferred over to another office with coverage. Assistant to the Town Administrator

Vacation requests of the Town Administrator are subject to the terms in his/her contract.

14-11: PERSONAL DAY COVERAGE:

If the Assistant to the Town Administrator will be out of work due to a personal day he/she shall give as much advance notice as is practicable, but in any case shall contact the Town Administrator either on his/her cell phone or at his/her home prior to the start of the work day in order to provide the Town Administrator with an opportunity to arrange for office coverage.

If the Assistant to the Town Administrator will be out of work due to a personal day, every reasonable effort shall be made to assure that backup office coverage is provided .

If the Town Administrator will be out of work due to a personal day he/she shall give as much advance notice as is practicable, but in any case shall contact the Selectmen's Office voice mail and so state.

14-12: BOARD OF SELECTMEN MAIL BOX

Each member of the board shall have a mail box located in a convenient place in the office. All incoming and/or inter-office correspondence will be placed in these mail boxes for the board members to view at their discretion.

14-13: DAILY MAIL INTAKE AND DISTRIBUTION:

Unless mail is noted to be "personal and confidential", the Assistant to the Town Administrator shall sort, open and date-stamp all of the incoming mail.

All of the actual correspondence shall be placed in each member's mail box or emailed for their review.

With the Town Administrator's prior approval, any items that require the immediate attention of the Board shall be distributed immediately. The Assistant to the Town Administrator will ensure that the Town Administrator is copied all items.

Any incoming mail that is confidential in nature shall be handled according to the confidentiality

policy contained herein.

14-14: TELEPHONE CALLS, MESSAGES AND VOICE MAIL

All incoming telephone calls shall be handled according to the following procedure:

- When the Town Administrator is in his/her office and a call for him/her comes in, the caller shall be asked for their name, their company or town/city and the nature of their call. The Assistant to the Town Administrator shall then place the caller on hold and intercom the Town Administrator to see if he/she is available to take the call. Calls shall not be passed through without notice.
- When the Town Administrator is not available, a written message shall be taken for all of his/her calls. In order to establish a clear record of calls, all messages shall be taken on carbonless message pads. Written messages for the Town Administrator shall be placed in his/her mailbox. It is the responsibility of the Town Administrator to check his/her mailbox for messages. At no time shall the Town Administrator's home or cellular telephone number be given out without the Administrator's prior authorization.
- In that it is the Town Administrator's job to handle the day to day operations of the Selectmen's office for the Board, all calls for Board business shall be forwarded to the Town Administrator. If the caller specifies that he/she does not wish to speak to the Town Administrator, a written message shall be taken for the call. In order to establish a clear record of calls, all messages shall be taken on carbonless message pads. Written messages for the Board members shall be placed in the respective mailbox. It is the responsibility of the Assistant to the Town Administrator to convey said messages to the Board member as soon as it is practicable but in no event later than on the same day that the call was received assuming that the Board member can be reached. At no time shall a Board member's home or work telephone number be given out without the Board member's prior authorization.

The primary reason for having voicemail in the office of the Board of Selectmen is to record incoming calls that are received after regular office hours. However, the voicemail will be checked for messages each time the Assistant to the Town Administrator returns after having left the office for any period of time. In order to establish a clear record of calls, all messages left on the voicemail shall be transcribed onto carbonless message pads. Written messages for the Town Administrator and/or Board of Selectmen will be placed in the respective mailboxes or emailed accordingly. It is the responsibility of the Assistant to the Town Administrator to convey said messages as soon as it is practicable but in no event later than on the same day that the call was received.

14-15: CONFIDENTIALITY:

This policy is intended to define the manner in which all confidential materials and/or information shall be handled in the office of the Ayer Board of Selectmen.

It is understood that it is the philosophy of the Ayer Board of Selectmen, and those that it employs that all confidential material and/or information shall be kept as such. Said material and/or information shall not be discussed or disclosed, in whole, in part, or by reference, with anyone except those who have a legitimate business need to know in order to conduct business for or on behalf of the Board.

It is further understood that this is based upon the fact that any deviations from said policy might have far reaching effects on the Town's ability to deliver services and may have serious financial and/or legal repercussions.

Procedure for Handling Confidential Material and/or Information:

- Only the Town Administrator, Assistant to the Town Administrator or designee of the Board of Selectmen shall be authorized to open incoming mail.
- Any incoming mail that is labeled confidential, related to an ongoing confidential matter before the Board, written on the stationary of an attorney, or otherwise appears to be confidential, shall be handled according to the following procedure:
 1. The material shall be "date" and "confidential" stamped.
 2. The material shall be disseminated to all relevant parties in a secure fashion, i.e. either hand delivered, by first class mail with a "confidential" stamp on the envelope, or via facsimile with a "confidential" stamp on the coversheet. If disseminated via facsimile there shall be a telephone call made to give advance notice to the receiving party and there shall be a follow-up telephone call to the receiving party to confirm receipt of the material.
 3. The original material shall be filed in the locked file cabinet in the Board's office in the appropriate file folder.
 4. Any copy of the material that is needed by the Town Administrator to conduct the Board's business shall at all times, when not in use, be filed in a locked file cabinet in the Town Administrator's office.
 5. If and/or when the material is no longer needed for action or for the file as required by the law, it shall be destroyed by shredding and disposing of it.

14-16: POLITICS AND CAMPAIGNING:

While it is not the intention of the Board of Selectmen to limit any employee's right to vote and/or to participate in our political processes, it shall be the policy of the Board of Selectmen that no political activities shall be conducted or condoned in the Town Hall either during or after office hours. This shall include, but not be limited to the following: no campaign event tickets shall be sold or distributed in the Town Hall, no campaign flyers or other material shall be stored or disseminated in the Town Hall and, no political candidates shall be allowed to appear on the agenda of the Board meetings for political purposes without the consent of the Chair and then for no longer than one minute, and no debates or forums shall be coordinated through staff in the Town Hall.

14-17: ETHICS AND CONFLICTS OF INTEREST:

All matters of ethics and conflicts of interest shall be governed by the Board of Selectmen’s general policies and procedures, by the Town of Ayer Personnel Policies and Procedures Manual and by the appropriate local, state and/or federal laws.

14-18: CITIZEN CORRESPONDENCE:

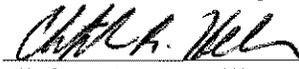
When a letter addressed to the Board comes into the office that requests action the Assistant to the Town Administrator shall stamp it as received and forward to the appropriate department for action. The Assistant to the Town Administrator shall acknowledge receipt of the correspondence.

Letters addressed to the Chair of the Board shall be considered as addressed to the entire board unless specified to the contrary. When the Assistant to the Town Administrator has doubts the Town Administrator should be consulted.

END OF POLICIES

Authorization of Policies and Procedures:

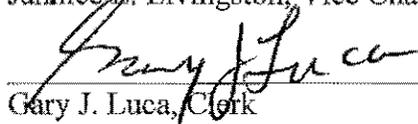
The forgoing policies shall take full force and effect on the date of their approval or amendment. These policies and procedures shall not be amended without a vote of the Board of Selectmen. Any vote of change shall be committed to writing, signed, dated and attached hereto.



Christopher R. Hillman, Chairman



Jannice E. Livingston, Vice Chairman



Gary J. Luca, Clerk

Board Member or Employee Acknowledgement:

I acknowledge that I have received a copy of the Town of Ayer Board of Selectmen Office Policies and Procedures. I further acknowledge that it is my responsibility to become familiar with them and to abide by them.

Board Member or Employee's Name

Date