

2017 Employee Handbook



KNOX COUNTY TENNESSEE





Knox County Government Employee Handbook

**A GUIDE TO PERSONNEL POLICIES AND
EMPLOYEE BENEFITS**

THIS HANDBOOK WAS PREPARED BY:

**KNOX COUNTY
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Table of Contents

Introduction	1
Policies for Employees of Elected Officials	2
State and Federal Policies	3
Equal Employment Opportunity Policy.....	3
Equal Employment Opportunity Grievance Procedures.....	3
Workplace Harassment / Abusive Conduct Prevention Policy	4
Americans with Disabilities Act (ADA)	5
Title VI of the Civil Rights Act of 1964.....	6
Veterans’ Preference	6
Background Checks for Job Applications	6
HIPAA	7
Code of Ethics	8
Ethical Conduct	8
Duty to Report	8
Conflict of Interest	8
Knox County Hotline	8
Political Activity.....	9
Secondary Employment.....	9
Nepotism.....	9
County Equipment	10
Gifts and Contributions.....	10
Classification and Compensation	12
Probationary Employees.....	12
Temporary and Seasonal Employees.....	12
Part-Time Employees	12
Full-Time Employees.....	12
Employment At-Will.....	12
Job Classification.....	12
Compensation Plan	13
Pay Periods.....	13

Exempt and Non-exempt Employees 13

Working During Lunch Periods 14

Working Before/After Regular Hours 14

General Personnel Policies 15

Attendance 15

Work Hours and Time Records 15

Canvassing or Solicitation 16

Inclement Weather 16

Central Personnel Files 17

Performance Appraisals 18

Promotions, Transfers and Reassignments 18

Progressive Discipline Procedure 19

Suspensions 20

Demotions 20

Dismissals/Terminations 20

Resignations 21

Reduction in Force 21

Safety 22

Garnishments and Levies 22

Alcohol and Drugs – Drug Free Workplace Policy 22

Tobacco Use 24

Computer, Smartphones, Tablets and other Tech Equipment 24

Leave Policies 26

Annual Leave/Vacation 26

Annual Leave Scheduling 28

Sick Leave Accrual 29

Sick Leave Retirement Payout Eligibility 29

Sick Leave Notification and Approval 29

Sick Leave for Employee Illness or Injury 30

Sick Leave for Family Illness or Injury 30

Sick Leave for Medical Appointment 31

Sick Leave Accounting 31

Sick Leave Donation Between Employees	31
Bereavement Leave/Funeral Leave	33
Holidays.....	34
Leave of Absence	36
Family Medical Leave Act (FMLA)	37
Maternity/Paternity Leave.....	39
Military Leave.....	40
Jury Duty or Court Appearance	41
Voting Leave/ Elections	41
Employee Benefits	42
Benefits Eligibility.....	42
Plan Documents	42
Medical Coverage	42
Dental and Vision Coverage	43
Identification Cards.....	43
Annual Enrollment/Transfer Period.....	43
Benefit Premiums/Payroll Deductions.....	43
COBRA.....	44
Employee Assistance Program.....	44
Flexible Spending Accounts	44
Change in Status	45
Supplemental Benefits.....	45
Nursing Mothers.....	45
Workers' Compensation	45
Life Insurance.....	47
Retirement and Pension Board.....	48
Disability Benefit	48
Credit Union.....	48

Check This Out

This Employee Handbook contains “check boxes” intended to highlight instructional information. These boxes give special emphasis to important topics and/or tell you the steps to make something happen.



When you see one of these “check boxes,” read the information carefully.

Introduction

We are pleased to introduce the Knox County employee handbook. This handbook outlines and summarizes basic personnel policies, employee benefits, employee responsibilities and employee rights. This handbook is intended to be useful for all Knox County employees.

Knox County is committed to providing a quality workplace for employees. It is our goal to:

- Provide management that is skilled, fair and concerned about the welfare of our employees;
- Equitably compensate each employee in accordance with our classification and compensation plan;
- Fill vacancies or new positions, when possible, by transfer or promotion from within the County;
- Discuss willingly and frankly any problems, complaints or questions on County personnel policies; and
- Keep employees informed of any changes that may affect them or their families.

The foundation of this handbook is the Base Personnel Policies that were approved by the Knox County Commission. This handbook revokes and supersedes all prior handbooks, amendments, policies or communications related to the employee handbook.

This handbook was developed to provide general guidelines about Knox County Government's policies and procedures for employees; however, it does not contain promises to any employee about how any particular situation will be handled. It is a guide to assist employees in becoming familiar with some of the benefits and obligations of employment, including our policy of at-will employment. None of the guidelines in this handbook are intended to give rise to contractual rights or obligations, and are not a guarantee of employment for any specific period of time or any specific type of work. These guidelines, except the policy of employment at-will, are subject to modification, amendment or revocation by Knox County Government at any time, without advance notice. It is the intention of Knox County Government to adhere to all State and Federal laws. Any personnel policy found to be in conflict with a State or Federal law will be changed to ensure compliance with the law.

Amendments may be made periodically in the following process:

- Approved by the County Mayor;
- Reviewed by the Law Department;
- Approved by the County Commission (if required);
- Communicated to all Knox County employees; and
- Filed in the Knox County Clerk's Office.

It is your responsibility to ensure you have the most up-to-date version of the Handbook. All questions pertaining to information found in this Handbook should be referred to the Human Resources Director.

Policies for Employees of Elected Officials

Elected officials have the jurisdiction to create, maintain and administer separate personnel policies and procedures. In these cases, the elected officials will provide the Handbook and policies for their employees. A copy of these documents is on file in the Knox County Clerk's Office. T.C.A. § 5-23-103(a) outlines the initial procedure for elected officials to adopt base personnel policies and procedures separate from a county's base personnel policies.

State and Federal Policies

Equal Employment Opportunity Policy

Knox County maintains an equal employment opportunity policy and does not discriminate in hiring practices or terms and conditions of employment. All applicants and employees receive equal employment opportunities and all personnel decisions, actions, and conditions affecting employees, including, but not limited to assignment, transfer, promotion, and compensation, will be governed by the principles of equal opportunity.

Discrimination against any person in recruitment, examination, appointment, training, promotion, retention, or discipline because of political or religious opinions or affiliations or because of race, religion, national origin, sex, age, sexual orientation, gender identity, disability, genetic information or veteran status is prohibited.

The Human Resources Director has been designated as the Equal Employment Opportunity (EEO) Officer for Knox County. The Human Resources Director will serve as EEO Officer for all county departments unless an Elected Official with responsibility for such department designates another person as EEO Officer to serve that Elected Official's department. The EEO Officer has overall responsibility for the implementation and monitoring of the County's Equal Employment Policy, as well as authority over the internal procedures employees use to settle EEO and harassment claims.

Equal Employment Opportunity Grievance Procedures

It is the policy of Knox County to establish a procedure for employees to follow in order to bring grievances of discrimination or harassment to the attention of management.

Procedure:

1. If there is a question or complaint regarding employment practices that you are unable to resolve with your immediate supervisor, you are encouraged to make that question or complaint known to the Equal Employment Opportunity (EEO) Officer (who is the Human Resources Director). You will be asked to state in writing the nature and detail of the complaint. Any employee filing a complaint will not be subject to retaliation.
2. The EEO Officer will investigate the complaint with your director or department head and any other person with knowledge of the situation.
3. You will be advised in writing of the results of the investigation and Knox County's decision regarding the complaint.
4. A record of the complaint and findings will become a part of the complaint investigation record, and the file will be maintained separately from your personnel file.

Workplace Harassment / Abusive Conduct Prevention Policy

Knox County believes that you should be provided with a working environment free from harassment. It is the policy of Knox County Government that verbal or physical conduct by any employee that harasses, disrupts or interferes with another's work performance or that creates an intimidating, offensive, or hostile environment will not be tolerated.

If you believe you are being subjected to sexual, racial, religious, national origin, age, disability, or political harassment, or believe you are being discriminated against, you must bring this to the County's attention. The nature of harassment often makes it impossible to detect unless the person being harassed registers his or her discontent with the appropriate authorities. You have a responsibility to report or complain as soon as possible to the appropriate supervisor, to your director or to the Human Resources Director.

All complaints of harassment must be investigated promptly and impartially, with confidentiality maintained to the greatest extent possible. In all cases, you will be advised of the findings following the investigation.

Any employee, supervisor, or director who is found to have engaged in harassment of another employee will be subject to appropriate disciplinary action, up to and including termination.

Abusive Conduct Prevention Policy:

Knox County believes that all employees have the right to be treated with dignity and respect in the workplace. No employee shall engage in threatening, violent, intimidating or abusive conduct or behavior. Abusive conduct includes but is not limited to:

- Repeated verbal abuse such as derogatory remarks or insults;
- Nonverbal conduct that is threatening, intimidating or humiliating; or
- Sabotaging or undermining an employee's work performance.

A single act generally will not constitute abusive conduct, unless such conduct is determined to be severe and egregious.

Abusive conduct does not include:

- Disciplinary procedures as provide in this handbook;
- Routine counseling or correction of work performance;
- Reasonable work assignments;
- Individual differences in styles of personal expression;
- Passionate expression with no intent to harm others;
- Differences of opinion on work related concerns; or
- The non-abusive exercise of managerial prerogative.

All employees are encouraged to report abusive conduct, however the County recognizes that intentional false allegations can have a serious effect on innocent people. Employees who falsely accuse another employee under this policy will be subject to appropriate disciplinary action.



If you believe you are the victim of harassment or abusive behavior you must report or complain as soon as possible to your supervisor, to your director or to the Human Resources Director. You may decide to which of these three persons the report will be made.

Sexual Harassment: Each director, supervisor, and employee has a responsibility to maintain the workplace free of any form of sexual harassment. Sexually harassing conduct in the workplace, whether committed by supervisors or non-supervisory personnel, is prohibited. Such conduct includes but is not limited to:

- Sexual flirtations, touching, advances, or propositions;
- Verbal abuse of a sexual nature;
- Graphic or suggestive comments about an individual's dress or body;
- Sexually degrading words to describe an individual;
- The display of sexually suggestive objects or pictures, including nude photographs.

As with any form of harassment, you have the responsibility to report sexual harassment to an appropriate authority as soon as possible. You may report to either your supervisor, department director, or the Human Resources Director. Your complaint of sexual harassment must be investigated promptly and impartially, with confidentiality maintained to the greatest extent possible. You will be advised of the findings following the investigation.

Any employee, supervisor, or director who is found to have engaged in sexual harassment of another employee will be subject to appropriate disciplinary action, up to and including termination.

Americans with Disabilities Act (ADA)

Knox County Government complies with the Americans with Disabilities Act of 1990, Public Law 101-336 (ADA), which prohibits discrimination on the basis of disability. The ADA prohibits employers with 15 or more employees from discriminating against qualified job applicants and employees who are or become disabled.

Knox County Government is committed to providing reasonable accommodations to qualified individuals with disabilities, unless it would impose an undue hardship on the employer. If you have a disability, you may request a reasonable accommodation at any time during the application process or during the period of employment. You, your health professional, or any other representative acting on your behalf may request an accommodation. This may be done verbally or by completing a reasonable accommodation request form. This form may be obtained from your supervisor or the Knox County Human Resources Department.



If you have a disability and need an accommodation to perform your job duties or to receive any regular benefit or condition of employment, you should make the request to your supervisor verbally, in a written memo or by using a special form. Any other person may assist in making this request.

Reasonable documentation from an appropriate healthcare or rehabilitation professional will be required to establish that you have an ADA disability and that the disability necessitates a reasonable accommodation.

Title VI of the Civil Rights Act of 1964

Knox County Government complies with Title VI of the Civil Rights Act of 1964. This act requires that agencies receiving federal money develop and implement plans to ensure that no one receiving benefits under a federally funded program is discriminated against on the basis of race, color, or national origin.

To report any complaints or to receive additional information about Title VI, contact the Compliance Coordinator at (865) 215-2952.

Veterans' Preference

Veterans' preference is observed for veterans who served full-time in the United States Armed Forces. Any person claiming preference under this section shall submit satisfactory proof of service and honorable discharge with the employment application. The preferences established by this section shall be applicable to recruitment, hiring for employment or advancement in employment classifications managed and maintained by the County Human Resources Director. Candidates who have the minimum qualifications will be invited to interview.

Background Checks for Job Applications

If you are selected for employment with Knox County, a background check will be conducted. The County follows the policy guidelines of the U.S. Equal Employment Opportunity Commission (EEOC) when conducting background checks and fully complies with the law under Title VII of the Civil Rights Act of 1964.

- A background check will only be conducted on an applicant who has received a conditional offer of employment.
- Information sought in a background check will only be job-related.
- Information obtained during a background check will be kept confidential.
- Applicants must sign a written acknowledgment form granting the County permission to do a background check.

- Types of background checks:
 - Criminal Background Checks—Criminal background checks will be conducted on all applicants once they are selected for employment.
 - Vehicle Driving Records—Vehicle driving records are checked if your job duties require you to drive a vehicle on County business.
 - Credit History Background Checks—A credit history background will only be conducted if your primary job duties will include handling money, finances or auditing.
 - Verification of Education and Professional Credentials—Some County departments may verify educational or professional certification of all selected job applicants in that department.
 - DOT Background Check—Commercial truck drivers who are selected for a County job driving a truck will have a DOT background check from the applicant’s previous employer.

The Human Resources Director will be responsible for evaluating applicant background checks and complying with all laws and regulations pertaining to background checks.

HIPAA

Knox County Government complies with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and follows guidelines involving the protected health information of employees, dependents and patients.

Code of Ethics

It is the policy of Knox County Government to uphold, promote and demand the highest standards of ethics from all employees and officials, whether elected or appointed. Accordingly, all County employees should maintain the utmost standards of personal integrity, truthfulness, honesty, and fairness in carrying out their public duties; avoid any improprieties in their roles as public servants; and never use their County position or powers for improper personal gain.

Ethical Conduct

You are required to maintain the highest ethical standards in the conduct of your official duties. This also applies to non-work situations when you identify yourself as a County employee (i.e., wearing a County identification badge, distributing a County business card, wearing a County uniform, driving a County vehicle, etc.). In order to fulfill this requirement, the following points are made:

- Personal characteristics such as honesty, courtesy, dependability, sobriety, industry and use of sound judgment are required for all employees in all classes of work in County government;
- There shall be no activity which is in conflict with the interest of your official duties; and
- You cannot use your position with the County for private interest.

Duty to Report

If you have direct or indirect knowledge of any suspected illegal, improper, wasteful or fraudulent activity involving an employee with Knox County, you must immediately report such activities to your supervisor, department director, the Director of Human Resources or the Knox County Hotline. Failure to report such activity may lead to disciplinary action up to and including termination.

Conflict of Interest

Employment with Knox County Government is a public trust. You must not have any financial interest in, or receive any financial benefit from, any acquisition or expenditure related to County activities that interferes or conflicts with the full discharge of your duties.

Knox County Hotline

Tennessee law requires that Knox County establish a confidential way for employees and the general public to report illegal, improper, wasteful or fraudulent activity in county government.

If you observe any employee engaging in activity which you consider illegal, improper, wasteful or fraudulent in Knox County Government, please call the Toll-Free Hotline, 1-866-858-4443, or complete a report online at knoxcounty.alertline.com. Reports can be made anonymously and confidentially. The Hotline operates 24/7.

Political Activity

You may join or affiliate with civic organizations of a partisan or a political nature, may attend political meetings and may advocate and support the principles or policies of civic or political organizations in accordance with the Constitution and laws of the State of Tennessee and in accordance with the Constitution and the laws of the United States of America.

However, you may not:

- Engage in any political activity while on duty;
- Use official authority or influence for the purpose of interfering with or affecting the result of an election or a nomination for office;
- Be required as a duty of employment or as a condition of employment, promotion or tenure of office to contribute funds for political or partisan purposes;
- Coerce or compel contributions for political or partisan purposes from another employee of the County; or
- Use any supplies or equipment of the County for political or partisan purposes.

Secondary Employment

You shall not engage in any outside employment which adversely affects your work performance as an employee of the County or creates a conflict of interest.

If you engage in other employment, you must notify your supervisor in writing stating the name of the employer, the nature of work or business, specific duties and hours worked per week. Your supervisor will send a copy of these statements to the Human Resources Director for placement in your personnel file. If your supervisor believes there may be a potential incompatibility between the outside employment and County employment due to either the number of work hours or nature of work or scheduling requirements, he/she shall submit appropriate recommendations to the Human Resources Director. The final decision will be made jointly by the Human Resources Director and your department director.



If you work another job, you must notify your supervisor in writing and state the employer, type of work, job duties, and hours worked per week. This job cannot conflict with your primary job at Knox County.

You shall at all times give first priority to the performance of your Knox County job. County work schedules will not be adjusted to accommodate non-County work schedules.

Nepotism

You are not permitted to directly supervise a relative. Direct or immediate supervision includes, but is not limited to, any participation in the hiring decision, promotional decision, work assignment decision, shift assignment decision, disciplinary decision or the evaluation process of another employee.

Violations occurring as a result of marriage, living arrangement, promotion or reorganization shall be resolved by transfer to another department or resignation/termination to eliminate the violation.

For the purpose of this policy, “relative” means parent, stepparent, foster parent, parent-in-law, child, spouse, brother, brother-in-law, foster brother, stepbrother, sister, sister-in-law, foster sister, stepsister, grandparent, son-in-law, daughter-in-law, grandchild, or other person who resides in the same household. A court-appointed legal guardian or an individual who has acted as a parent substitute is also included within this definition.

For the purpose of this policy, “department” means the major departments of Knox County Government as created by the County Mayor and approved by resolution of the Knox County Commission.

County Equipment

County equipment, materials, vehicles, and/or other resources assigned to you shall be used with care and economy, and shall be used only for County purposes. Waste or misuse of County resources may result in disciplinary action, up to and including termination.

Gifts and Contributions

You may not solicit or accept, either directly or indirectly, for yourself or for any member of your household, any gift, gratuity, service, favor, entertainment, lodging, transportation, loan, loan guarantee or anything of monetary value from any person who:

- Has, or is seeking to obtain, contractual or other business or financial relations with the department or agency of Knox County by which you are employed;
- Conducts operations or activities that are regulated by the department of Knox County by which you are employed; or
- Has interests that may be substantially affected by the performance or nonperformance of your official duties.

Exceptions

The prohibitions on accepting gifts, entertainment and favors do not apply to:

- Meals and entertainment: Food, beverage and entertainment provided as part of a meal or other event if the value of such items does not exceed \$35 per occasion, with the limit of two meals per day.
- Family members or friends of long standing: There is no prohibition if the circumstances make it clear that it is the relationship, rather than the business or the persons concerned, which is the motivating factor and where the value of the gift, entertainment or favor is appropriate to the circumstance and consistent with the long-standing relationship. If such a gift, entertainment, or favor exceeds \$100 in value, you must disclose the nature and value of the gift, entertainment or favor in a letter to the County Mayor.

- Ordinary loans: There is no prohibition if the loan is from an established financial institution made in the course of business on usual and customary terms. However, there can be no guarantees or collateral provided by any person described in the first paragraph of this section on Gifts and Contributions.
- Unsolicited advertising material: You may keep and use gift items with advertising (calendars, pens, key chains, etc.) as long as you did not request the items and they are of nominal value.

Classification and Compensation

Probationary Employees

Your first 12 consecutive months of employment are considered the probationary period. During this time, you may be terminated, except in the case of alleged discrimination on the basis of political affiliation, race, national origin, sex, age, religion, disability or veteran status. Your supervisor will evaluate your performance after your six months of employment during the probationary period. The evaluation will be in writing, reviewed with you and placed in your personnel file.

Your supervisor may evaluate your performance more often during the probationary period.

If the hiring authority determines that your services should be terminated before the end of the probationary period, you will be notified in writing.

If you transfer to another position under the administration of the County Mayor, you will not begin a new probationary period. However, employees who transfer from the offices of another elected official (i.e., Sheriff, court systems, etc.) will begin their probationary period on the transfer date.

Temporary and Seasonal Employees

You are considered a temporary employee when hired for a stated or specific term of employment of less than one year.

Part-Time Employees

You are a part-time employee if hired to work less than 30 hours per week on a regular basis.

Full-Time Employees

You are a full-time employee if hired to work a minimum of 30 hours per week on a regular basis.

Employment At-Will

Knox County Government is an at-will employer and as such there is no specific length or guarantee of continued employment. Either you or the County may terminate your employment at-will, without cause or prior notice, at any time. None of the County's policies may be construed to create a contract of employment or any other legal obligation, express or implied, and any policy may be amended, revised, supplemented, rescinded or otherwise altered, in whole or in part, at any time, at the sole and absolute discretion of Knox County.

Job Classification

All job classifications are based on an analysis of the duties and responsibilities of each position and include minimum requirements of education, training, experience, skills, knowledge and abilities necessary for the job. The Human Resources Department keeps job descriptions on file. When you begin a new position, you should receive a copy of your job description.

Compensation Plan

The compensation plan intends to provide equal compensation for work of equivalent responsibility, pay according to work performance and/or outstanding service and establish pay rates which are comparable with those of regional governmental employers. Each position is rated according to experience, knowledge, training, duty complexity, leadership, effect of errors, communication, problem solving, physical demands, potential work hazards, stewardship/responsibility and education.

Employees are generally hired at the first step of the position's pay grade but may receive a higher salary depending on experience and skill level.

Pay Periods

You are paid on a bi-weekly basis. Payroll checks are available every other Friday. Some pay dates may occur earlier due to holidays.

Exempt and Non-exempt Employees

If you are a non-exempt employee, you are covered by the overtime provisions of the Fair Labor Standards Act. You will receive time-and-a-half in compensatory time for any time actually worked beyond 40 hours in one week. (Time off such as holidays, annual leave, or sick leave does not count as time worked.)

If you are an exempt employee, you are not covered by the overtime provisions of the Fair Labor Standards Act. There are several categories of exempt employees, including those in bona fide executive, administrative and professional positions. Exempt employees do not receive compensatory time regardless of time worked.

Classifying a position as "exempt" is made on the basis of comparing actual job duties with criteria established by the Department of Labor. A job title, for example, is not sufficient data to classify a job as exempt from overtime status. The Responsibility for classifying Knox County positions as exempt or non-exempt lies with the Human Resources Department.

Overtime Compensation/Compensatory Time

In accordance with the Fair Labor Standards Act, Knox County grants non-exempt employees compensatory time off instead of payment for time worked in excess of 40 hours in a work week. Compensatory time will be granted at time-and-a-half for all time worked in excess of 40 hours.

You may use accrued compensatory time within a reasonable period after making the request if your absence does not unduly disrupt the operations of the department.



If you wish to use "comp time," you should request leave using the procedure in place in your department. Be aware that work and staffing may impact approval, but your supervisor should make a reasonable effort to honor your request.

Classification and Compensation

Compensatory time is cumulative to a maximum of 240 hours (160 hours of actual overtime worked) for all eligible Knox County employees. No hours of compensatory time may be accrued beyond the maximum of 240 hours, except under the following circumstances:

If your additional work hours were for a public safety activity, an emergency response activity, or a seasonal activity, you may accrue no more than 480 hours of compensatory time (320 hours of actual overtime worked).

All accrued compensatory time must be used by June 30 of each year.

Working During Lunch Periods

Lunch period is time set aside for eating. The time is not considered part of the basic workday and no pay is earned during this period.

A workday may not be shortened by “working through” or reducing the lunch period on a voluntary basis. Eliminating or reducing your lunch period requires prior approval from your immediate supervisor. Such approvals must be limited and will typically be for one day due to unusual or special circumstances. Working through the lunch period is not to be used as an on-going solution for scheduling issues.



If you need to make a one-time adjustment to your work schedule, you may ask your immediate supervisor, in advance, for permission to reduce or eliminate your lunch period on the day in question. This may not be used on an on-going basis.

Working Before/After Regular Hours

You may not voluntarily begin work early, or work after hours, to extend your workday for the purpose of accumulating compensatory time. Prior approval from the immediate supervisor is required for any adjustment to the work schedule.

General Personnel Policies

Attendance

You are an important member of the Knox County Government team. We are committed to providing the highest level of government services and functions to better serve the community. In order to accomplish this, your prompt and regular attendance is required.



You must telephone your supervisor (or next-level manager or designee) and speak directly to that person to give notification of absence or tardiness. Leaving a message does not meet this requirement.

In case of an illness or injury that would prevent you from reporting to work at the scheduled time, you are required to speak directly to your supervisor. If your supervisor is unavailable, you are required to speak directly to the next-level manager or director, or to the person designated by your supervisor.

Failure to provide notification of absence for three consecutive workdays may result in removal from the payroll as having resigned without notice. Employees who resign under such circumstances are not eligible for rehire.

Work Hours and Time Records

The normal workweek consists of 37.5 hours or 40 hours depending on the job classification and work location. Core business hours are 8:00 am to 4:30 pm. Some jobs may require other hours of service. In such cases, the immediate supervisor will inform you of your work hours.

You will be responsible for completing a Knox County time sheet with your beginning and ending work times, including lunch. This is necessary for payroll calculation of your earnings. Non-exempt and exempt employees are required to complete an accurate time sheet of beginning and ending work times, including lunch.

Anyone who willfully falsifies a time record will be subject to immediate dismissal.



You will be subject to immediate dismissal if you willfully falsify your time record. The same consequence applies if you falsify, or interfere with, the time record of any other employee.

Canvassing or Solicitation

Non-employees are not permitted to solicit verbally or by distribution of written material to Knox County employees or the general public for commercial purposes during work hours in work areas.

Solicitations by Knox County employees made to other Knox County employees are permitted only in non-work areas and during non-work hours.

Non-work areas include lobbies, hallways, elevators, stairs, sidewalks, parking areas, patios, lunchrooms or other areas not regularly scheduled for work activities. Non-work hours include before and after scheduled work hours, lunch periods and approved breaks.



If you wish to schedule activities in Knox County offices or solicit other employees for charitable purposes, first:

- ***Submit a request in writing to the County Mayor (or the official in charge)***
- ***Receive approval***

Employees or outside charitable organizations who wish to solicit Knox County employees for charitable purposes or to schedule activities in Knox County offices, must submit a written request and must be approved by the County Mayor.

Inclement Weather

Inclement Weather without Official Closing: Inclement weather usually does not warrant closing of county offices. Absence due to inclement weather requires you to make a personal judgment pertaining to your safety in traveling to and from work. Loss of work time for this reason is charged to your accrued compensatory time or annual leave. If you have no compensatory time or annual leave, then the time is charged as leave without pay.

Official Closings Due to Inclement Weather: The County Mayor will decide if Knox County offices will be closed on normal workdays during inclement weather. The official outlet for closing information is the County's website, www.knoxcounty.org. Closing information will be posted on the County website and on social media before it is distributed anywhere else. Closing information will also be given to Knoxville media outlets for publication, if they so choose. Senior Directors or their designees may determine closing for departments that work evenings and/or weekends (i.e., Library).

The County Mayor will also contact your director to inform him/her of the closing and each department will have a notification process. If you have any question about an official closing, you should contact your immediate supervisor.

The County Mayor (or designated Senior Directors) will also determine whether certain “critical emergency service personnel” must report to work during inclement weather. Such personnel may include employees from:

- Engineering and Public Works
- Medical Examiner’s Office
- Health Department
- Information Technology

If other employees are needed to assist with services, they will be contacted by a supervisor.

If you are not required to work during an inclement weather closing, you will receive administrative pay for your regularly scheduled working hours during the period of closing.

If you are among the critical emergency service personnel who must work, you will receive wages plus compensatory time for the hours actually worked.

If you are not scheduled to work during an inclement weather closing, you will not be paid for the closing.

If you are on annual, sick, or any other leave with pay during the declared times of closing, you will receive administrative leave with pay and will not have to charge that time to leave.

Central Personnel Files

The central personnel files are public records and are maintained in the Human Resources Department. To review a file, contact the Human Resources Office at (865) 215-2321. A sign-out sheet will be in each file showing who reviewed the file and the date. An employee of the Human Resources Department will remain in the room while the file is being reviewed.

It is important that you promptly report any change in personal information to the Human Resources Department. Other records, such as educational accomplishments, should also be reported as they are factors in consideration for future promotional opportunity. Be sure that the Human Resources Department always has your correct:

- Address and contact numbers such as telephone, mobile phone, and email address, *etc*;
- Marital status;
- Any increase or decrease in number of dependents;
- Any change affecting Social Security records; and
- Your correct beneficiary.



If you experience a change in educational status, identifying information, or family status, you should report these changes to the Human Resources Department at (865) 215-2321.

General Personnel Policies

Tennessee law (TCA Sections 10-7-502 through 10-7-507) requires that “all state, county, and municipal records... shall at all times, during business hours, be open for... inspection by any citizen of Tennessee.” The statute applies to personnel records and allows you to review your personnel file, as well as allowing any member of the public to do so. (Medical records are not part of the personnel file.)

There is, however, restricted access to certain types of employee information. The following records of government employees will not be open for inspection by members of the public:

- Home address;
- Home telephone and personal cellular numbers;
- Bank account information;
- Social security numbers;
- Driver license information;
- Personal, non-government issued email address;
- Emergency contact information; and
- Same information about an employee’s immediate family members.

Performance Appraisals

If you are a probationary employee, your supervisor is required to give you an evaluation (every six months) during the probationary period. After the probationary period, you are evaluated annually.

The performance appraisal is a systematic method of appraising and strengthening your performance. Your supervisor makes a rated evaluation based on factors such as job knowledge, job duties, leadership, promotion of accuracy, safety, communication, problem solving, stewardship and responsibility. He or she reviews your job description for any necessary changes and gives you feedback about your performance. Together you may develop goals to improve your job skills and enhance your performance.

Promotions, Transfers and Reassignments

Promotions: Knox County continually strives to promote employees and fill job vacancies on an equal opportunity basis. Promotions are based on an objective evaluation of each vacancy and the candidates involved. Vacancies will be advertised and, when possible, Knox County will promote from within and will first consider employees with the necessary qualifications and skills, unless outside recruitment is deemed to be in the best interest of the County.

You may view job postings on the central job posting bulletin board outside the Human Resources Department, on various bulletin boards throughout the County system, and on the Knox County website (www.knoxcounty.org/hr). Other local agencies, including the University of Tennessee, may also receive notice of postings. Selected openings may be advertised in the local newspaper.

Transfers and Reassignments: It is the policy of Knox County Government that it may, at its discretion, initiate or approve employee job transfers.

You may request a voluntary job transfer by applying for a posted open position. However, to be eligible for a voluntary transfer, you must be able to meet the requirements of the new position, must have satisfactory performance, must have held your current position for at least six months, and must have no

adverse disciplinary actions during the same time period. The six month requirement may be waived in situations where a transfer or reassignment is within the best interest of the County.



If you want to transfer to another job within Knox County Government, you should submit an application for the desired position. (It must be currently posted.) You must have held your current position at least six months, had satisfactory performance and discipline records during that time, and be qualified for the new position. Transfers are not automatic – you will compete with all other applicants for the vacant position.

Progressive Discipline Procedure

In cases where an employee displays inappropriate conduct or poor performance – and the activity does not call for automatic dismissal – Knox County may or may not follow a progressive discipline process. This is a system that consists of corrective action, documentation and adverse action. The three steps of progressive discipline include:

1. **Verbal** – The first step is usually a verbal warning from the supervisor to identify the problem and to state the corrective action needed. The supervisor documents this step (including dates, times, and details of incidents of improper conduct or poor performance) and the date the warning was given. The supervisor sends this documentation to the Human Resources Director who will review it and place it in the employee’s personnel file. The employee may submit a separate written statement for the file, if desired.

If there have been no other disciplinary actions taken after one year, the employee can make a written request that the verbal warning be removed from the personnel file.

2. **Written** – The second step in the process is a written warning with specific examples cited. The supervisor prepares a letter or memo that states a specific time frame in which the employee must improve and gives the exact consequences of failure to improve. Prior to issuing the letter, the supervisor must review it with his/her director. A copy of the letter is forwarded to the Human Resources Director for review and placement in the employee’s personnel file. The employee has the option of submitting a written statement that will also be placed in the file.
3. **Adverse Action** – If repeated attempts at corrective action fail to produce satisfactory results, some form of adverse action may be taken. The term “adverse action” means actions involving suspension, demotion, or dismissal. Before any adverse action becomes effective, the supervisor must obtain the approval from the appropriate hiring authority and the approval of the Human Resources Director or his/her designee.

Any employee who receives three documented warnings in a 12-month period is subject to dismissal as is the employee who receives repeated disciplinary actions for any reason.

Knox County is under no obligation to follow these steps in sequence or even to follow them at all. Knox

General Personnel Policies

County reserves the right to terminate anyone's employment immediately without warning. Either you or Knox County may terminate your employment at will, without cause or prior notice, at any time.

Suspensions

The hiring authority, who is the manager or director of a department, may suspend you for cause and without pay for a period of time not to exceed 10 working days in any three-month period.

You may not take annual leave, sick leave, or compensatory leave ("comp time") while on suspension.

The progressive discipline process may be followed prior to suspension, unless the situation warrants automatic suspension.

Demotions

A demotion is an assignment to a job at a lesser basic pay rate. There are two kinds of demotions: (1) demotions for cause and (2) demotions due to a reduction in workforce.

Demotion for Cause: A demotion may be made for cause including, but not limited to, violations of rules, failure to perform job duties adequately, misconduct or neglect of duty. The progressive discipline process may be followed prior to demotion.

Demotion Due to Reduction in Force: If a demotion is based on a reduction in force, you will be given consideration, based on seniority and work performance record, for future openings in higher job classifications. No progressive discipline process is necessary for a demotion based on reduction in force.

Dismissals/Terminations

Immediate dismissals may be made for cause including, but not limited to, your action or behavior that constitutes:

- Insubordination (refusal to follow supervisor's instructions);
- Endangering your own health or safety or the health or safety of other employees or citizens;
- Making fraudulent statements on employee applications or job records;
- Absence from work without authorization or notification;
- Theft, vandalism, or willful destruction of County or employee property;
- Any violation of the County Alcohol and Drug Policy;
- Falsifying a time and attendance record;
- Improper or unsafe operation of a county vehicle as specified in the Fleet Safety Program; and
- Any other infraction when dismissal is determined to be in the best interest of the County.

Dismissals that follow the progressive discipline process are permitted for reasons that include but are not limited to:

- Misconduct;
- Willful neglect of duties;
- Failure to perform job duties;
- Repeated tardiness or absence;
- Violation of departmental rules;
- Email abuse; and
- Internet abuse.

Any employee who receives three documented warnings in a 12-month period is subject to dismissal as is the employee who receives repeated disciplinary actions for any reason.

Knox County is under no obligation to follow these steps in sequence or even to follow them at all. Knox County reserves the right to terminate anyone's employment immediately without warning.

Resignations

If you want to resign your position, you should notify your immediate supervisor or the department director in writing no less than 10 working days before your expected termination date. Failure to provide such a notice will be recorded in your personnel file and may constitute grounds for "no-rehire."

After you give notice, your supervisor or department director can release you from the job in less than 10 working days provided that all state and federal legal requirements are met.



To resign your job, give a written notice to either your immediate supervisor or department director. You must do this at least 10 working days before your last day of work.

Reduction in Force

A reduction in force is the release of an employee due to lack of funds, curtailment of work, or reorganization. If you are discharged because of a reduction, you are considered terminated unless you are offered and accept another position.

The department director will determine when a reduction in force is warranted and which employee(s) will be released. The decision about individual employees is made with consideration of job knowledge, skills, and work performance. If all factors are equal, seniority will govern. If you lose your job through a reduction in force, you may apply for other posted positions, now or in the future.

Safety

Knox County is concerned for your health and safety in the performance of your job. You must observe all safety rules.

Any workplace accidents, incidents or injuries must be reported immediately to your direct supervisor and the Risk Management Department. You will also have to complete a written report and send it to Risk Management within 48 hours. If you are injured and unable to report immediately, then you should report the incident as soon as possible. Your supervisor will also have to file a report.



You must report workplace accidents, incidents, or injuries to your direct supervisor as soon as possible. You will also have to complete a report and return it to the Risk Management Department.

The Risk Management Department also sponsors a Safety Committee with membership representing all areas of Knox County. This group meets monthly and advises both management and employees on matters of safety and health.

For additional information about any safety concern, please contact the Risk Management Department.

Garnishments and Levies

In the event that garnishment or similar proceedings are instituted against an employee, Knox County Government will deduct the required amount from the employee's paycheck.



If your wages are garnished, be sure that all correspondence to your employer are sent to:

***Knox County Payroll Department
Room 635 City-County Building
400 Main Street
Knoxville, TN 37902***

Alcohol and Drugs – Drug Free Workplace Policy

Knox County Government is committed to a safe working environment and to making adequate provisions for the safety and health of its employees at their place of employment.

The County regards its personnel as individuals as well as employees and believes that alcoholism and drug addictions are illnesses and should be treated as such.

Knox County further believes that if you develop alcoholism or other drug addictions you can be helped

to recover and should be offered appropriate assistance. It is in the best interest of you and the County that when alcoholism or drug addiction is present it should be diagnosed and treated at the earliest possible date. Confidential treatment of the diagnosis and recovery process for alcoholism or drug addiction is essential.

Substance abuse can be reasonably expected to produce impaired job performance, lost productivity, absenteeism, accidents, wasted materials, lowered morale, rising health care costs, and diminished interpersonal relationship skills. Knox County Government and its employees share a commitment to create and maintain a drug-free workplace.

The full Drug and Alcohol policy is available from the Human Resources Department. Please call (865) 215-2321 if you would like a copy. This section offers a brief summary of that policy.

Pre-Employment Testing: All applicants considered for employment in safety-sensitive positions are required to submit to a urinalysis test for the detection of the illegal use of drugs, examples are:

- Lifeguard
- Laborer
- Light-equipment operator
- Heavy-equipment operator
- All positions requiring a commercial driver license (CDL)
- Equipment Operator
- Mechanic
- Medical Examiner
- Medical Legal Death Investigator
- Autopsy Technician

Employees on Duty or on County Property: You must not manufacture, distribute, dispense, possess, or use illegal drugs or drug paraphernalia, nor may you be under the influence of such drugs. Furthermore, you must not be under any degree of intoxication or odor from alcohol, or possess open alcoholic beverage containers while on duty, or on County property or in attendance at County approved functions.

Use of Prescription Drugs: You must not use or take prescription drugs above the level recommended by your prescribing physician and must not use prescribed drugs for purposes other than those for which they are intended.

If you are authorized to drive a County vehicle, you must notify your supervisor or director of any illness, physical condition or use of medication that may impair or affect your ability to safely drive a vehicle. Failure to notify your superior that you are taking medication that may affect driving may lead to disciplinary action up to and including termination (See *Fleet Safety Program* §10(A), 2016).

Employees Convicted of a Criminal Drug Law: If you are convicted of any criminal drug law (including alcohol, prescription drugs, or over-the-counter drugs), you must notify your supervisor or director no later than five days after the conviction. Within 30 days after receiving notice of a conviction, the County will take appropriate disciplinary action and/or refer the employee to an appropriate substance abuse rehabilitation program. Your failure to report the conviction within the time prescribed will lead to disciplinary action up to and including termination.



A consequence of violating Knox County’s Alcohol and Drug Policy may include automatic dismissal, meaning that the usual progressive discipline process is bypassed.

Reasonable Suspicion of Drug or Alcohol Use: Whenever a department director, the Human Resource Director and/or someone authorized in his/her absence reasonably suspects that your work performance or on-the-job behavior may have been affected in any way by illegal drugs or alcohol or that you have otherwise violated the Knox County Government Drug-Free Workplace Substance Abuse Policy, you may be required to submit a breath and/or urine sample for drug and alcohol testing.

When a supervisor observes or is notified of behaviors or events that lead the supervisor to believe that an employee is in violation of the Drug-Free Workplace Substance Abuse Policy, the supervisor must notify the hiring authority or director.

Refusal to Submit to Required Testing: If you are required to submit to drug/alcohol testing based upon reasonable suspicion and refuse, you may be charged with insubordination and necessary procedures may be taken to terminate your employment.

Tobacco Use

Tobacco products including electronic/vapor cigarettes may only be used outside buildings in a specific area designated by the building manager. Ask your supervisor where this area is located in your building. Additionally, tobacco products including electronic/vapor cigarettes may not be used in any vehicle owned or leased by the County.

Computer, Smartphones, Tablets and other Tech Equipment

Computers, smartphones, tablets and other tech and related equipment and software are County property and are provided for the use of County employees for conducting County business. These items include, but are not limited to, smart phones and other tech equipment, hardware, software, and computer files and documents.

The County has the right to monitor any and all of its computers. This includes but is not limited to:

- Monitoring your internet usage;
- Reviewing any downloaded or uploaded material;
- Reviewing emails sent or received by you; and/or
- Monitoring the content of stored files on your county computer, smart phones, tablets or other tech and related equipment.

Passwords: All passwords used to gain access to any device owned by the County must be provided to the department director or the Information Technology department upon request. The use of undisclosed passwords is prohibited.

Knox County will not request or require an employee to disclose a password that allows access to the employees' personal accounts.

Prohibited Uses: Sending, displaying, circulating, or storing inappropriate, illegal or sexually explicit material is prohibited.

No software or hardware may be installed or downloaded on County computers without the written permission of the Director of Information Technology.

Playing computer games on County computers is prohibited.

The email system may not be used to solicit or to conduct personal business ventures.

Employees must comply with all software licenses, copyrights and all other local, state and federal laws governing intellectual property and online activity.

Employees who violate this policy shall be subject to legal and/or criminal prosecution. Computers, smartphones, tablets and other tech equipment that have been used to violate this policy may be disconnected from the network until such violations are corrected. Employees must immediately notify their immediate supervisor or department director upon learning of any violations of this policy.

Leave Policies

Annual Leave/Vacation

If you work 18.5 hours or more per week on a regular basis (including during probation), you are eligible for annual leave. The following guidelines apply:

- You may take annual leave anytime during the calendar year (with prior approval) Jan. 1 through Dec. 31;
- If you are involved in military training, you will continue to earn leave while being paid;
- You accrue leave based on the number of paid hours in a pay period. This number may be greater or lesser than your scheduled hours; and
- Your accrual rate increases each year as shown on the table below. The accrual factor increase takes effect the first pay period following your employment anniversary date.

**Annual Leave
Accrual Factor Table**

Years of Service	Accrual Factor	Maximum Accrued Hours per Year*
Less than 1	.0462	96
1	.0500	104
2	.0538	112
3	.0577	120
4	.0615	128
5	.0654	136
6	.0692	144
7	.0731	152
8	.0769	160
9-20	.0808	168
Over 20	.0923	192

*Based on a 40-hour work week.



To calculate your earned hours of annual leave:

- From the Accrual Factor Table, find the line for the number of years you have been employed;
- Multiply the Accrual Factor number on that line by the number of hours in your bi-weekly pay period (64, 75, 80, etc.);
- That answer tells you how many hours of annual leave you earn per bi-weekly pay period;
- To determine how many days of annual leave you earn per year, multiply that number by 26 (number of pay periods per year), then divide the resulting number by the number of scheduled hours in your workday (7.5, 8.0, 10.0, etc.).

Example If you have been employed two years and work 37.5 hours per week (or 75 hours per pay period):

$$.0538 \times 75 = 4.035 \text{ hours of leave earned per pay period}$$

$$4.035 \times 26 = 104.91 \text{ hours of leave earned per year}$$

$$104.91 \div 7.5 = 13.988 \text{ days of annual leave earned per year}$$

Note: The Payroll Dept. rounds fractions to the nearest quarter-hour (15 minutes).

- The minimum amount of annual leave you can take is 15 minutes, and leave can only be taken in 15 minute increments.
- You may not take annual leave before you have earned it.
- The number of accrued leave hours to be used for one day of leave is equal to the number of scheduled paid hours of work for that day of leave. For example, if you work four 10-hour days per work week, you must use 10 hours of annual leave to have the entire day off. If you work 7.5 hours per day, then 7.5 is the number of hours of annual leave you must use to equal one day.
- You may take annual leave in the year you earned it, or you may carry it over for use in later years. However, there is a limit to the amount of annual leave you may accrue. Those limits are:

Years of Service	Maximum Accrued Hours
1 - 8	288
9 - 20	312
Over 20	336

- If you earn annual leave in excess of the maximum amount listed on the table, the excess will be transferred to your sick leave account as of June 30, 2017 (and annually thereafter).
- Authorized days off for annual leave will not be considered as working time for calculating weekly overtime.
- When you terminate employment, you are entitled to payment for any unused annual leave that has accrued. Payment is based on the rate of compensation received at the time of termination. Vacation checks are computed on the regular payroll day and are available at the normal time and place. No checks are issued in advance.
- Certain amounts paid for unused accrued annual leave when you terminate or retire are treated as compensation for Knox County Retirement System purposes. These amounts are subject to 6% mandatory employee contribution, 457(b) deferred compensation plan and MERP employee contributions, if applicable. These amounts are also counted for purposes of computing the County match contributions to the Asset Accumulation Plan and MERP, and for Closed DB benefit purposes.

For Retirement System purposes, the maximum amount of your payment for unused accrued annual leave that can be counted is:

- For termination or retirement on or before July 1, 2017, (i) your maximum amount listed on the table as of your last employment anniversary date prior to July 1, 2016, plus (ii) any unused annual leave you accrued since that anniversary.
- For termination or retirement after July 1, 2017, your maximum amount listed on the table as of the immediately preceding June 30.
- Regardless of the Retirement System limits, annual leave accrued above the maximum limit will be paid to you, without withholding for Retirement System employee contributions.

Annual Leave Scheduling

You may take your annual leave at any time of the year as long as you have accumulated the time and the needs of the department are met.

You must submit your annual leave request to your supervisor and receive approval prior to taking the leave.

Your department may have a special form or a procedure for requesting use of annual leave.

Sick Leave Accrual

If you work 18.5 hours or more per week on a regular basis, you are eligible for paid sick leave for authorized absences as defined in this sick leave section.

The amount of sick leave you earn is based on the number of paid hours per pay period. The number of paid hours is multiplied by the accrual factor of .0462 to determine the total sick leave earned.

Examples of sick leave accrual are:

No. of Paid Hours Per Pay Period	Accrual Factor	Hours of Earned Sick Leave Per Pay Period	Hours of Earned Sick Leave Per Year
37	.0462	1.71	44.5
64	.0462	2.96	77.0
75	.0462	3.47	90.2
80	.0462	3.70	96.2

You may not use any hours of sick leave in advance of earning them. There is no “cap” or maximum for the amount of sick leave you can accrue.

You may not convert unused sick leave into cash, personal holidays, or annual leave. In addition, unused days of accumulated sick leave are not paid when employment terminates, except as provided upon your retirement. See Sick Leave Retirement Payout Eligibility.

Sick Leave Retirement Payout Eligibility

Retiring Knox County Government full time (40hrs / 37.5hrs) employees with sick leave maintained by the County’s payroll system shall be eligible to receive a payment for unused accumulated sick leave at a rate of \$100.00 per eight or seven and one-half hours (8hrs / 7.5hrs) of accumulated sick leave up to a maximum of ten thousand dollars (\$10,000) in accordance with the following:

- The employee shall retire from Knox County Government;
- Retirement eligibility shall be based on the policies of the County Retirement and Pension Board; and
- Employee shall provide a 60 day notice.

If less than 60 days notice is given, unused accumulated sick leave shall be paid at a rate of \$60.00 per eight or seven and one-half hours (8hrs / 7.5hrs) of accumulated sick leave up to a maximum of six thousand dollars (\$6,000).

Sick Leave Notification and Approval

To be eligible for sick leave with pay, you must give your supervisor as much advance notice of an absence as possible. Notification must be no later than the scheduled start time of your workday. You must speak directly to your supervisor on each day of absence. If your supervisor is not available, you

Leave Policies

must speak directly to the manager, department director or to the person designated by your supervisor.



You must telephone your supervisor (or next-level manager or designee) and speak directly to that person to give notification of absence. Leaving a message does not meet this requirement.

Sick Leave for Employee Illness or Injury

You may use paid sick leave for authorized absences due to your own illness or injury. If you are absent for less than three consecutive working days, your supervisor may or may not require that you provide a healthcare provider's statement.

To be eligible for sick leave with pay during a continuous period of more than three working days, you must provide a healthcare provider's statement and expected date of return to work, or some written statement of the facts concerning the illness or injury that is acceptable to your supervisor.

If you are out on sick leave for more than three consecutive working days and qualify for protection under the Family and Medical Leave Act (FMLA), your supervisor is responsible for notifying you and ensuring that all FMLA guidelines are followed.

Sick Leave for Family Illness or Injury

With proper documentation, you may be permitted to use no more than 20 working days of accrued sick leave in any calendar year to attend to- or provide care for certain family members who are ill or injured.

Those family members include:

- Spouse
- Parent
- Son or daughter
- Brother or sister
- Grandparent
- Grandchild
- Step-relatives of the above categories
- In-laws of the above categories
- Any person actually residing in your household

This list is broader than the list of relatives covered in FMLA.

If you have been out on sick leave for more than three consecutive days due to a family illness that qualifies for protection under FMLA, your supervisor is responsible for notifying you and ensuring that all FMLA guidelines are followed.

In all cases of absence for more than three consecutive days because of family illness (whether FMLA or not), you must provide a healthcare provider's statement certifying that you are needed to provide care for the family member.



You must provide your supervisor with a statement from a health care provider if you are absent for more than three consecutive days due to the illness or injury of a family member listed in this section.

The Human Resources Director, in consultation with the department director, may authorize exceptions beyond the 20 working day limit, including the exhaustion of all sick leave in the event of catastrophic illness in your family or household.

Sick Leave for Medical Appointment

You may use your accrued sick leave for medical appointments such as doctor, dental, or optical appointments (sick visits, preventive care, assessments or treatments prescribed by your healthcare provider). This includes medical appointments for your family members as described in the previous section on “Sick Leave for Family Illness.”

Sick Leave Accounting

Sick leave may be taken in 15 minute increments. You may not consider authorized days off for sick leave as time worked for calculating weekly overtime compensation.



Sick Leave Summary

You may use your accrued Sick Leave for:

- ***Your own illness or injury***
- ***Family illness or injury (specified family members only)***
- ***Medical appointments for self or family***
- ***Death of persons not in your immediate family***

Sick Leave Donation Between Employees

The intent of allowing employees to donate sick leave is to assist employees who because of a long-term personal injury or illness have exhausted their leave benefits and would otherwise be subject to a severe loss of income during a continued absence from work.

The donor must meet the following conditions in order to donate sick leave:

- Eighty hours per calendar year is the maximum donation allowed per donor;
- To be eligible to donate the donor must have an accumulated sick leave balance of at least 300 hours prior to the donation; and
- Complete the transfer form and acknowledge their willingness to donate sick leave to the recipient.

Leave Policies

The recipient must meet the following conditions in order to receive sick leave:

- The recipient must have exhausted all of their accumulated sick, annual, and compensatory time, and have a diagnosed long-term injury or illness, the treatment of which requires the recipient to be absent from work more often than their accumulated leave time would allow. Absences for normal pregnancy, maternity leave, routine or elective surgery, and common illness and injury are excluded. Employees are not eligible for donations to cover caring for family members or other persons;
- The recipient must not receive any other form of compensation including Social Security Disability Benefits or other disability-related income replacement such as AFLAC;
- A recipient may make their need for leave donations known to other employees. Such requests should be informal, brief and without pressure;
- A recipient may not ask for donations from employees under their direct supervision, or offer an incentive to anyone in exchange for donated sick leave;
- A recipient is limited to a maximum of 240 hours of donated sick leave within a 12 month period;
- Donations are not retroactive and will be applied to the pay period following the approval of the donation;
- Donations are applied to the recipient(s) balance on an as needed basis; and
- Retiring or resigning employees will not be eligible to donate sick leave.

The Payroll Director will transfer the donation from the donor's account to the recipient, subject to the following conditions:

- After receiving a completed form including the signatures of the donor, recipient, Senior Department Director, Compliance Coordinator, Human Resources Manager or Director;
- Donated hours are paid at the recipient's rate of pay, not the donor; and
- Once leave has been transferred to the account of the recipient, it may not be returned to the donor.

Bereavement Leave/Funeral Leave

Death of an immediate family member: You are entitled to a period of bereavement up to three consecutive days at regular pay (not including overtime) with no deduction from your leave balances due to the death of any of the following family members:

- Spouse
- Parent
- Son or daughter
- Brother or sister
- Grandparent
- Grandchild
- Step-relatives of the above categories
- In-laws of the above categories
- Any person actually residing in your household

In addition, you may use up to two additional consecutive days of leave, totaling five days of leave. These two additional days will be deducted from your sick leave balance. If no sick leave remains, you must use compensatory time or take annual leave. If no annual leave remains, you must take unpaid leave.

Your supervisor will make the final decision on the number of approved days for bereavement leave based on factors such as required travel and level of involvement in funeral arrangements. Other factors may also be considered.



At the death of any family member listed above, you may have up to three consecutive days off work for the funeral or bereavement and will receive your regular pay. Up to two additional consecutive days, if used, will be taken from your sick leave.

Any bereavement period that is expected to go over the five day limit requires approval from your supervisor and you must use your annual time.

Death of any other person: You may use up to three consecutive days of accrued leave for the bereavement of other persons not listed above. This leave will be deducted from your sick leave balance. If no sick leave remains, you must use compensatory time or take annual leave. If no annual leave remains, you must take unpaid leave.

As stated above, your supervisor will make the final decision on the number of days approved for this leave. Your supervisor must approve any bereavement period that is expected to exceed the three day limit and you must use annual leave for those additional days.



If you want to attend the funeral or observe a period of bereavement at the death of any person not listed in the immediate family section, you must use time from your leave balance.

Holidays

Knox County observes the holidays listed below. You are eligible to be paid for these holidays if you work at least 18.5 hours per week on a regular basis.

The County Mayor will announce any additional holidays. Offices may be closed without further notice on the following days:

- New Year’s Day
- Martin Luther King, Jr. Day
- Presidents Day
- Spring Holiday
- Memorial Day
- Independence Day
- Labor Day
- Veterans Day
- Thanksgiving Day
- Day after Thanksgiving
- Winter Holiday (A two-day holiday: Dec. 25 and one other day to be announced annually by the County Mayor.)

If a holiday falls on a Saturday or Sunday, the County Mayor will determine the day to be taken. If you are eligible for holidays, you will receive pay for each holiday – whether or not you are scheduled to work on those dates. The amount of pay is prorated to the number of hours you work each week, not the hours in a day. This means you will receive the same amount of pay for each holiday.

The chart on the following page indicates the amount of holiday credit received based on the number of hours in your work week.

If the holiday falls on a day when you are scheduled to work fewer hours than the holiday credit hours you receive, you will take the remaining hours another day.

Example: The chart says you will receive five hours of holiday credit, but on the day of the holiday you are only supposed to work three hours. You are still “owed” two hours and you need to take them on another day within the same pay period.

If the holiday falls on a day when you are scheduled to work more hours than the holiday credit you will receive, you need to “make up” those hours.

Example: The chart says you will receive five hours of holiday credit, but on the day of the holiday you are supposed to work six hours. For that day you are paid for five hours, but you missed six hours of work. You will need to work the hour you missed. You may either work an additional hour on another day in the same pay period, or you may choose to use annual leave for that hour.

**Paid Holiday Credit
Based on Hours in the Regularly-Scheduled Work Week**

Hours per Week	Holiday Credit
40	8.00
39	7.75
38	7.50
37	7.50
36	7.25
35	7.00
34	6.75
33	6.50
32	6.50
31	6.25
30	6.00
29	5.75
28	5.50
27	5.50
26	5.25
25	5.00
24	4.75
23	4.50
22	4.50
21	4.25
20	4.00
19	3.75
18.5	3.75

You will need to arrange any schedule changes with your supervisor and receive advance approval.

If you wish to observe a religious holiday, contact your supervisor to make arrangements. Annual leave will be used for time off taken for religious holidays. If you have no accrued annual leave, you must use available compensatory time, sick leave, or leave without pay, in that order.



To schedule time off for a religious holiday, put the request in writing and submit it to your supervisor. You will use available leave (in this order) to cover the time: annual leave, comp time, sick leave, or leave without pay.

Leave of Absence

If you exhaust all your annual and sick leave and still need time off for personal or health reasons, you may apply for a leave of absence for a period of up to three months if you are a full-time employee. The request for leave must be given to your supervisor and your department director at least 30 days prior to the start of the requested leave unless the leave is an emergency.



To request a leave of absence, submit a written request to your supervisor and the department director at least 30 days in advance, unless the leave is an emergency. State the reason for the leave, date you want it to begin, and date you expect to return to work.

Regardless of the reason for the leave, it is essential that the following departments be notified to ensure that benefits are properly administered:

- Benefits Department
- Retirement and Pension Board
- FMLA Administrator
- Payroll Department

Your supervisor (or department director) may or may not approve your request for a leave of absence. The decision is at his/her discretion, unless the leave qualifies under the Family Medical Leave Act or the Tennessee Maternity and Adoption Care Leave Act. Some of the matters considered in approving the request are your length of service, employment record and the reason for the absence.

While you might originally request a leave of absence for a period of three months, it is possible that extensions may be granted. However, the total leave and extensions for any one cause cannot exceed one year.

You do not accrue sick and annual leave while you are on an approved leave of absence.

You must notify your supervisor of the anticipated date of your return to work prior to that date. Your supervisor is responsible for immediately notifying the Benefits Department, the Retirement and Pension Board, the FMLA Administrator, and the Payroll Department.

When you return from a leave of absence, you will be placed in your previous position or a similar position, if available. If the same or similar position is not available, you will receive preference for employment in any available position for which you are qualified.

If you fail to return to work at the conclusion of your leave of absence, you will be terminated from employment. If you are unable to return to work, you are responsible for requesting an extension (in advance) from your supervisor or department director.

There may be changes in your employee benefits during a leave of absence. Please contact Knox County Benefits to determine what changes you may experience.

Family Medical Leave Act (FMLA)

Knox County offers leave under the Family Medical Leave Act (FMLA) for eligible employees.

Eligibility: If you have worked for at least one year and for 1,250 hours in the preceding 12 months, you are eligible to take up to 12 weeks of unpaid leave annually when the absence is necessitated by any of the following circumstances:

- The birth or placement for adoption or foster care of a child;
- Your own serious health condition that prevents you from performing the essential functions of your job; or
- The serious health conditions of a child, parent, or spouse if you are needed to help provide care.

Certification: If you request leave for your own serious health condition, or to care for the serious condition of a child, parent or spouse, you must provide Knox County with certification from a treating healthcare provider. Healthcare Provider Certification Forms are available from the Human Resources Department.



You must provide certification from your treating healthcare provider when you request leave for your own serious health condition, and you may need a modified statement if your request is to care for another family member.

Measuring: Knox County has chosen the “measured forward” method that entitles you to 12 weeks of leave during the year beginning on the first date the FMLA leave is taken after the previous 12-month period ends.

Example: The 12-month period begins Sept. 1, 2016 if that is the first day of FMLA leave. If you exhaust all of your FMLA leave, the next date when you could again take FMLA leave would be Sept. 1, 2017.

Intermittent or Reduced-Time Leave: FMLA leave can be taken on an intermittent or reduced-time basis under certain circumstances. You may request intermittent or reduced leave for the following reasons:

- When medically necessary to care for a seriously ill family member, or because of your own serious health condition; or
- For the birth or placement of a child for adoption or foster care. Intermittent or reduced time leave shall not exceed 12 weeks combined if both spouses are employed by the County.

Only the amount of leave actually taken while on intermittent/reduced schedule leave may be charged as FMLA leave. If you need intermittent/reduced schedule leave for planned medical treatment, you must work with your supervisor to schedule the leave so it does not unduly disrupt the department’s operations, subject to the approval of your healthcare provider.



If you need to be off occasionally for medical reasons, you must work with your supervisor to arrange a schedule that does not unduly disrupt the department's work – but, it has to also have the approval of your healthcare provider.

The County may, in its sole discretion, temporarily transfer an employee on intermittent leave to an alternative job with equivalent pay and benefits that accommodates recurring periods of leave better than the employee's regular job.

Serious Health Condition: "Serious health condition" means an illness, injury, impairment, physical or mental condition that involves:

- Any period of incapacity or treatment connected with inpatient care (i.e., an overnight stay) in a hospital, hospice, or residential medical care facility;
- A period of incapacity requiring absence of more than three calendar days from work that also involves continuing treatment by (or under the supervision of) a healthcare provider;
- Any period of incapacity due to pregnancy, or for prenatal care;
- Any period of incapacity (or resulting treatment) due to a chronic serious health condition (e.g. asthma, diabetes, epilepsy, etc.);
- A period of incapacity that is permanent or long-term due to a condition for which treatment may not be effective (e.g., Alzheimer's, stroke, terminal diseases, dialysis, etc.); or
- Any absences to receive multiple treatments (including any period of recovery) by, or on referral by, a healthcare provider for a condition that likely would result in incapacity of more than three consecutive days if left untreated (e.g., chemotherapy, physical therapy, dialysis, etc.).

Health Insurance Premiums: During FMLA leave, the County will continue to pay its portion of health insurance premiums, and you must continue to pay your portion of the premium. Your contribution of health insurance premiums should be paid continually according to your pay periods (e.g., weekly, bi-weekly, monthly).



While on FMLA leave, you must continue to pay your own portion of your health insurance premiums.

If you do not return to work at the end of FMLA leave, you will be required to reimburse the County for payment of health insurance premiums, unless you do not return because of the presence of a serious health condition which prevents you from performing your job or circumstances beyond your control. You may then choose to elect COBRA coverage. Sufficient notice will be given to you at the end of FMLA when and if this event occurs.

You will be responsible for any other elected contributions while out on FMLA.

Accrued Leave: You are required to use your available vacation time during FMLA leave, and available sick days will be used when family leave is taken because of serious health conditions. Accrued leave and FMLA leave are used at the same time – You do not take your accrued leave first and then take FMLA.



When your circumstance qualifies for FMLA, you may not first use your accrued leave and then start FMLA leave. These two types of leave run concurrently – You are required to use them at the same time.

An employee must use paid annual and/or sick leave during a family leave of absence in accordance with the County's policies regarding annual and sick time. Once available leave is used, the remainder of FMLA leave will be unpaid.

During FMLA leave, you will not accrue employment benefits, such as vacation pay, sick pay, pension, etc. Employment benefits accrued up to the day on which the family leave of absence begins will not be lost.

Return to Work: If you return to work from FMLA leave before or on the business day following the expiration of the 12 weeks, you are entitled to return to your job or an equivalent position without loss of benefits or pay.

Applications: Applications for FMLA leave must be submitted in writing. Applications should be submitted at least 30 days before the leave is to start, or as soon as possible if leave is not foreseeable. You should provide the County with an appropriate medical certification when you request FMLA.

When you are on leave, you must periodically report (if possible) to your supervisor or department head on your status and indicate when you intend to return to work. Appropriate forms must be submitted to Human Resources to initiate family leave or to return the employee to active status.

Extensions: Family and medical leave is available only for up to 12 weeks under the FMLA or Tennessee Leave Law, unless you contact your supervisor and obtain special approval for an extended leave of absence without pay due to special circumstances. Your supervisor will consult with the Human Resources Department about the approval.

Any extensions must be requested, whenever possible, two weeks in advance of your scheduled return date. Knox County reserves the right to grant or deny such extensions in whole or part in accordance with state and federal law.

Maternity/Paternity Leave

Maternity/paternity leave is granted to employees for a maximum of 16 weeks, with the first 12 weeks of leave falling under the Family Medical Leave Act (FMLA) and the remaining four weeks as maternity leave under the Tennessee Maternity and Adoption Care Leave Law. You must be employed full-time for at least 12 months to receive maternity/paternity leave.

Leave Policies

You must provide at least 12 weeks advance notice of your anticipated date of departure in order to receive the maximum of 16 weeks, except in those cases where medical emergency prevents this notice, and state the length of your requested leave and your intention to return to fulltime employment after the leave.

You are required to use your accrued leave (annual, sick, comp) during maternity/paternity leave. Accrued leave and maternity/paternity leave are used at the same time – You do not take your accrued leave first and then take maternity/paternity leave.

The purpose of this leave is to provide time off for pregnancy, childbirth, nursing, and/or bonding with the infant. If the County finds that you pursued other employment opportunities or worked part-time or full-time for another employer during the period of maternity/paternity leave, then the County does not have to reinstate you at the end of your leave period.



Notify your supervisor at least 12 weeks in advance of your anticipated date of departure for maternity/paternity leave.

Military Leave

If you are a member of the United States Army, Navy, Marine Corps, Air Force, Coast Guard, Army Reserve, Naval Reserve, Marine Corps Reserve, Air Force Reserve, Coast Guard Reserve, Army National Guard, Air National Guard, or the commissioned corps of the Public Health Service, you are eligible for military leave for active duty training, inactive duty training, full-time National Guard duty, or absence to determine your fitness to serve in the Armed Forces.

There is no waiting period to be eligible for military leave. This applies to probationary and non-probationary employees.

As a result of your membership in any of the named military reserve organizations, you are allowed to receive up to 30 working days per calendar year of paid military leave when you are absent from work because of performance of duty or training in the military reserve. You will receive your regular salary during this leave period.

You must provide copies of military orders when requesting such leave. If you are requesting more than 10 days off, you must make the request in writing no less than two weeks in advance.



You must give at least two weeks written notice when you need leave for military duty that lasts more than 10 working days.

Jury Duty or Court Appearance

When you must miss work due to jury or witness duty, you will be excused from your job. Notice must be given to your direct supervisor.

Only witness duty pertaining to job-related business will be excused with regular pay. If the witness duty is not job-related employees must use annual or comp leave.

If you are paid your regular salary, you are required to turn in to the Payroll Department any pay you receive from the courts for jury duty. This does not include witness fees and expenses paid from other sources.

At any time during jury or witness duty if you complete your assignment during regular work hours, you are expected to return to work immediately.



Notify your supervisor if you must appear for jury or witness duty. Witness duty must be job-related in order to receive your regular pay.

Voting Leave/ Elections

In accordance with Tennessee State Law, if you are entitled to vote in an election held in this state, you may be absent from work on the day of the election for a reasonable amount of time, not to exceed three hours.

If your shift begins three or more hours after the opening of the polls or ends three or more hours before the polls close in the county in which you live, this leave does not apply to you.

If you need to take leave for voting, the leave must be arranged with your direct supervisor before noon of the day before the election. The supervisor may select the hours during which you may be absent for voting.



To receive time off for voting; arrange the leave with your supervisor before noon of the prior day. Your supervisor will advise you of the time you may leave for voting.

Employee Benefits

Benefits Eligibility

You are eligible for benefits when you work a minimum of 30 hours per week. These benefits include medical coverage, dental coverage, vision coverage, and flexible benefit options.

If your hours drop below 30 hours per week on a regular basis you will lose eligibility for health insurance and you and all covered dependents will be offered COBRA.

You are responsible to list only dependents that are eligible for coverage as defined by the plan rules. If a covered dependent becomes ineligible based on the plan rules, it is your responsibility to notify Knox County Benefits immediately. You must notify Benefits of any changes in status within 30 days of the status change. This includes: dependent status change, address changes, divorce, marriage, birth, adoption, reduction in work hours, or any other change that could affect benefit plan eligibility.



To add or delete dependents from your insurance, you must notify Benefits within 30 days of the qualifying event.

Knox County Benefits Staff will determine the effective date of coverage. Typically, it is the first of the calendar month following 30 days of continuous employment. For example: If you were hired on Jan. 18, your coverage would go into effect March 1. This means deductions would not start until March 1.

Generally, benefits end the last day of the month in which you actively work. If you do not receive paychecks to cover the entire month (and have premiums deducted), you may be required to submit a personal check to cover your portion of benefit costs.

Plan Documents

Copies of the Summary Plan Documents and notices for all benefits are available at www.knoxcounty.org/benefits. Should any questions or conflicts arise, the plan documents will be the final authority in determining your benefits.

Medical Coverage

You must enroll for coverage within 30 days of employment or an eligible qualifying event. Temporary employees, seasonal employees, and interns are not eligible for medical coverage. Complete benefit packets are provided at new hire orientation. Additional packets may be obtained by contacting Knox County Benefits.

Knox County offers a selection of medical insurance products with various types of coverage. Each plan is priced based on the number and type of dependents covered by the plan, including employee-only

coverage with no dependents. Although the County pays a significant portion of your insurance premiums, you are responsible for the employee portion.

Information about current medical plans and premiums is available from Knox County Benefits.

Dental and Vision Coverage

You must sign up for coverage within 30 days of employment or at the time of an eligible qualifying event. Temporary employees, seasonal employees, and interns are not eligible for dental or vision coverage. Complete benefit packets are provided at new hire orientation. Additional packets may be obtained by contacting Knox County Benefits.

Identification Cards

If you enroll in medical or dental benefits, identification cards will be mailed to your home address.

Annual Enrollment/Transfer Period

Health plans, benefit designs, eligibility rules, and premiums are subject to change each plan year based on the previous year's claims experience. Announcements concerning changes for the upcoming plan year are made during annual enrollment/transfer period each fall. You are required to review your notices, home mailings and department memos for information about the benefits for the upcoming year.

Benefits conducts help sessions at various locations to accommodate those needing assistance and information regarding benefit changes. Typically, the enrollment/change period is from Oct. 15 until Nov. 15. It is your responsibility to stay informed of benefit changes.



You are required to review your notices, home mailings, and department memos for information about benefits for the upcoming year. Failure to do so may result in no coverage for the following year.

Benefit Premiums/Payroll Deductions

You are responsible for reviewing your paycheck to ensure the appropriate benefit deductions have been taken. Deductions from your paycheck will begin the first pay period in the month in which your coverage starts. Your medical, flexible spending deductions will be taken out of 26 pay periods per year. Dental and vision deductions will be taken out 24 pay periods per year.



You are responsible for reviewing your paycheck to ensure the appropriate benefit deductions have been taken.

Employee Benefits

If you miss a paycheck due to work absence or unpaid time, you are responsible for contacting Benefits at (865) 215-3800 to make payment arrangements.



Contact Benefits to make payment arrangements for insurance premiums if you miss a paycheck because of absence.

COBRA

If you lose coverage due to a termination of employment, a reduction in work hours, or other qualifying event, you and your covered dependents may be eligible to continue coverage through COBRA.

For a full explanation of COBRA terms and eligibility, contact Benefits or refer to the “General COBRA Notice” received at time of enrollment.

Employee Assistance Program

Knox County Government is very much concerned with the physical and emotional well-being of its employees and their families.

The Employee Assistance Program (EAP) provides free and confidential counseling and information to employees and their immediate families who are dealing with difficult issues.

If you have questions about the EAP or would like more information regarding any of the programs, contact the Benefits Department at (865) 215-3800.

Flexible Spending Accounts

Flexible spending accounts allow an employee’s medical out-of-pocket expenses and dependent care expenses to be paid with “before tax” dollars. Knox County offers a benefit option that utilizes a debit-type card to access your plan dollars.

If you elect this benefit, you choose a dollar level based on your individual or family needs and a portion of this amount is deducted from each paycheck. There are minimum and maximum deduction limits in this benefit.

You do not have to be enrolled in Knox County’s medical plan in order to participate in a flexible spending account.

You may enroll during the annual enrollment/transfer period. Re-enrollment is required each year to continue participation.

Change in Status

You are required to report personal changes and/or changes in work status to Human Resources within 30 days of any status change. This includes:

- Dependent status change
- Address changes
- Divorce
- Marriage
- Birth/adoption
- Reduction in work hours
- Any other change that could affect benefit plan eligibility



You must report personal changes and/or changes in work status to Human Resources within 30 days of the change. Documentation may be required to make benefit changes.

Supplemental Benefits

Knox County offers supplemental voluntary benefits from providers such as:

- AFLAC
- Other voluntary products

These additional benefit options can be administered through payroll deduction. Supplemental benefits are subject to change without notice. For more information, contact Knox County Benefits at (865) 215-3800.

Nursing Mothers

A nursing mother can take up to two paid breaks (15 minutes each) per day to express breast milk for her nursing child for up to one year after the child's birth. The supervisor should work with the employee to schedule break time that reasonably accommodates both the mother's needs and her work responsibilities. The supervisor is responsible to help the mother identify a place to express milk, other than a bathroom, that is shielded from view and free from intrusion from coworkers and the public.

Workers' Compensation

You are protected under the State of Tennessee's Workers' Compensation Law for injuries and occupational diseases that result "out of and in the course of employment." This includes injuries that take place when you are performing tasks you were hired to perform at times and in places where you were hired to work.

If you experience an on-the-job injury or illness you are required to:

- Report the incident to your supervisor;
- Provide written notification of your injury within one working day of the injury;
- Complete a TN 1st Report of Injury. It is your responsibility to send or fax it to Knox County Law Directors Workers' Comp Division, 215-3390;
- Choose a physician from the panel of primary physicians provided to you by your supervisor. Workers' Comp will schedule your initial appointment for you;
- Keep all appointments with physicians as scheduled or notify Workers' Comp in order to have the appointment rescheduled for you;
- Workers' Comp Division must approve all physicians and appointments;
- Be aware that Knox County has a temporary duty (light duty) program for all employees;
- Notify Workers' Comp and your supervisor if the physician tells you not to return to work, to work with restrictions, and when he/she releases you to full duty; and
- Give your supervisor a copy of Return to Work forms you receive from the physician.



Workers' Comp Division must approve all physicians and appointments related to Workers' Compensation.

If you require emergency medical treatment, you should use the emergency room at any local hospital. Only one visit to the emergency room will be covered by Workers' Compensation. Notification to Workers' Comp Division should be made immediately.

If there is a follow-up appointment required after the initial visit to the emergency room, you must choose from the panel of primary physicians. The Workers' Comp Division will schedule this appointment for you. You are not authorized to return to the emergency room for follow-up treatment (i.e., removal of stitches, change of injury dressings, etc.).



Only one visit to the emergency room will be covered by Workers' Compensation. All follow-up appointments must be handled by a physician chosen from the panel of primary physicians and scheduled by Workers' Comp Division.

Knox County has contracted with local pharmacies to accept charges for medications for work-related injuries after the following:

- You have notified your supervisor and Workers' Comp Division of your injury;
- Your prescription has been approved for payment by Workers' Comp Division; and
- The pharmacy has contacted Workers' Comp Division for authorization.

Knox County will pay reasonable and necessary costs related to your on-the-job injury as long as the proper procedures are followed.

If your authorized treating physician releases you to return to work with specific temporary restrictions (i.e., light duty) and Knox County can provide a job within the recommended restrictions, you must return to work and attempt the light duty.

Your authorized physician determines what light duty work is appropriate. If clarification of light duty restrictions is needed, you should contact the Workers' Comp Division. Failure to report for light duty may result in termination of disability benefits. You may qualify for benefits if Knox County cannot provide a job within the restrictions given by the authorized physician.

Medical bills and temporary benefits will not be paid until the Workers' Comp Division has received the appropriate forms and the Division has approved your claim.

After your claim has been received in the Workers' Comp Division, it will be reviewed to determine whether it is approved. You will be notified if a problem arises in the process of making that decision.

The Workers' Comp Division Office has final authority to determine if a claim is accepted as a Workers' Comp injury or is rejected and should be applied to your medical insurance.

The goal is to process Workers' Compensation claims as quickly and as fairly as possible while providing you with the best medical care possible. The length of time required for approval will vary for each claim.

If you have questions regarding a Workers' Compensation issue, please contact the Workers' Comp Division at (865) 215-4573 or (865) 215-3955.



You must return to work and attempt light duty if authorized by your treating physician. Failure to report for light duty may result in termination of disability benefits.

Life Insurance

Knox County provides life insurance to you when you work at least 18.5 hours per week on a regular basis. The County provides one and one-half (1½) times your salary, up to a maximum benefit of \$50,000. You may purchase a supplemental policy in \$20,000 increments up to \$150,000 and have the premium deducted from your paycheck.

You can also purchase supplemental coverage in \$10,000 increments up to \$30,000 for your spouse and/or \$5,000 for your child(ren).

Rates for Supplemental Coverage are available on the Retirement Board Office website knoxcounty.org/retirement or you may contact them at (865) 215-2323.

Retirement and Pension Board

The Retirement and Pension Board is an independent nine-member board made up of the County Mayor, four County Commissioners, and four employee-elected representatives. This Board handles the administration of all the retirement plans offered to you, as well as life insurance.

You may contact the Board at its administrative office located in Room 371 of the City-County Building or by phone at (865) 215-2323.

Disability Benefit

There are two types of disability benefits: not-in-line of duty and in-line of duty.

Not-in-line of duty: If you are an active participant in a Knox County retirement plan, have completed five years of service and become disabled as defined by the plan, you may be eligible to receive a disability benefit subject to all applicable requirements.

In-line of duty: If you are an active participant in a Knox County retirement plan and become disabled as defined by the plan in-line of duty, you may be eligible to receive a disability benefit subject to all applicable requirements, provided that your disability is a result, directly or indirectly, of an act occurring, a thing done, or a risk taken which, as determined in the discretion of the Board, was required of you in the performance of your duty as an employee.

Contact the Retirement Board Office at (865) 215-2323 for additional information.

Credit Union

The Knox County Employees Credit Union is a state chartered, not-for-profit, financial institution founded in 1974. The credit union is open to all County employees and their immediate families. There is no fee to join the credit union but a minimum balance of \$25.00 is required in a share (savings) account. Members are eligible for share accounts (savings), share draft (checking), certificates of deposit, and IRA accounts. All accounts are federally insured up to \$250,000. In addition, the credit union offers competitive rates on loans to qualifying members.

The credit union has two locations:

Knox County Employees Credit Union

City-County Building
400 Main Ave. Room 355

(865) 215-2364
Monday – Friday
8:00 a.m. – 3:30 p.m.

Central Street Branch

Knox Central Building
1000 N. Central Street

(865) 215-5690
Monday, Thursday and Friday
8:00 a.m. – 3:30 p.m.