



CITY OF MELROSE

OFFICE OF THE MAYOR

City Hall, 562 Main St.

Melrose, MA 02176

Telephone 781-979-4440

JEN GRIGORAITIS
Mayor

Message from Mayor Jen Grigoraitis

Welcome to Melrose! I am thrilled that you have chosen to join our city's team of dedicated municipal professionals. We look forward to working with and learning from you as we deliver services to this great community.

I believe government has a role in helping everyone improve our futures, and I believe that collectively we can do more than we can individually. I see our staff's commitment to public service as an opportunity to try to do better for everyone, with integrity, inclusivity, and accountability always at the center of our work.

Thank you for being a part of meeting the needs of Melrose's present and shaping Melrose's future.

Best,

Mayor Jen

Updated: September 2024



PLEASE BE ADVISED:

Members of the public have a right under the First Amendment to record public employees on the job, in public spaces.

Your rights and obligations as a municipal employee

Massachusetts law protects private citizens from being secretly filmed or recorded without their consent. However, public employees working in a publicly accessible space may be recorded — by either audio or video — with or without their knowledge.

Can members of the public record me while I am working in a municipal building?

- Yes. Members of the public have the right to record public employees while they are working in a publicly accessible space, during regular business hours.

Can people record interactions with me anywhere in municipal buildings?

- Not anywhere, but they may record you in all publicly accessible spaces in the building, such as lobbies or entrances designated as public reception areas. Members of the public may not enter "employees only" areas, such as lunchrooms or private offices within a public building.

What if I don't know I'm being recorded?

- Members of the public have a right to secretly record interactions with public employees who are working in publicly accessible areas of the building.

What do I do if someone starts to record me?

- Stay calm and perform your duties as you would including answering any questions in a respectful manner. If you are not comfortable, ask your supervisor to step in.

Can I ask the person to stop recording me?

- No. You cannot ask people to stop recording if they are in a publicly accessible area of the building.

What if I feel harassed by someone who is recording me?

- You have a right to do your job without being harassed or threatened. If you feel that a member of the public - with or without a camera - is threatening you or interfering with your ability to do your job, report it to your supervisor.



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Human Resources Department

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Acceptable Use of Technology Policy

1. GENERAL

This document outlines the City of Melrose's policy on acceptable use of its information technology resources, including electronic messaging, the Internet, network security, and compliance with software licenses and copyright laws. These policies apply to all City of Melrose employees, contractors, interns, and authorized users.

Violation of this policy may result in limiting or revoking the use of the City's information technology resources and/or disciplinary action, up to and including termination.

DEFINITIONS

Information technology resources: information technology systems, accessories, and applications, not limited to, City local area networks, City wide area network, the Internet connection, employee computers, monitors, smartphones, cell phones, projectors, printers, servers, communications equipment or peripherals, City hosted programs or applications, research databases or services, software programs, and data.

Electronic messaging: e-mail, text messaging, and electronic chat.

User: any City of Melrose employee, contractor, intern, or other authorized person.

USER RESPONSIBILITIES

Use of City information technology resources is subject to the terms of this document and any amendments. Users must read, understand, and follow this policy. Misuse may result in restricted access, disciplinary action, or termination. Any loss or potential loss City data must be reported immediately to the CIO. Theft or loss of IT resources must also be reported to the CIO, and theft must be reported in writing to the police, with a copy of the report sent to the CIO. Users must sign an acknowledgment statement before access is granted, with HR maintaining these records. Questions should be directed to the CIO.

NO EXPECTATION OF PRIVACY

City of Melrose employees, contractors, interns, and authorized users have no expectation of privacy when using City information technology resources. All materials on these resources are City property and may be inspected, including personal emails sent or received using City equipment. Firewalls

and monitoring systems track all data between the network and the Internet, logging individual activity. Files, messages, and websites accessed are subject to monitoring. The City may use content monitoring and filtering software to scan Internet mail and may access communications at any time for security or policy enforcement purposes or to conduct City business.

SOFTWARE PIRACY AND COPYRIGHT INFRINGEMENT

The City of Melrose respects intellectual property rights. Computer programs are intellectual property and software publishers license their programs to protect their property from infringement. Users may not commit copyright infringement by unlawfully using, copying, or distributing software or other copyrighted materials.

ASSESSMENTS, AUDITS, AND REMOVAL OF UNAUTHORIZED SOFTWARE OR ACCESSORIES

City of Melrose users may not download, install, or use any software or programs from the Internet or other sources, including email attachments, without prior written approval from the CIO. This includes all types of software, including freeware, shareware, and trial versions. Personal software, peripherals, or accessories, such as smartphones and printers, also require CIO approval.

The CIO may conduct announced and unannounced audits of City computers to assure compliance and remove unauthorized software lacking a valid license or that doesn't meet approved configurations. Unauthorized software can pose security risks or disrupt network functionality.

DATA CONFIDENTIALITY

In the course of conducting business, users may have access to confidential or personal data or information which includes but is not limited to name in conjunction with date of birth, social security number, driver's license number, or financial information related to individuals. Under no circumstances is it permissible for City employees, contractors, interns, or other authorized persons to acquire access to or disseminate confidential personal data unless such access is required by their job and consistent with law, including any confidentiality agreements.

Users should be aware that electronic messages can be shared without their knowledge through forwarding, printing, or other means. Users must comply with federal and state privacy and information security laws, including Public Records Laws (e.g., M.G.L. c. 66, § 10 and M.G.L. c. 4 § 7, cl. 26), Fair Information Practices Act (FIPA, M.G.L. c. 66A), the Health Insurance Portability and Accountability Act (HIPPA), the Criminal Offender Record Information statute (CORI, M.G.L. c. 6, § 172), and the Act ensuring the security, confidentiality, and integrity of personal information as defined in M.G.L. c. 93H.

NETWORK SECURITY AND ACCESS

Users must protect the City network by preventing unauthorized access.

- Passwords should remain confidential, and users must lock their PCs or log off when unattended.
- Strong passwords and enabling 2FA/MFA to help thwart unauthorized access are mandatory for all employees; IT Help Desk support is available for setup.

- No data from unknown sources should be copied or saved to the network, and no programs or software should be installed without CIO's written approval.
- External access to the City network is only allowed via the use of a CIO-approved a Virtual Private Network (VPN).
- Connecting to external networks or using remote desktop software while on the City network requires prior written CIO approval.

CELL PHONE POLICY

The City of Melrose's Cell Phone Policy aligns with the City's IT Acceptable Use Policy and Massachusetts Public Records Law. Staff with City-issued cell phones must adhere to the following policies:

- City-issued cell phones are City property.
- The City may inspect cell phones and records at any time.
- The City may revoke access and require the return of the device at any time.
- Cell phones must be kept up to date with the latest software patches.
- Devices must be encrypted, password-protected, and have auto-lockout enabled to prevent unauthorized access if lost or stolen.
- Staff must provide passwords or encryption access upon request by the Chief of Staff or CIO.
- Employees are financially responsible for overages due to excessive, improper usage and may be required to reimburse the City for improper communications on city issued devices or systems.

2. ACCEPTABLE USE OF CITY INFORMATION TECHNOLOGY RESOURCES INTERNET AND ELECTRONIC MESSAGING PROTOCOL

The City provides Internet connectivity primarily for business purposes and encourages its use to support City goals.

Employees should use City-provided Outlook accounts for all City-related electronic messaging; personal email accounts should not be used for City business, including e-mailing City data to your personal e-mail account.

City electronic messages must be professional and courteous. Remember, they are permanent and can be stored, copied, or forwarded without your knowledge or authorization. Avoid writing anything in emails that you wouldn't want widely shared or published. Users must recognize that information may be subject to certain laws such as the Public Records Law, the Fair Information Practices Law (FIPA), the Health Insurance Portability and Accountability Act (HIPPA), the Criminal Offender Record Information statute (CORI), and the Act ensuring the security, confidentiality, and

integrity of personal information as defined in M.G.L. c. 93H. Transmission of such information by e-mail or other electronic systems may not be appropriate.

City computers and email addresses are unique as they identify users and reflect City ownership. Users must follow the City of Melrose Code of Conduct and ensure their activities are appropriate. Users must remain aware that their Internet and electronic messaging activities reflect upon the City and should they be made public, Internet and electronic messaging activities must be able to withstand scrutiny without embarrassment or liability to the City.

PERSONAL, NON-BUSINESS USE OF INFORMATION TECHNOLOGY RESOURCES

The City allows limited personal use of its IT resources, provided it does not interfere with work duties, incur additional costs, hinder system operations, or violate City policies. Personal use must comply with the Acceptable and Unacceptable Uses of Information Technology Resources sections.

Personal use must not involve providing City email addresses for non-business purposes or subscribing to personal interest emails or lists. Use personal email for such activities. This restriction includes, but is not limited to, e-mails pertaining to purchase confirmations, travel reservations or tickets, notices regarding retailers' sales, prospective employment, travel offers, personal finance, or any other personal interests. Users must direct these types of mailings to a personal e-mail address. Users may not subscribe to or receive non-business e-mail updates nor subscribe to any List Server or e-mail list serving personal interests.

City network storage is for City work only; all work products are City property. Upon termination of employment with the City, all documents must remain with the City. Removing or copying documents requires supervisor and Chief of Staff's approval. Any work document residing on non-City equipment must be deleted, or returned if it is the original document.

Users are responsible for any personal Internet costs and must reimburse the City for any inadvertent charges.

3. UNACCEPTABLE AND PROHIBITED USE OF CITY INFORMATION TECHNOLOGY RESOURCES

The following list of uses and activities are strictly prohibited. Violation of these conditions may result in discipline, up to and including termination.

UNACCEPTABLE USES

- Threatening, embarrassing, annoying, intimidating, discriminating, or harassing anyone. Users who receive such information that could reasonably be considered a threat to the City of Melrose or to any individual must notify the Chief of Staff and the CIO;
- Creating, sending, or displaying offensive or disruptive material (text, photos, graphics, etc.).
- Libeling or defaming individuals.
- Gambling, wagering, or accessing gambling sites.
- Participating in or accessing online auctions.
- Using City resources for personal complaints, opinions, or comments to commercial entities, including media outlets, websites, or other forums;

- Engaging in political or commercial activities.
- Infringing intellectual property rights.
- Revealing or publicizing unauthorized proprietary or confidential information.
- Intercepting communications intended for others.
- Gaining or allowing unauthorized access to computers or networks.
- Misrepresenting the City of Melrose or one's role.
- Engaging in illegal activities, including violating laws or regulations.
- Soliciting charitable donations.
- Introducing or propagating viruses or harmful programs.
- Hindering system operations or disrupting network users and resources.
- Any actions prohibited by City policies or deemed unprofessional.
- This list is not exhaustive and may be revised by the CIO and Chief of Staff as needed.

PROHIBITED ACTIVITIES

Users of City information technology resources are specifically prohibited from engaging in the following activities:

- Accessing, storing, or distributing obscene, offensive, sexually explicit, or inappropriate material.
- Creating or maintaining websites without written authorization from a Supervisor and CIO.
- Downloading, installing, or using unauthorized software (e.g., freeware, shareware, demos, etc.).
- Using unauthorized web conferencing, remote control, or remote desktop software (e.g., NetMeeting, WebEx, GoToMyPC, GNU, Skype, BrowserTunnel, etc.)
- Using Instant Messaging programs (e.g., WhatsApp, Facebook Messenger, Google Chat, etc.)
- Providing City-owned email addresses for non-business updates or subscribing to personal interest lists.
- Storing or distributing chain letters, jokes, games, personal photos, or prohibited materials by City policy.
- Storing or distributing email attachments that violate policy.
- Using devices for non-calling activities (e.g., messaging, internet) while driving, even while stopped at a light or stop sign.
- This list is not exhaustive and may be updated by the CIO or Chief of Staff.

4. USE OF PERSONAL DEVICES FOR CITY OF MELROSE PURPOSES

Due to the inherent security risks associated with conducting City business (e-mail, calendar, contacts, etc.) on personal devices (such as iPhone, Android, personal notebook computer, etc.) such

access is not supported by City staff or consultants. Users are subject to the City's terms and conditions when accessing Outlook remotely on a personal device.

5. USER MANUAL

CARE OF INFORMATION TECHNOLOGY RESOURCES

City users shall exercise caution and care in using, transporting, securing, and otherwise handling office-owned computers and software. The City supports only its standardized hardware and software configurations and does not support personal or non-City devices. Damaged equipment should be returned to the CIO for repair as soon as possible.

E-MAIL SECURITY RECOMMENDATIONS

Users must exercise all reasonable precautions to protect network security and avoid introducing viruses or malicious code. In addition to complying with the provisions of this policy and keeping all passwords confidential, users should always close Outlook and log off when leaving your computer unattended. Only open emails and attachments from trusted senders. Avoid opening attachments with extensions like ".exe," ".com," ".scr," ".zip," or ".pif"; delete such messages immediately and empty your trash. Do not forward these messages!

E-MAIL RECORD PRESERVATION AND RETENTION

Email messages are subject to the same record retention rules as paper records. Follow the Statewide Records Retention Schedule for all records, including emails. Preserve important emails in an accessible manner and dispose of non-essential emails in compliance with M.G.L. c. 93I on personal information. The Secretary of the Commonwealth's Office has defined email messages as documents created and received on an electronic mail system. The messages may contain text or word processing documents, spreadsheets, or other file types. Email messages, considered public records, may be subject to disclosure under the Public Records Law. For questions on record preservation and retention, contact the City Solicitor.



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Fragrance in the Workplace Policy

Employees who are sensitive to perfumes and chemicals may suffer potentially serious health consequences, triggered by exposure to scented products. Consequently, employees are asked to refrain from the use of household scented products and personal scented products in the workplace where the sole purpose is to produce a scent, such as perfume, after shave and cologne, candles, oils, diffusers and to avoid the use of strongly scented personal hygiene products such as powder, hair spray, and deodorant.

An employee who is experiencing health consequences due to another employee's use of scented products should report the issue to their supervisor to ensure appropriate action is taken.



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Social Media Policy

(This policy applies to all City employees, contractors, interns, and authorized users.)

Definitions

Social media includes all means of communicating or posting information or content of any sort on the Internet, including to your own or someone else's: web log or blog; journal or diary; personal web site; social networking or affinity web site; web bulletin board or a chat room, whether or not associated or affiliated with the City, as well as any other form of electronic communication. The same principles and guidelines found in the City's policies apply to your activities online. Ultimately, you are solely responsible for what you post online.

Inappropriate postings that may include discriminatory remarks, harassment, and threats of violence will not be tolerated and may subject you to disciplinary action up to and including termination.

Only staff explicitly authorized by the Mayor or their designee to have access to City social media accounts may speak on behalf of the City.

Creation of Social Media Accounts

- Employee groups, commissions, councils, departments, boards or any other entity under the City or their designee may create social media representing departments or groups within the City after approval by the Mayor's Office and IT Department.
- Third party groups under direction of a City entity must comply with this policy as well. These groups may be contracted web developers, public relations companies of any sort, volunteer groups under direction of the city or any other third party entity in any form. Any account created must be accessible to the IT Department. The IT Department must have their own administrative account with access to the social media account created or the IT Department must have the username and password for entry into the social media account
- Upon renewal or change of usernames or passwords, the new credentials must be submitted to the IT Department.
- In order to comply with public records laws, City entities may not create Snapchat or any other social media accounts where the content posted is not available after a short time.
- Any authorized City use of social media shall be documented and maintained in an easily accessible format that tracks account information and preserves items that may be

considered a record subject to disclosure under the Massachusetts Public Records Law (M.G.L c. 66, S1 or 950 CMR 32.00).

Lobbying

Employees are prohibited from using appropriated City funds for indirect lobbying such as posts on a City website, social media or blog e.g., employees cannot make explicit statements asking the public to contact state representatives in support of or in opposition to a legislative proposal. Furthermore, employees should not lobby for any interest while on duty for the City.

Open Meeting Law

- M.G.L. Ch. 30A, Sections 18-25, address the open meeting laws in Massachusetts. The attorney General's office has warned that communications on social media may constitute improper deliberation if viewed by a quorum of other members of the same public body (Open Meeting Law Determination 2013-27, available at [www. oml.ago.state.ma.us](http://www.oml.ago.state.ma.us)).
- Public boards and committees should remember that posting on social media does not satisfy the "notice" requirements in the open meeting law. [See M.G.L. Ch. 30A, Section 20(c).]



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Standards of Conduct Policy

The City expects all employees to conduct themselves in an appropriate and professional manner at all times while on City premises or while on City business. Conduct which adversely affects the interests or safety of others is prohibited at all times.

It is not possible to list all forms of behavior that are considered unacceptable in the workplace. Employees are expected to use common courtesy and good judgment at all times. This list is not exhaustive and does not limit the City's right to discipline in whatever manner it deems appropriate, up to and including termination, depending upon its assessment of the severity of the conduct. Employees should also make themselves aware of all Departmental policies that govern acceptable conduct within their workplace.

Types of Conduct that may lead to disciplinary action, up to and including termination of employment, are listed below:

- Using abusive, foul or threatening language on City property;
- Fighting on City property;
- Violation of smoking policy;
- Stealing or damaging City property, including intellectual property;
- Failure to follow job instructions or unsatisfactory job performance;
- Insubordination or refusal to comply with a supervisor's direction;
- Threatening or striking a supervisor or another employee;
- Illegal drug or alcohol use or possession during work hours on City property, which includes buying or selling, or attempting to buy or sell drugs on City property;
- Possessions of firearms, explosives, or other weapons on City property (except for Melrose Police Officers who may carry authorized firearms during the course of employment)
- Theft, abuse, misuse or deliberate destruction of City property or theft of the property of another employee;
- Violation of the City's discriminatory harassment policy or retaliation against an employee for reporting such harassment;
- Falsifying verbal or written information. Falsification of any documents, including but not limited to, job applications, resumes, time cards, expense reports or other employment or production documents, whenever such conduct is discovered;

- Verbal or physical abuse towards any employee;
- Any action that threatens the well-being or safety of a co-worker or resident;
- Fraudulent or dishonest conduct;
- Sexual or any other form of harassment;
- Discrimination of any kind; and
- Violation of any applicable policy communicated in this Manual.

Off-Duty Conduct

Any employees may be disciplined, up to and including termination, for any off-duty conduct that may impact the workplace, including but not limited to unlawful conduct (e.g., arrests and/or criminal charges) that impacts the employee's ability to perform their job. If an employee is arrested and/or charged with a crime, the employee must notify the Chief of Staff and/ or HR Director immediately. *Employees covered under a specific Collective Bargaining (Union) Agreement may have different or additional procedures that apply to disciplinary actions and should therefore consult their respective agreements for provisions relative to discipline.*

As noted above, it is impossible to compile an exhaustive list of the types of conduct that will result in immediate disciplinary action, up to and including, termination. The examples listed above are merely illustrations; other behavior, misconduct, or violations of policy may also result in discipline, up to and including termination.

Time and Expense Charging

Employees are required to accurately record their working time when reporting time on any document reflecting hours worked.

Employees are further required to accurately report and document any business-related expenses for which they seek reimbursement.

Criminal Activity

All employees of the City of Melrose must accept the personal responsibility to obey the laws of the Commonwealth of Massachusetts, of other state jurisdictions, and of the United States. Any employee who is arrested, charged, or convicted of a crime must immediately notify the Chief of Staff or HR Director. Depending upon the nature of the charge, an employee may be subject to suspension without pay and/or loss of their employee benefits, pending resolution of a criminal matter. Any employee who is convicted of a crime relating to their employment may be subject to discipline, up to and including discharge.



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Discriminatory Harassment Policy

Sexual harassment, or harassment because of, or about, an individual's membership in a protected class, (i.e., one's race (including any natural hair or hairstyle historically associated with race), color, age, disability, national origin, ancestry, religion, gender, sexual orientation, genetic information, pregnancy or pregnancy-related condition, veteran's or active military status, gender identity or expression or any other characteristic protected by federal, state or local law), when it occurs in the workplace or in other settings in which employees may find themselves in connection with their employment, is unlawful and will not be tolerated by the City.

Employees are required to report incidents or claims of potential harassment or discrimination to the HR Director at 781-979-4146 or Mayor's Office at 781-979-4441. It is very difficult to react to or remedy unlawful harassment complaints unless the matter is brought to the attention of the City.

Harassment Investigation

When the City receives a complaint, the allegation will be promptly investigated in a fair and expeditious manner. The investigation will be conducted in such a way as to maintain confidentiality to the extent practicable under the circumstances. The investigation will include a private interview with the person filing the complaint and with witnesses. The person alleged to have committed unlawful harassment will be interviewed.

When the investigation has been completed, the City will, to the extent appropriate, inform the person filing the complaint and the person alleged to have committed the conduct of the results of that investigation. If it is determined that inappropriate conduct has occurred, the City will act promptly to eliminate the offending conduct, and where it is appropriate the City will also impose disciplinary action.

Disciplinary Action

If it is determined that inappropriate conduct has been committed by a City employee (whether or not it meets the legal definition of unlawful harassment), the City will take such action as is appropriate under the circumstances. Such action may range from counseling to termination from employment, and may include such other forms of disciplinary action, as the City deems appropriate under the circumstances. In addition, an employee's failure to participate a harassment investigation may lead to disciplinary action as appropriate under the circumstances.

Retaliation

Taking adverse employment action or other type of adverse action against a person who: (a) files claims, reports or charges under this Policy, or under applicable local, state or federal statute; (b) is suspected of having filed such claims, reports or charges; (c) has assisted or participated in an investigation or resolution of such claims, reports or charges; or, (d) has protested practices alleged to violate the non-discrimination policies of the City, or local, state or federal regulation or statute. Retaliation, even in the absence of provable discrimination or harassment in the original report or charge, constitutes as serious a violation of this Policy as proved discrimination or harassment under the original claim, report or charge.

State and Federal Remedies

In addition to the above, if an employee believes they have been subjected to sexual harassment or unlawful discrimination, they may file a formal complaint with either or both of the government agencies set forth below. Using the City's complaint process does not prohibit the employee from filing a complaint with these agencies. Each of the agencies has specific guidelines and time limits for filing claims.

MA: Massachusetts Commission Against Discrimination Boston Office: One Ashburton Place, Room 601, Boston, MA 02108-1518, (617) 9946000 (voice), (617) 9946196 (TTY). Springfield Office: 436 Dwight Street, Room 220, Springfield, MA 01103, (413) 7392145. Complaints must be filed within 300 days of the adverse action.

Federal: Equal Employment Opportunity Commission, John F. Kennedy Federal Building, Government Center, 4th Floor, Room 475, Boston, MA 02203, (617) 5653200 (voice), (617) 5653204 (TTY). Complaints must be filed within 300 days of the adverse action.

All employees of the City, regardless of position, are covered by, and are expected to comply with this policy and to take appropriate measures to ensure that prohibited conduct does not occur.

This policy also extends to City property, including but not limited to its telephones, copy machines, facsimile machines and computers and computer applications, such as email and internet access, which may not be used to engage in conduct that violates this policy.



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IMPORTANT NOTICE for HOURLY EMPLOYEES
Required Deductions from your Paycheck
457B FICA Alternative (OBRA) Plan
Managed by BENCOR
www.bencorplans.com
1-866-296-9712

All hourly employees (temporary, seasonal, or part time) who do not receive benefits from the City of Melrose (including a pension plan) are **required by the IRS** to contribute money towards retirement savings under an alternative plan called 457B FICA Alternative (OBRA). Under this OBRA Plan, you contribute 7.5% of your weekly compensation in place of social security taxes and this deduction is made before other payroll taxes are applied (meaning you pay less payroll taxes).

These funds are deposited into an account in your name and the account belongs to you.

Once your employment with the City ends please contact the Human Resources office, 2nd floor, City Hall; humanresources@cityofmelrose.org 781-979-4145 or 781-979-4146 for the necessary paperwork. You have the option of cashing out the account (payroll taxes and IRS penalties apply) or you may transfer the money to another eligible retirement savings account.

There is no minimum age to participate in the plan. The only hourly employees not required to participate in this plan are those who have retired from the City of Melrose and are receiving retirement benefits from either the Mass Teachers Retirement System or the Melrose Contributory Retirement System and election workers.

BENCOR is the administrator of the plan and if you have any questions you can call them at 1-866-296-9712 or visit www.bencorplans.com.



City of Melrose 457(b) FICA Alternative Plan

216017

New Enrollment Form

Participant Name

(Please print)

Soc. Sec. #:

Date of Birth

Email

Mailing Address:

City

State

Phone

Participant Signature

Date

If you have questions regarding the completion of this form, please call us at 1-866-296-9712. Please return your completed form(s) to:
Bencor P.O. Box 1429, Brentwood, TN 37024 or you may fax your completed form to 1-888-500-7111.

What should I do to set up my account? Please complete the New Enrollment Form and upon completion forward to the address or fax number displayed above. Establishment of your Plan account will begin upon receipt of the completed Enrollment Form. Once your account is created, you should log on to your account to select your investment options, choose your statement delivery preference and update your beneficiaries to name the person or persons who should receive the funds in your account in the event of your death.

How is my account invested? The Plan offers a full array of investment options in which you may choose to invest amounts contributed to your account. If you do not choose investment options, your account will be invested automatically in your plan's default option, which may or may not be the best option for your circumstances. Therefore, it is very important for you to log on to your account at www.bencorplans.com as soon as possible to obtain information about all the available investments and choose the options that are appropriate for your objectives and preferences.

How can I access my account online? Upon completion of your Plan setup you may access your account online at www.bencorplans.com by selecting the Participant Login link. Select your State, City and Employer, then click on **Log In**. The first time you login, click on **New User** and follow the prompts.

BENCOR Customer Service Representatives are available Monday – Friday, 9:00 a.m. through 6:00 p.m., Eastern Time, at 1-866-296-9712.



Employment Eligibility Verification

Department of Homeland Security
U.S. Citizenship and Immigration Services

USCIS
Form I-9

OMB No.1615-0047

Expires 07/31/2026

START HERE: Employers must ensure the form instructions are available to employees when completing this form. Employers are liable for failing to comply with the requirements for completing this form. See below and the Instructions.

ANTI-DISCRIMINATION NOTICE: All employees can choose which acceptable documentation to present for Form I-9. Employers cannot ask employees for documentation to verify information in **Section 1**, or specify which acceptable documentation employees must present for **Section 2** or Supplement B, Reverification and Rehire. Treating employees differently based on their citizenship, immigration status, or national origin may be illegal.

Section 1. Employee Information and Attestation: Employees must complete and sign Section 1 of Form I-9 no later than the **first day of employment**, but not before accepting a job offer.

Last Name (Family Name)		First Name (Given Name)		Middle Initial (if any)	Other Last Names Used (if any)	
Address (Street Number and Name)			Apt. Number (if any)	City or Town		State ZIP Code
Date of Birth (mm/dd/yyyy)	U.S. Social Security Number		Employee's Email Address			Employee's Telephone Number
I am aware that federal law provides for imprisonment and/or fines for false statements, or the use of false documents, in connection with the completion of this form. I attest, under penalty of perjury, that this information, including my selection of the box attesting to my citizenship or immigration status, is true and correct.			Check one of the following boxes to attest to your citizenship or immigration status (See page 2 and 3 of the instructions.):			
			☐ 1. A citizen of the United States			
			☐ 2. A noncitizen national of the United States (See Instructions.)			
			☐ 3. A lawful permanent resident (Enter USCIS or A-Number.)			
			☐ 4. A noncitizen (other than Item Numbers 2. and 3. above) authorized to work until (exp. date, if any)			
If you check Item Number 4., enter one of these:						
USCIS A-Number		OR	Form I-94 Admission Number		OR	Foreign Passport Number and Country of Issuance
Signature of Employee					Today's Date (mm/dd/yyyy)	

If a preparer and/or translator assisted you in completing Section 1, that person **MUST** complete the Preparer and/or Translator Certification on Page 3.

Section 2. Employer Review and Verification: Employers or their authorized representative must complete and sign Section 2 within three business days after the employee's first day of employment, and must physically examine, or examine consistent with an alternative procedure authorized by the Secretary of DHS, documentation from List A OR a combination of documentation from List B and List C. Enter any additional documentation in the Additional Information box; see Instructions.

List A		OR	List B	AND	List C
Document Title 1					
Issuing Authority					
Document Number (if any)					
Expiration Date (if any)					
Document Title 2 (if any)		Additional Information			
Issuing Authority					
Document Number (if any)					
Expiration Date (if any)					
Document Title 3 (if any)					
Issuing Authority					
Document Number (if any)					
Expiration Date (if any)					
		☐ Check here if you used an alternative procedure authorized by DHS to examine documents.			
Certification: I attest, under penalty of perjury, that (1) I have examined the documentation presented by the above-named employee, (2) the above-listed documentation appears to be genuine and to relate to the employee named, and (3) to the best of my knowledge, the employee is authorized to work in the United States.					First Day of Employment (mm/dd/yyyy):
Last Name, First Name and Title of Employer or Authorized Representative			Signature of Employer or Authorized Representative		Today's Date (mm/dd/yyyy)
Employer's Business or Organization Name			Employer's Business or Organization Address, City or Town, State, ZIP Code		

For reverification or rehire, complete Supplement B, Reverification and Rehire on Page 4.

LISTS OF ACCEPTABLE DOCUMENTS

All documents containing an expiration date must be unexpired.

* Documents extended by the issuing authority are considered unexpired.

Employees may present one selection from List A or a combination of one selection from List B and one selection from List C.

Examples of many of these documents appear in the Handbook for Employers (M-274).

LIST A Documents that Establish Both Identity and Employment Authorization	OR	LIST B Documents that Establish Identity	AND	LIST C Documents that Establish Employment Authorization
- U.S. Passport or U.S. Passport Card - Permanent Resident Card or Alien Registration Receipt Card (Form I-551) - Foreign passport that contains a temporary I-551 stamp or temporary I-551 printed notation on a machine-readable immigrant visa - Employment Authorization Document that contains a photograph (Form I-766) - For an individual temporarily authorized to work for a specific employer because of his or her status or parole: - Foreign passport; and - Form I-94 or Form I-94A that has the following: - The same name as the passport; and - An endorsement of the individual's status or parole as long as that period of endorsement has not yet expired and the proposed employment is not in conflict with any restrictions or limitations identified on the form. - Passport from the Federated States of Micronesia (FSM) or the Republic of the Marshall Islands (RMI) with Form I-94 or Form I-94A indicating nonimmigrant admission under the Compact of Free Association Between the United States and the FSM or RMI		- Driver's license or ID card issued by a State or outlying possession of the United States provided it contains a photograph or information such as name, date of birth, gender, height, eye color, and address - ID card issued by federal, state or local government agencies or entities, provided it contains a photograph or information such as name, date of birth, gender, height, eye color, and address - School ID card with a photograph - Voter's registration card - U.S. Military card or draft record - Military dependent's ID card - U.S. Coast Guard Merchant Mariner Card - Native American tribal document - Driver's license issued by a Canadian government authority For persons under age 18 who are unable to present a document listed above: - School record or report card - Clinic, doctor, or hospital record - Day-care or nursery school record		- A Social Security Account Number card, unless the card includes one of the following restrictions: - NOT VALID FOR EMPLOYMENT - VALID FOR WORK ONLY WITH INS AUTHORIZATION - VALID FOR WORK ONLY WITH DHS AUTHORIZATION - Certification of report of birth issued by the Department of State (Forms DS-1350, FS-545, FS-240) - Original or certified copy of birth certificate issued by a State, county, municipal authority, or territory of the United States bearing an official seal - Native American tribal document - U.S. Citizen ID Card (Form I-197) - Identification Card for Use of Resident Citizen in the United States (Form I-179) - Employment authorization document issued by the Department of Homeland Security For examples, see Section 7 and Section 13 of the M-274 on uscis.gov/i-9-central. The Form I-766, Employment Authorization Document, is a List A, Item Number 4. document, not a List C document.

Acceptable Receipts

May be presented in lieu of a document listed above for a temporary period.

For receipt validity dates, see the M-274.

- Receipt for a replacement of a lost, stolen, or damaged List A document. - Form I-94 issued to a lawful permanent resident that contains an I-551 stamp and a photograph of the individual. - Form I-94 with "RE" notation or refugee stamp issued to a refugee.	OR	Receipt for a replacement of a lost, stolen, or damaged List B document.	Receipt for a replacement of a lost, stolen, or damaged List C document.
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*Refer to the Employment Authorization Extensions page on [I-9 Central](#) for more information.



CITY OF MELROSE

Office of Treasurer-Collector

Authorization Agreement for Preauthorized Deposits
(ACH Credits 9900)

MANDATORY

**Please attach an official document verifying
your account and routing numbers.**

(Voided check, letter from the bank, online banking printout, etc.)

I authorize CITY OF MELROSE hereafter called COMPANY to initiate credit entries and to, if necessary, debit entries and adjustments for any credit entries in error to my (select one) CHECKING ☐, SAVINGS ☐ account indicated below and the depository named below, hereinafter called DEPOSITORY, to credit and/or debit the same to such account.

Depository Name (Bank): _____

Address: _____

City: _____ **State:** _____ **Zip:** _____

Transit/ABA #: _____ **Account #:** _____

This authority is to remain in full force and effect until COMPANY has received written notification from me of its termination in such time and in such manner as to afford COMPANY and DEPOSITORY a reasonable opportunity to act on it.

Name: _____ **Employee #:** _____
(please print) (optional)

Date: _____ **Signature:** _____



City of Melrose

New Hire Demographics Form

The City of Melrose is an Equal Opportunity/ Affirmative Action Employer. The information below is kept confidential and is requested solely for the purposes of compliance with applicable Federal and State reporting and regulations.

Today's Date: _____

Employee Name: _____

Department: _____

Job Title: _____

Birth Date: _____

Cell Phone #: _____

EEOC: _____

Email (personal): _____

General Demographics

Gender: _____

Highest Degree: _____

Marital Status: _____

Melrose Resident? _____

Veteran: _____

Disability: _____

EEO Information

DOE Ethnicity: _____

DOE Race: _____

- ☐ Asian
- ☐ Black
- ☐ Caucasian
- ☐ Hispanic
- ☐ American Indian
- ☐ Other

- ☐ American Indian/Alaskan Native
- ☐ Asian
- ☐ Black / African American
- ☐ Native Hawaiian/ Pacific Island
- ☐ White

PLEASE RETURN TO HUMAN RESOURCES DEPARTMENT.

FORM
M-4

MASSACHUSETTS EMPLOYEE'S WITHHOLDING EXEMPTION CERTIFICATE

Rev. 11/19



Print full name
Print home address.....

Social Security no.
City..... State..... Zip

Employee:

File this form with your employer. Otherwise, Massachusetts Income Taxes will be withheld from your wages without exemptions.

Employer:

Keep this certificate with your records. If the employee is believed to have claimed excessive exemptions, the Massachusetts Department of Revenue should be so advised.

HOW TO CLAIM YOUR WITHHOLDING EXEMPTIONS

1. Your personal exemption. Write the figure "1." If you are age 65 or over or will be before next year, write "2"
2. If married and if exemption for spouse is allowed, write the figure "4." If your spouse is age 65 or over or will be before next year and if otherwise qualified, write "5." See Instruction C.
3. Write the number of your qualified dependents. See Instruction D.
4. Add the number of exemptions which you have claimed above and write the total.
5. Additional withholding per pay period under agreement with employer \$
 - A. ☐ Check if you will file as head of household on your tax return.
 - B. ☐ Check if you are blind.
 - C. ☐ Check if spouse is blind and not subject to withholding.
 - D. ☐ Check if you are a full-time student engaged in seasonal, part-time or temporary employment whose estimated annual income will not exceed \$8,000.

EMPLOYER: DO NOT withhold if Box D is checked.

I certify that the number of withholding exemptions claimed on this certificate does not exceed the number to which I am entitled.

Date. Signed

THIS FORM MAY BE REPRODUCED

THE COMMONWEALTH OF MASSACHUSETTS, DEPARTMENT OF REVENUE

A. Number. The more exemptions you claim on this certificate, the less tax withheld from your employer. If you claim more exemptions than you are entitled to, civil and criminal penalties may be imposed. However, you may claim a smaller number of exemptions without penalty. If you do not file a certificate, your employer must withhold on the basis of no exemptions.

If you expect to owe more income tax than will be withheld, you may either claim a smaller number of exemptions or enter into an agreement with your employer to have additional amounts withheld.

You should claim the total number of exemptions to which you are entitled to prevent excessive overwithholding, unless you have a significant amount of other income. Underwithholding may result in owing additional taxes to the Commonwealth at the end of the year.

If you work for more than one employer at the same time, you must not claim any exemptions with employers other than your principal employer.

If you are married and if your spouse is subject to withholding, each may claim a personal exemption.

B. Changes. You may file a new certificate at any time if the number of exemptions increases. You must file a new certificate within 10 days if the number of exemptions previously claimed by you decreases. For example, if during the year your dependent son's income indicates that you will not

provide over half of his support for the year, you must file a new certificate.

C. Spouse. If your spouse is not working or if she or he is working but not claiming the personal exemption or the age 65 or over exemption, generally you may claim those exemptions in line 2. However, if you are planning to file separate annual tax returns, you should not claim withholding exemptions for your spouse or for any dependents that will not be claimed on your annual tax return.

If claiming a spouse, write "4" in line 2. Entering "4" makes a withholding system adjustment for the \$4,400 exemption for a spouse.

D. Dependent(s). You may claim an exemption in line 3 for each individual who qualifies as a dependent under the Federal Income Tax Law. In addition, if one or more of your dependents will be under age 12 at year end, add "1" to your dependents total for line 3.

You are not allowed to claim "federal withholding deductions and adjustments" under the Massachusetts withholding system.

If you have income not subject to withholding, you are urged to have additional amounts withheld to cover your tax liability on such income. See line 5.

Employee's Withholding Certificate

Complete Form W-4 so that your employer can withhold the correct federal income tax from your pay.

Give Form W-4 to your employer.

Your withholding is subject to review by the IRS.

2025**Step 1:**
Enter
Personal
Information

(a) First name and middle initial

Last name

(b) Social security number

Address

City or town, state, and ZIP code

Does your name match the name on your social security card? If not, to ensure you get credit for your earnings, contact SSA at 800-772-1213 or go to www.ssa.gov.(c) ☐ Single or Married filing separately☐ Married filing jointly or Qualifying surviving spouse☐ Head of household (Check only if you're unmarried and pay more than half the costs of keeping up a home for yourself and a qualifying individual.)

TIP: Consider using the estimator at www.irs.gov/W4App to determine the most accurate withholding for the rest of the year if: you are completing this form after the beginning of the year; expect to work only part of the year; or have changes during the year in your marital status, number of jobs for you (and/or your spouse if married filing jointly), dependents, other income (not from jobs), deductions, or credits. Have your most recent pay stub(s) from this year available when using the estimator. At the beginning of next year, use the estimator again to recheck your withholding.

Complete Steps 2–4 ONLY if they apply to you; otherwise, skip to Step 5. See page 2 for more information on each step, who can claim exemption from withholding, and when to use the estimator at www.irs.gov/W4App.

Step 2:
Multiple Jobs
or Spouse
Works

Complete this step if you (1) hold more than one job at a time, or (2) are married filing jointly and your spouse also works. The correct amount of withholding depends on income earned from all of these jobs.

Do **only one** of the following.(a) Use the estimator at www.irs.gov/W4App for the most accurate withholding for this step (and Steps 3–4). If you or your spouse have self-employment income, use this option; **or**(b) Use the Multiple Jobs Worksheet on page 3 and enter the result in Step 4(c) below; **or**(c) If there are only two jobs total, you may check this box. Do the same on Form W-4 for the other job. This option is generally more accurate than (b) if pay at the lower paying job is more than half of the pay at the higher paying job. Otherwise, (b) is more accurate ☐

Complete Steps 3–4(b) on Form W-4 for only ONE of these jobs. Leave those steps blank for the other jobs. (Your withholding will be most accurate if you complete Steps 3–4(b) on the Form W-4 for the highest paying job.)

Step 3:
Claim
Dependent
and Other
Credits

If your total income will be \$200,000 or less (\$400,000 or less if married filing jointly):

Multiply the number of qualifying children under age 17 by \$2,000 \$

Multiply the number of other dependents by \$500 \$

Add the amounts above for qualifying children and other dependents. You may add to this the amount of any other credits. Enter the total here

3 \$**Step 4**
(optional):
Other
Adjustments(a) **Other income (not from jobs).** If you want tax withheld for other income you expect this year that won't have withholding, enter the amount of other income here. This may include interest, dividends, and retirement income**4(a)** \$(b) **Deductions.** If you expect to claim deductions other than the standard deduction and want to reduce your withholding, use the Deductions Worksheet on page 3 and enter the result here**4(b)** \$(c) **Extra withholding.** Enter any additional tax you want withheld each **pay period****4(c)** \$**Step 5:**
Sign
Here

Under penalties of perjury, I declare that this certificate, to the best of my knowledge and belief, is true, correct, and complete.

Employee's signature (This form is not valid unless you sign it.)

Date

Employers
Only

Employer's name and address

First date of
employmentEmployer identification
number (EIN)



CITY OF MELROSE

Human Resources Department

EMPLOYEE EMERGENCY INFORMATION FORM

EMPLOYEE NAME

DATE

STREET ADDRESS

DEPARTMENT

CITY, STATE, ZIP CODE

() -

TELEPHONE

IN CASE OF EMERGENCY, PLEASE NOTIFY:

NAME

() -

HOME TELEPHONE

() -

WORK TELEPHONE

() -

CELL

NAME

() -

HOME TELEPHONE

() -

WORK TELEPHONE

() -

CELL

In the event of City Hall closing for snow or other emergencies, the phone number you wish to be notified at:

Phone Number to use: _____



CITY OF MELROSE

Human Resources Department

Polina Latta
Director
platta@cityofmelrose.org

City Hall, 562 Main Street
Melrose, Massachusetts 02176
(P) 781-979-4146
(F) 781-979-4246

Policy Receipt Acknowledgement

I hereby acknowledge that the Human Resources Department reviewed with me with the following policies and procedures:

- Social Media Policy
- Information Technology Policy
- Discriminatory Harassment Policy
- Fragrance in the Workplace Policy
- Standards of Conduct Policy

I understand and agree that I will read and comply with the policies given to me and any revisions. Any such changes will be communicated to me through official notices. I accept responsibility for keeping informed of these changes.

Print Name: _____ **Date:** _____

Signature: _____ **Department:** _____

Employment Manual Receipt Acknowledgement

I hereby acknowledge that the Human Resources Department gave me information on where to access the City of Melrose Employment Manual. I understand and agree that I will read and comply with the policies contained in this Manual and any revisions. The information contained in the Manual is subject to change as situations warrant and I understand that changes in policies may supersede, modify or eliminate those summarized in the Manual. Any such changes will be communicated to me through official notices. I accept responsibility for keeping informed of these changes.

REGARDLESS OF ANY PROVISION IN THIS MANUAL, THE CITY OR I MAY TERMINATE THE EMPLOYMENT RELATIONSHIP AT ANY TIME, FOR ANY REASON, WITH OR WITHOUT CAUSE OR NOTICE. NOTHING IN THIS MANUAL SHALL LIMIT THE RIGHT TO TERMINATE EMPLOYMENT AT-WILL. NO EMPLOYEE OR REPRESENTATIVE OF THE CITY IS AUTHORIZED TO ENTER INTO AN AGREEMENT—EXPRESS OR IMPLIED—WITH ME OR ANY EMPLOYEE FOR EMPLOYMENT FOR A SPECIFIED PERIOD OF TIME.

⇒ **At Work:** The Manual is located on the HR Portal
<https://cityofmelrosegov.sharepoint.com/sites/HR>

Click on Employment Manual on the header.

⇒ **At Home:** The Manual is located on the HR page of the City of Melrose website
<https://www.cityofmelrose.org/human-resources>

Click on Employment Manual on the left-hand side of the page.

- ⇒ **No access to a computer:** Should you have questions or concerns you can:
- Request a hard copy from your Manager or the Human Resources Department.
 - Schedule a meeting with your Manager for assistance.
 - Schedule a meeting with Human Resources for assistance.

Print Name: _____

Date: _____

Signature: _____

Department: _____