



**TOWNSHIP OF SCHAUMBURG**  
1 Illinois Boulevard, Hoffman Estates, IL 60169

**COMMITTEE OF THE WHOLE**  
Upper Level – Board Room

**AGENDA**

**7:00 p.m. Wednesday February 19, 2025**

Teams Meeting ID: **227 230 934 87**

Passcode: **DUaAt7**

Join Online: <https://www.microsoft.com/en-us/microsoft-teams/join-a-meeting>

[Click here to join the meeting](#)

The Township Board room is open during the meeting for public attendance but is subject to limited capacity. The Township will stream a live audio of the meeting in the Township Board room. Public comment is afforded on the conference line via Microsoft Teams. The public may also submit written comments prior to the meeting, which will be read by the Supervisor at the public meeting. We are requiring members of the public who wish to comment live or submit written comments at this meeting to email the Township Administrator Melissa Williams at [mwilliams@schaumburgtownship.org](mailto:mwilliams@schaumburgtownship.org) at least one hour before the start of the meeting.

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**CALL TO ORDER/PLEDGE OF ALLEGIANCE/ROLL CALL**

**I. PUBLIC COMMENT**

*Limit remarks to three minutes.*

**II. NEW BUSINESS**

A. Township policy/procedural considerations with potential ICE engagement.

a. Other Township example(s)

b. Various partner examples (D54, Kenneth Young Center, etc.)

B. CMAP study update.

a. Report findings

b. Township concerns/response

C. Updated policy manual review (tracked changes).

a. Pandemic policy language

b. Pet policy clarifications

c. Various updates to laws via legal review.

**III. ANNOUNCEMENTS**

**February 26, 2025** - Regular Meeting of the Board, 7PM Town Hall

**March 19, 2025** – Committee of the Whole, 6:30PM Town Hall

Township Open House & Ribbon Cutting 7PM

**March 26, 2025** - Regular Board of Trustees Meeting, 7PM Town Hall

**April 1, 2025**- Local Election Day- Township is Polling Place

**April 8, 2025** – Annual Town Meeting, 7PM Town Hall

**IV. ADJOURNMENT**

**V. EXECUTIVE SESSION**

*Any person who has a disability requiring an auxiliary aid or service for effective communication or a reasonable accommodation to participate in a Township meeting should contact Becky Cordes, ADA Coordinator and Director of Disability and Senior Services, by telephone at (847)884-0030 or by email at [bcordes@schaumburgtownship.org](mailto:bcordes@schaumburgtownship.org), as soon as possible and at least 48 hours before the scheduled meeting.*

## Oak Park Township Operating Procedures for an Unannounced ICE Audit

**Purpose** The purpose of this procedure is to provide clear guidelines for staff in the event of an unannounced audit or visit by U.S. Immigration and Customs Enforcement (ICE). This procedure ensures compliance with applicable laws while protecting the rights of employees, clients, and the organization.

**Scope** These procedures apply to all Oak Park Township employees, volunteers, and contractors who may interact with ICE agents during an unannounced visit.

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### 1. Immediate Response to an ICE Visit

1. **Remain Calm and Professional:** If an ICE officer arrives unannounced, employees should remain calm, professional, and courteous while following the procedures outlined below.
2. **Notify Management Immediately:**
  - Contact the Township Manager or designated representative immediately.
  - If the Township Manager is unavailable, notify your Department Director.
  - Request that agents remain in public space.
  - Do not provide any documents or access to records until guidance is received from an authorized representative.
3. **Verify the Nature of the Visit:** Employees should ask ICE agents for identification and request the purpose of their visit.
  - Politely ask the agents to provide official credentials and any legal documentation (e.g., a warrant or subpoena).
  - Notify them that you need to contact an authorized representative before proceeding.

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### 2. Reviewing ICE Documentation

1. **Distinguish Between a Warrant and a Subpoena:**
  - If ICE presents an **administrative warrant** (Form I-200 or I-205), **you are not required to comply** unless signed by a judge.

- If ICE presents a **judicial warrant** signed by a federal judge or magistrate, consult legal counsel before taking action.
- If ICE presents a **subpoena**, do not provide information immediately—consult legal counsel to determine appropriate compliance.

## **2. Politely Decline Unauthorized Entry:**

- If ICE does **not** have a judicial warrant, staff should politely state that the organization does not permit voluntary access to non-public areas.
- If ICE attempts to proceed without proper authorization, state that legal counsel must be consulted before further action.

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## **3. Communication and Legal Support**

### **1. Do Not Answer Questions Without Legal Representation:** Employees should refrain from answering any questions or providing any information without consulting legal counsel.

- If agents ask for employee information, refer them to legal counsel or the designated compliance officer.
- Do not confirm or deny the presence of specific individuals.

### **2. Direct All Requests for Records to Legal Counsel:**

- Do not provide employment or client records without a formal review by legal counsel.
- If presented with a valid warrant for records, direct ICE agents to the designated compliance officer or legal team.

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## **4. Protecting Client and Employee Rights**

### **1. Ensure That Clients and Employees Understand Their Rights:**

- ICE agents cannot enter non-public areas without a judicial warrant.
- Employees and clients have the right to remain silent.
- Employees are not required to disclose their immigration status or that of clients.

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## **5. Documentation and Incident Reporting**

### **1. Document All Interactions:**

- Record the names and badge numbers of ICE agents.
- Note the date, time, and details of the visit.
- Summarize any verbal requests made by ICE.

### **2. Submit an Incident Report:**

- A written report should be submitted to the Township Supervisor and Board within 24 hours.
- Include any copies of documents presented by ICE.

### **3. Review and Follow-Up:**

- The Township Supervisor, Township Manager, and legal counsel will review the incident and determine any necessary actions.
- If necessary, communicate updates to staff and affected individuals while ensuring confidentiality.

**Oak Park Township ICE Audit Incident Report**

**Incident Report Form**

**Date of Incident:**

\_\_\_\_\_

**Staff Member Completing Report:**

\_\_\_\_\_

**Time of Incident:**

\_\_\_\_\_

**Position/Title:**

\_\_\_\_\_

**Location of Incident:**

\_\_\_\_\_

**Contact Information:**

\_\_\_\_\_

**Names of ICE Agents (if provided):**

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

**Badge Numbers (if provided):**

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

**Purpose Stated by ICE Agents:**

\_\_\_\_\_  
\_\_\_\_\_

**Type of Documentation Presented by ICE (if any):**

Judicial Warrant

Administrative Warrant

Subpoena

Other (Specify): \_\_\_\_\_

**Details of ICE Agent Requests and Staff Response:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Were Any Records Provided?**

Yes

No

If Yes, Specify What Was Provided: \_\_\_\_\_

**Were Any Individuals Named or Asked About?**

Yes

No

If Yes, Specify Details: \_\_\_\_\_

**Observations and Additional Comments:**

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**Signatures:**

Staff Member Completing Report: \_\_\_\_\_

Date: \_\_\_\_\_

Supervisor/Manager Reviewing Report: \_\_\_\_\_

Date: \_\_\_\_\_



# KNOW YOUR RIGHTS

## WHEN INTERACTING WITH IMMIGRATION OFFICERS (ICE)

- **If you believe you are witnessing ICE activity**, please call ICIRR's 24-Hour Family Support Hotline at 1-855-HELP-MY-FAMILY (1-855-435-7693) to report it.
- **If you find yourself interacting with an ICE officer in any location including your workplace, or out in the community, remember that you:**
  - Have the right to remain silent when questioned or arrested by immigration officers
  - Should remain calm and keep your hands where the officer can see them
  - **DO NOT:**
    - discuss your immigration or citizenship status with the police, immigration agents, or other officials
    - sign anything you do not understand. You should state that you wish to speak with an attorney
- **If an officer knocks on your door at home:** Do NOT open the door. Teach your children not to open the door.
  - ICE officers must have a **warrant signed by a judge** to enter your home. ICE "warrants" are not signed by judges; they are ICE forms signed by ICE officers and they do not grant authority to enter your home without your consent
- **If you are outdoors and think you see immigration officers nearby:**
  - Move to a safe indoor space
  - If you are a U.S. citizen and feel safe to do so, record the activity with your phone or write down any relevant information about what you witness—**ALWAYS** being careful to not interfere or otherwise obstruct the operation
- **DO NOT**
  - Post unverified information on social media
  - Interfere with the investigation or otherwise put yourself in harm's way



**ILLINOIS COALITION  
FOR IMMIGRANT  
& REFUGEE RIGHTS**

# **KNOW YOUR RIGHTS**

## **WHEN INTERACTING WITH IMMIGRATION OFFICERS (ICE)**

**Establish a safety plan that your family can use if ICE arrests you. Key parts of a safety plan include:**

- Identify your emergency contacts and memorize their phone numbers.
- Provide your child's school or daycare with an emergency contact to pick up your child.
- Provide authorization in writing for your emergency contact to make medical and legal decisions for your child.
- Tell your loved ones that if you are detained by ICE, they can try to use ICE's online detainee locator to find you: [locator.ice.gov](https://locator.ice.gov)
- If you are detained, it is important that you seek legal representation. Call 1-855-435-7693 to connect with an immigration attorney.

### **Additional Resources**

**National Immigrant Justice Center's Legal Deportation Assistance**  
[immigrantjustice.org](https://immigrantjustice.org)

**Organized Communities Against Deportations' Resource Guide**  
[organizedcommunities.org](https://organizedcommunities.org)

**NEED SUPPORT? CALL ICIRR'S FAMILY SUPPORT NETWORK HOTLINE: 1-855-435-7693**





## ICE Raid Guidance for Homeless Service Providers: *What to do Before, During, and After a Raid*

Prepared by the National Homelessness Law Center and Crowell & Moring LLP

The Trump administration will increase the use of raids and other enforcement actions conducted by U.S. Immigration and Customs Enforcement (“ICE”). This document outlines what homeless shelters and other public service providers can do from a practical level to best protect clients and staff before, during, and after a raid.

The administration has promised to make the arrest and deportation of undocumented individuals a top priority. Statements from the President, such as promising that “[on] day one, [he] will launch the largest deportation program in American history,” reasonably have public service organizations concerned about how they can be best prepared for the next four years and what those changes will mean for their immigrant clientele.

### What is the purpose of this guide?

This guide is intended to help homeless shelter organizations be prepared to address and respond to immigration enforcement in a way that advances client privacy, safety, and opportunity. Below is a 4-part step-by-step guide on dealing with ICE enforcement efforts:

- *What facility management should do before an enforcement action (Page 2)*
- *What to do during an enforcement action (Page 9)*
- *What to do with an enforcement information request (Page 11)*
- *What to do after an enforcement action (Page 11)*

### Exhibits:

1. *Judicial Warrant vs. ICE Administrative Document (Project South) (Page 14)*
2. *“Know Your Rights” Poster (Page 18)*
3. *What to do During an ICE Action One-Pager (Page 19)*
4. *ICE \ POLICE Enforcement Action Report (Page 20)*

### Who is this guide for?

All levels of staff at organizations that provide services to homeless clients should be well-versed in those policies and practices. This includes but is not limited to front desk staff, security, case managers, and support staff.

**If the facility does not have counsel, they can reach out to the National Homelessness Law Center, 202-638-2535 or [info@homelesslaw.org](mailto:info@homelesslaw.org) or National Immigration Law Center, (213) 639-3900 or [info@nilc.org](mailto:info@nilc.org), for a possible referral.**

Please reach out to Eric Tars, [etars@homelesslaw.org](mailto:etars@homelesslaw.org), with any questions or feedback.

# **WHAT FACILITY MANAGEMENT SHOULD DO** **BEFORE AN ENFORCEMENT ACTION**

## ***DESIGNATE SPACE AS PUBLIC AND NON-PUBLIC ACCORDINGLY***

In general, areas open to the public (for example, a reception area) are open to immigration agents, and agents may enter these spaces without a warrant. ICE agents must have a valid judicial search or arrest warrant to lawfully access private or non-public areas (for example, private offices or areas in a shelter where people sleep).

Because of this distinction, facilities should plainly identify any non-public spaces as such by placing signs reading “Private” or “Non-Public Area” on doors or hallways leading to non-public areas. Consider designating all or most of the facility “Private” or “Non-Public Area” if members of the public are not allowed to walk in. Facilities should also post signs outside of facilities to alert outsiders of the hours of visitation hours and entry requirements. Consider requiring any visitors to the facility to register with a designated member of the facility staff before they can enter or remain on the grounds.

For low/no barrier homeless shelters where the doors and space are open and accessible, facilities can still identify as “Non-Public” all spaces that are open to those seeking shelter, but not open to the general public. For example, private offices and areas in a shelter where people sleep are private, non-public areas.

In making any of the above changes, staff should clearly explain to clients why they are posting such signage to make clear it is intended as safety-creating, and not to create a carceral environment for the clients or their visitors. If access to a building is only via key/keycard or if the door is locked and you must be buzzed in, they are almost certain satisfying the requirements of private areas. While these facts would support designation as a non-public space, consideration should be still be given to having signage saying “Non-Public Area” to deter ICE agents from disregarding staff instructions.

## ***UNDERSTAND THE TYPES OF WARRANTS AND OTHER DOCUMENTS***

Immigration agents’ ability to lawfully access persons and private spaces often depends on the kind of documentation they have. Different types of documentation grants officers differing levels of access to persons and private spaces. Therefore, facility staff must know how to review documentation provided by ICE. At a minimum, staff should know how to identify and verify a properly executed judicial warrant and understand the permissions that the judicial warrant entails.

## Types of Warrants:

- A **Judicial Warrant** can be either a search warrant or an arrest warrant. A federal judicial warrant requires prompt compliance. A judicial warrant must be:
  - 1) signed by a judicial officer (a judge or magistrate); and
  - 2) describe the place to be searched, and the persons or things to be seized and
  - 3) have the correct date and have been issued within the past 14 days.

**If the warrant is missing one or more of these requirements, it is invalid.** So, for example, if the warrant does not have the facility's correct address, the officers cannot conduct a search or make an arrest in the facility. And all warrants must be signed by a judge or magistrate, not an officer or ICE agent, or they are not valid.

- A **Search Warrant** is a type of judicial warrant that when properly executed, allows police to enter the address listed on the warrant, but officers can only search the areas and for the items listed in the warrant.
  - The warrant must state specifically the place to be searched and the items to be seized.
  - Staff should tell the officers that they are only allowed to search the areas identified in the warrant and point out those areas.
  - If officers search areas that are not identified in the warrant, Staff should tell the officers that they are searching in an area that is outside of the warrant and are out of bounds.
  - If the officers ask to search areas not identified in the warrant, Staff should say **“No. You are not authorized to search [requested area] and it is our policy not to allow searches without warrants.”**
- An **Arrest Warrant** allows police to detain a person for a particular crime. If a warrant is properly executed, staff should only provide agents with access to areas specified in the warrant.
  - Staff should say **“I’m sorry but this is private property, and we do not consent to your searching our facility,”** if officers request to access parts of the facility not identified in the warrant.
- An **ICE Administrative “Warrant”** is signed by an immigration officer, not a judicial officer (judge or magistrate). ICE administrative warrants are far more limited than judicial warrants.
  - An ICE administrative warrant allows ICE officers to arrest non-citizens suspected of committing immigration violations.
  - It does not give ICE officers the right to enter or search the non-public areas of a service providers' facility unless the facility consents to the search.

See **Exhibit 1** for an example of a properly executed judicial warrant and an ICE administrative “warrant.” In the case of an ICE administrative warrant, the document does

not require facility staff to provide any information, such as whether the person sought is or was at the facility.

### **Additional Important Documents and Definitions**

- A **Notice to Appear** is a document that instructs an individual to appear before an immigration judge. This is the first step in starting removal proceedings against them. Notices to appear are not directed at public service organizations. This means that staff are under no obligation to deliver the notice to the person named in the document. Staff should not, for example, ask the person named in the Notice to step forward or come to the front desk. Once staff properly recognize the document as a notice to appear, the designated supervisor should inform the officer, on behalf of the facility, that they do not want to answer any questions and ask the officers to leave their contact information. The Supervisor should say, for example, **“Thank you, but we are not going to answer any questions, but please leave your contact information.”**
- A **Subpoena** is a written request for information that gives the recipient a certain amount of time to respond. Immediately after a staff member receives a subpoena, staff should maintain the subpoena and make a copy of it, note the date the subpoena was served, note how it was served and by whom, and report this information to the designated supervisor or administrator. Facilities should consult counsel as soon as a subpoena is received and before responding to subpoenas as they may not have to comply with some or all the subpoena requests. Facilities must respond to a subpoena within the time allocated on the subpoena. Failure to respond can result in adverse legal action.

## ***TRAIN STAFF ON THE 6 BASIC COMPONENTS OF RESPONDING TO ENFORCEMENT ACTIONS***

For staff to respond appropriately, they must be trained on their core responsibilities during an enforcement action. There is a more detailed list of “What to Do During an Enforcement Action” below, but for training purposes, these steps have been reduced to the following seven basic principles:

- 1) RESPECT--** Law enforcement officers, including ICE agents, should always be treated with respect. Never attempt to physically touch or interfere with an Officer’s movement.
- 2) NOTIFY A SUPERVISOR IMMEDIATELY--** In the event of any law enforcement action immediately notify the facility’s supervisor.
- 3) REQUEST TO SEE A WARRANT--** Law enforcement officers generally may not enter private areas of the facility without a warrant signed by a judge or an invitation by a facility supervisor, staff, or administrator. Exceptions for police officers may include circumstances such as in the event of an emergency. Police can search without a warrant if they believe that evidence may be destroyed, or someone may be in danger if they wait to get a warrant. For example, if police are in “hot pursuit” of a criminal, they can enter a private residence without a warrant. ICE agents, however, are not police, and the hot pursuit exception only applies to them if they are pursuing “an individual

who poses a public safety threat” or a person who the agent “personally observed border -crossing.” Moreover, ICE agents sometimes wear uniforms that say “Police,” even though they are not police officers. As staff gathers the officer’s name and badge number, they should also ask if they are Police or ICE agents. Make copies of all documents that the officer provides.

**4) NO WARRANT = NO ACCESS AND NO INFORMATION--** Do not answer questions, provide information, or allow access to non-public areas of the facility without a warrant signed by a judge. All law enforcement officers should be immediately informed of the facility’s policy:

***Law enforcement officers do not have consent or permission to enter the non-public areas of the facility or to access our records or information without a valid warrant signed by a judge.***

**5) DO NOT PHYSICALLY INTERFERE WITH ENFORCEMENT—**Facility staff should not interfere with law enforcement officers, even if they are exceeding their authority. However, requesting to see a warrant, asking for identification, informing officers of facility policies, and denying access to non-public, private spaces is not interfering with law enforcement. **Do not fear refusing to give officers consent to search the facility or asking to see a judicial warrant. Verbally refusing to allow a search without a warrant or asking to see a warrant is *not* illegal harboring or an obstruction of justice.** Do not lie to immigration officers. Staff can instead decline to answer officer’s questions or remain silent.

For example, staff can say the following:

- “Officer; please give me your name, badge number and provide me with any warrant you have with you today. And are you with the police or ICE?”
- “I’m sorry, but this is private property, and we do not consent to your searching our facility without a warrant signed by a judge.”
- “I’m sorry but you are not authorized by a warrant to search [requested area] and it is our policy not to allow searches without proper warrants.”
- “Since you do not have a warrant, it is our policy that you are not allowed to enter non-public areas of the facility.”
- Please do not search [areas not listed in the warrant] because they are not identified in the warrant.”

**6) CONTACT LEGAL COUNSEL AND DOCUMENT EVERYTHING--** All enforcement actions by law enforcement must be documented immediately. Request and record names and badge numbers of each officer. Use the **ICE/Police Enforcement Action Report** attached as **Exhibit 3**. Facility supervisors should contact legal counsel as soon as possible.

## **UNDERSTAND HOW TO HANDLE COLLECTING AND RETAINING CLIENT INFORMATION AND RESPONDING TO REQUESTS FOR INFORMATION**

This section provides strategies for how facilities can collect and retain client information to protect their clients from immigration enforcement. It also advises facilities on how to respond to immigration enforcement requests for client information. Facilities should seek additional guidance regarding client data collection, retention, and disclosure if:

- a. they provide healthcare services or services to victims of domestic violence, sexual assault, hate crimes, human trafficking, and other crimes;
- b. they are co-located with substance abuse treatment facilities; or,
- c. they are covered under HIPAA.

Facilities should also seek guidance on the laws of the state they are operating in. Many state laws provide individuals in the state with greater control over the distribution of their personal information.

**DATA MINIMIZATION IS A BEST PRACTICE.** *Facilities should collect only the personal information necessary to provide services and avoid collecting unnecessary information.* Unless required by law, regulation, or funding requirements, facilities should not collect or retain any data regarding immigration status.

Collection of information regarding immigration status is not generally necessary to provide essential services. If law enforcement understands that data regarding immigration status is not collected or maintained, there is less of a basis to request such data from the facility.

**NOTIFY CLIENTS OF THE FACILITY'S PRIVACY POLICY.** *Facilities should ensure clients are familiar with the facility's privacy policy upon admittance.* The privacy policy should detail what type of records the facility maintains and when the facility will delete clients' personal information. Clients should be notified of when the facility may disclose personal information about them to outside entities, including who will receive the information, the purpose for disclosure, and how long that outside party may retain that information. Facilities should avoid seeking immigration status information, such as a visa or Social Security numbers from clients or their family members unless required for a client to access services.

**THE HOMELESS MANAGEMENT INFORMATION SYSTEM ("HMIS").** The U.S. Department of Housing and Urban Development ("HUD") and its federal partners require some shelters to collect certain data to "better inform homeless policy and decision making at the federal, state, and local levels." All projects participating in HMIS, regardless of funding source, must collect the following information from everyone they serve: (1) Name, (2) Social Security number (or that the client refused to provide one), (3) Date of birth, (4) Race and Ethnicity, (5) Gender, and (6) Veteran Status.

- Be sure to inform all clients that they do not have to provide their Social Security number if they do not want to or do not have one.
- Please consult with local counsel to determine whether your facility is subject to HMIS requirements.

- Facilities should maintain sensitive client information, like Social Security numbers and immigration status, securely and for only as long as is legally required regardless of whether the information is disclosed by a client or collected by the facility.

**DESIGNATE A CONTACT PERSON TO RESPOND TO DATA REQUESTS.** *An organization should designate an administrator or supervisor to inform when a request is made to anyone at the facility.* The person should be the only one who has the authority and is responsible to act on behalf of the organization in immigration enforcement matters. No one other than a supervisor designated to handle information requests should disclose any clients', or their family members', information related to immigration status. Staff should inform immigration authorities that they are not authorized to answer questions without first consulting with a designated supervisor or administrator. For example, staff can state, "I am not authorized to release any client information. Please leave your contact information and I will provide it to my supervisor."

**REQUIRE A VALID SUBPOENA BEFORE RESPONDING TO ANY REQUEST FOR INFORMATION.** In general, *ICE cannot access a facility's records unless they have a validly executed subpoena (or potentially a search warrant).* The facility should not turn over information absent a validly executed subpoena or search warrant that specifically identifies the information.

Facilities that receive subpoenas, especially subpoenas requesting a client's personal information like their names, addresses, phone numbers, Social Security numbers, should immediately consult counsel to determine if the subpoena must be complied with, can be blocked, or can be blocked in part. However, the facility must respond to subpoenas in a timely manner. Failure to do so may result in a contempt of court finding. **If the facility does not have counsel, they can reach out to the National Homelessness Law Center, 202-638-2535 or [info@homelesslaw.org](mailto:info@homelesslaw.org) or National Immigration Law Center, (213) 639-3900 or [info@nilc.org](mailto:info@nilc.org), for a possible referral.**

When responding to a subpoena, facilities are only required to turn over the specific documents requested, and only if those documents are not privileged or protected by federal statutes like HIPAA.

If the facility receives a subpoena in person at the facility, the designated administrator or supervisor should inform the officer that they do not want to answer any questions and ask them to leave their contact information.

**NOTIFY CLIENTS OF REQUESTS WHEN POSSIBLE.** If a client's immigration data has been requested, notify the client whenever possible. Staff should also document, but not respond to, any verbal or written requests for information by immigration authorities that are not supported by a subpoena or warrant.

**INFORM CLIENTS ON THEIR RIGHTS.** Display the "**Know Your Rights**" Poster (Exhibit 2) in a place where clients can see it. Translate the poster into languages of clients as you do other important notices. These posters tell clients what to do when they encounter ICE, whether in public or in their homes. The most important advice to give clients is to remain calm and assert their rights during any interaction with ICE.

**DO NOT DESTROY DATA.** Facility generally cannot simply delete a client's personal information from their records. Doing so could violate privacy laws and potentially hinder the individual's access to necessary services. Most jurisdictions have laws protecting personal information, including that collected by homeless shelters, meaning they must handle data responsibly and not arbitrarily delete it. Because privacy laws vary from state to state, if a facility currently has unnecessary data or information reflecting client immigrant status that they want to delete, they should consult counsel for assistance in data and information minimization efforts.



## **WHAT TO DO DURING AN ENFORCEMENT ACTION**

*If any agents or employees from ICE or other law enforcement agencies attempt to enter the facility's buildings or facilities, staff should follow this protocol:*

1) Staff should document the name/contact information of the ICE agents seeking access to the facility. This can be done by asking for a business card, or name and badge number.

- **Say: “Officer; please give me your name, badge number and provide me with any warrant you have with you today. And are you with the Police or ICE?”**

2) Facility staff should inform ICE agents that they do NOT have consent to enter the non-public areas of the facility without a valid judicial warrant. For example, staff can say any of the following:

- **“I’m sorry, but this is private property, and we do not consent to your searching our facility without a warrant signed by a judge.”**
- **“I’m sorry but you are not authorized by a warrant to search [requested area] and it is our policy not to allow searches without proper warrants.”**
- **“Since you do not have a warrant, it is our policy that you are not allowed to enter non-public areas of the facility.”**
- **“Please do not search [areas not listed in the warrant] because they are not identified in the warrant.**

3) If ICE agents claim to have a warrant to enter the facility/building, reception staff should ask for a copy of the warrant, ask agents to wait at a specified location, and immediately contact a supervisor for assistance. However, if the agents have a warrant signed by a judge or magistrate, they do not have to wait to enter the area identified in the warrant. They **do** have to show that they have a warrant.

4) Do not answer questions posed by the officer and direct them to speak to the designated administrator or supervisor. Ask agents to wait at a specified location until a designated administrator or supervisor can assist.

5) If the ICE agents have a warrant, a supervisor should review the judicial warrant to ensure that:

- it is signed by a judge or magistrate;
- it describes the facility’s building as the place to be searched, or names the person to be arrested;
- it has the correct date and was issued within the past 14 days; and
- the search does not exceed the scope of the warrant.

***Administrative warrants (warrants signed by an immigration officer instead of a judicial officer) do not require facilities to provide ICE access to non-public areas of the facility.***

6) Where ICE agents have a valid judicial search warrant, staff should provide access only to the areas specified in the warrant.

7) If ICE agents do not have a judicial warrant, staff should ask the agents to not enter any nonpublic areas until the staff contacts counsel, and staff may ask the agents to leave the premises. For example, staff could say, **“Since you do not have a warrant, it is our policy that you are not allowed to enter non-public areas of the facility.”**

**Beware:** ICE agents sometimes wear uniforms that say “Police,” even though they are not police officers. Staff may ask whether those seeking entry are police or ICE agents. But the Police also need a warrant to enter non-public areas, unless it is a police emergency (someone is in danger, someone has called 911 seeking assistance, or the Police are in hot pursuit of a criminal). Staff should also be aware that ICE agents may say things to gain entry without a warrant.

For example: “We are investigating a crime. Can you help us identify this person?” and “Is [name] here? We just need them to step into the hallway to talk to them.”

8) If the officers do not have a warrant, the designated supervisor should say, **“I do not want to answer any questions, please leave your contact information. Thank you.”**

9) Staff should inform supervisors about ICE presence in or around the building as soon as possible. Supervisors should immediately contact legal counsel.

10) Staff and supervisors **can advise clients that they have the right to: remain silent, decline to answer questions** from officers, and request to **call an attorney**.

11) Staff and supervisors cannot tell clients not to respond to questions from ICE. Instead, they can remind them that, **“they have a right to remain silent.”** Staff may not legally help clients escape or hide. Doing so could violate the law and subject staff members to criminal charges, including obstruction of justice or aiding and abetting a crime.

12) Staff may videotape or record any interactions with the agents, but they must announce that they are doing so. Staff should keep a reasonable distance from the officers and their actions to avoid interfering.

13) Staff and clients should know (or be informed) that if they are questioned by immigration agents, they can ask the agents if they are free to go. If the agent says yes, they are free to leave. If the agent says the person is not free to go, the staff/client should explain that they would like the opportunity to consult an attorney and otherwise remain silent.

14) If any arrests are made, ask for the names of individuals arrested and where they are going to be held. If no names are provided, create a list of who is missing. This will be essential and family members may be seeking this information.

15) Code Blue Shelters and warming centers, providing emergency shelter and supportive services during Code Blue activations should collaborate with local police to ensure individuals receive transportation or assistance to protect their health during harsh conditions. However, depending on the location, local police may share information with ICE. For that reason, staff engaged in such efforts should follow a Data Minimization policy by not sharing any information regarding immigration status.

## WHAT TO DO WITH AN ENFORCEMENT INFORMATION REQUEST

*If any ICE agent requests access to records or documents regarding the facility's clients or staff:*

1. Staff—preferably a designated supervisor—should inform agents that facility policy is to not release information without the client's consent, unless disclosure is required by judicial warrant, subpoena, or otherwise required by law. Staff should say, **“I’m sorry but we can’t release this information to you without a warrant or subpoena.”**
2. If agents claim to have a judicial warrant or subpoena, staff should not release information without consulting a supervisor. Staff—preferably a designated supervisor—should request a copy of the warrant or subpoena and ask for the agents' contact information.
3. If such information is requested or if a subpoena is received, a supervisor should immediately contact counsel.

## WHAT TO DO AFTER AN ENFORCEMENT ACTION

### *POST-RAID DOCUMENTATION*

*This section is also contained in ICE/POLICE Enforcement Form attached as Exhibit 3.*

**Document the officer's actions** in as much detail as possible without interfering with the officer's movements. The following information should be documented:

1. What was the date of the action?
2. What time did the action begin and end?
3. How many agents were present?
4. What agency conducted the action (i.e., ICE, local police, or state police)?
5. What were the names and/or badge numbers of the agents?
6. How did the agents' uniforms identify them (i.e., ICE, police, etc.)?
7. Why did they say they were at the facility?
8. Did you or another staff member ask to see a judicial warrant?
9. Did the agents present a judicial warrant?
10. If not, did you or another staff member deny them consent to enter? What was said to the agents?
11. If you or another staff member denied the agents consent to enter, how did they react?
12. If the agents presented a warrant, was a supervisor alerted? Who?
13. Was the warrant an administrative warrant, signed by an immigration official?

14. If it was an administrative warrant, did you or another staff member tell the agents that your organization has a policy of denying access to non-public areas in the absence of a judicial warrant? What did you say?
15. How did the agents react if you or another staff member denied them consent to enter based on an administrative warrant?
16. Did the agents present a judicial warrant, signed by a judge?
17. If so, please describe the warrant:
  - a. What was the date of the warrant?
  - b. What items or persons were the subjects of the search?
  - c. What areas did the warrant identify to be searched?
  - d. Which judge signed the warrant?
18. Did you allow the agents entry based on a judicial warrant?
19. If so, did you or another staff member accompany agents on their search? Which staff members?
20. Describe where the agent searched.
21. Did the agents stay within the areas they were authorized to search by the warrant? If not, what other areas did they enter? Did they look in closed closets, cabinets, or drawers? Did they ask permission first?
22. Did the agents keep anyone from moving around freely? Who?
23. Did the agents arrest anyone? Who?
24. Did the agents seize any items? What?
25. Did the agents take pictures of documents? If so, what documents? How did the agents get the documents?
26. Did the agents take fingerprints? If so, whose?
27. Who witnessed the action?
28. Were children present? If so, whose children? How many?
29. Did the agents yell at or threaten anyone? Who? Why? Which agents (if known)?
30. Did the agents have guns drawn or were they touching their weapons?
31. Did the officers detain anyone or make any arrests? If so:
  - a. What were the names and ages of the persons detained or arrested?
  - b. Were the arrested individuals identified by name in a judicially signed arrest warrant?
  - c. Where are the arrested persons being held?
  - d. Did the arrested individual(s) have other family members at the facility?
  - e. Did the arrested individual(s) have children at the facility?

**Complete a report that includes the information above and the officer's statements and actions and submit it, along with any video or other recordings, to counsel and the National Homelessness Law Center at [info@homelesslaw.org](mailto:info@homelesslaw.org).**

## POST-RAID MESSAGING GUIDANCE & TALKING POINTS

While the safety of clients and staff is of paramount importance, once immediate threats have passed, service providers should try to share stories with the media to prevent harm from coming to others. Here are some tips on telling those stories, courtesy of the Housing Narrative Lab:

Considerations as you speak publicly about the potential impacts of these raids:

- Lean into the impact of the raids on your neighborhood and community.
- Call out some elected officials for supporting the raids and scapegoating immigrants living on the brink. Be clear this is an effort to distract us because they haven't focused on real solutions.
- Focus on how awful the raids are to people **AND** provide alternative - better - solutions. Show *how* our communities are better off when we focus on solutions, such as housing, healthcare and job opportunities.
- Go on the offense by not repeating the opposition's words, even adding the word "not". For example, do not say, "Raids are not the solution." Instead reframe the issue to what you want, ie, "The solution is ..."

Suggested talking points and messaging:

- Federal agents raided our shelter / center/ soup kitchen and seized people just like you and me. People who are trying to do what's best for their families, stay off the streets, feed their families and provide them with the basic necessities we all need to thrive. This raid was an abuse of power.
- Today we saw what happens when elected officials abuse their power and tell the police to target people who don't have a safe place to live. This raid not only left members of our community more vulnerable, it left our neighborhoods less safe from police. (*Or insert the impacts on your community.*)
- These elected officials are scapegoating people who can't stand up to them in order to manipulate and distract us from the fact that they have not done their jobs and focused on real solutions to the challenges facing people living on the brink.
- We should be the ones deciding what kind of communities we live in. Together, we can choose to be communities that provide people the support they need when they need it and ignore cynical elected officials blaming newcomers for political points.
- Attacking new immigrants for trying to stay safe and get a warm meal is short-sighted. Immigrants make our communities stronger; they grow our economy and give back – when they have the chance to succeed here.
- Our shelters/centers/soup kitchens are doing the job of government and elected officials who should be using their power to help people get and keep a roof over their heads, instead of raiding soup kitchens and shelters.
- In a country as rich and powerful as ours, we have the resources to help our neighbors - whether they've lost homes to fires and floods or are new arrivals fleeing violence or war.
- Everyone – longtime residents and newcomers alike – needs a place to call home. We can use our resources to help people keep a roof over their heads, instead of targeting people who need soup kitchens and shelters to survive.
- And for recent arrivals seeking asylum, we can expand legal services or speed up work authorization so people can get on a path to stability and well being.

## Exhibits

1. Judicial Warrant vs. ICE Administrative Document (Project South)
2. “Know Your Rights” Poster
3. ICE/POLICE Enforcement Action Report
4. What to do during an ICE/police enforcement action one-pager



Institute for the Elimination of Poverty & Genocide

## Exhibit 1

### **Judicial Warrant vs. ICE Administrative Document**

If Law Enforcement, including Immigration and Customs Enforcement (ICE), knock on your door, do NOT open the door. First, **ask them to slide a judicial warrant under the door**. Make sure that the address and information on the judicial warrant is correct and that the warrant is being presented within the specified time period.

A judicial warrant is an official court order signed by a judge or magistrate that authorizes a search of private property, seizure, or arrest based on probable cause that a crime is being committed or has been committed.

- A **judicial warrant** will:
  - Specify the specific address to be searched
  - Specify the time period in which the search must take place
  - Particularly describe the place or person, or both, to be searched and things to be seized
  - Be issued by a court and signed by a Judge or magistrate

**Below is an example of a judicial warrant.**

This is a judicial search warrant. It DOES authorize agents to enter your home.

UNITED STATES DISTRICT COURT - Issued by a COURT.

For the Eastern District of California

In the Matter of the Search of (Briefly describe the property to be searched or identify the person by name and address)

540 Oak Avenue Davis, California 95616

Case No.

SEARCH AND SEIZURE WARRANT

To: Any authorized law enforcement officer

2:11-SW-0161 EFB

An application by a federal law enforcement officer or an attorney for the government requests the search of the following person or property located in the EASTERN District of CALIFORNIA

SEE ATTACHMENT A, ATTACHED HERETO AND INCORPORATED BY REFERENCE

The person or property to be searched, described above, is believed to conceal (Identify the person or describe the property to be seized)

SEE ATTACHMENT B, ATTACHED HERETO AND INCORPORATED BY REFERENCE

I find that the affidavit(s), or any recorded testimony, establish probable cause to search and seize the person or property.

YOU ARE COMMANDED to execute this warrant on or before 5-9-2011 (not to exceed 14 days)

in the daytime 6:00 a.m. to 10 p.m. at any time in the day or night as I find reasonable cause has been established.

Unless delayed notice is authorized below, you must give a copy of the warrant and a receipt for the property taken to the person from whom, or from whose premises, the property was taken, or leave the copy and receipt at the place where the property was taken.

The officer executing this warrant, or an officer present during the execution of the warrant, must prepare an inventory as required by law and promptly return this warrant and inventory to United States Magistrate Judge

(name)

I find that immediate notification may have an adverse result listed in 18 U.S.C. § 2705 (except for delay of trial), and authorize the officer executing this warrant to delay notice to the person who, or whose property, will be searched or seized (check the appropriate box) for days (not to exceed 30).

Until, the facts justifying, the later specific date of

Date and time issued: 4-25-2011 9:10:00 AM

Signed by a JUDGE.

City and state: SACRAMENTO CALIFORNIA

EDMUND F. BRENNAN, U.S. MAGISTRATE JUDGE

Printed name and title

Source 1 National Immigration Law Center https://twitter.com/NILC/status/1149755946081538049?s=20

## Exhibit 1 (continued)

### Judicial Warrant vs. ICE Administrative Document

**If Law Enforcement, including ICE, present to you any document other than a judicial warrant that is signed by a judge, you do not have to open the door.** This would include instances where Law Enforcement or ICE present an ICE administrative document they call “an ICE warrant.”

An **ICE administrative warrant** is a document, issued by a federal agency such as the Department of Homeland Security (DHS) or Immigration and Customs Enforcement (ICE), purporting to document their authority to arrest a person suspected of violating immigration laws. These administrative documents are not signed by a neutral magistrate or judge but rather an immigration officer like an ICE agent or immigration judge.

An ICE administrative warrant is NOT a judicial warrant. ICE administrative warrants do not give ICE officials authority to enter a place where there is a reasonable expectation of privacy, without consent.

If this happens—state clearly that you do not consent to them entering but do not physically resist. If ICE officials have already entered, then ask them to leave and state that you do not consent to a search.

**Below is an example of an ICE administrative warrant which DOES NOT authorize agents to enter your home.**



**Warrant of Removal/Deportation**

File No: \_\_\_\_\_

Date: \_\_\_\_\_

**To any officer of the United States Immigration and Naturalization Service:**

\_\_\_\_\_ (Full name of alien)

who entered the United States at \_\_\_\_\_ (Place of entry) on \_\_\_\_\_ (Date of entry)

is subject to removal/deportation from the United States, based upon a final order by:

- an immigration judge in exclusion, deportation, or removal proceedings
- a district director or a district director's designated official
- the Board of Immigration Appeals
- a United States District or Magistrate Court Judge

and pursuant to the following provisions of the Immigration and Nationality Act:  
Section 241(a)(5) of the Immigration and Nationality Act(Act), as amended.

I, the undersigned officer of the United States, by virtue of the power and authority vested in the Attorney General under the laws of the United States and by his or her direction, command you to take into custody and remove from the United States the above-named alien, pursuant to law, at the expense of the appropriation. "Salaries and Expenses Immigration and Naturalization Service 2002," including the expense of an attendant if necessary.

\_\_\_\_\_  
(Signature of INS official)

\_\_\_\_\_  
(Title of INS official)

\_\_\_\_\_  
(Date and office location)

## Exhibit 2

### Know Your Rights

**Immigration and Customs Enforcement (ICE)** is one of the federal government agencies responsible for deporting people. If you encounter them, you have the following rights:

1. **RIGHT TO REMAIN SILENT**-- Under the Fifth Amendment of the U.S. Constitution, you have the right to remain silent and do not have to answer any questions about immigration status or country of origin.
2. **RIGHT TO CONSULT WITH AN ATTORNEY**-- You can also request to speak with legal representation before providing any information, but the government is not required to provide one for you. You can ask for a list of free or low-cost alternatives.
3. **RIGHT TO AN INTERPRETER**--You have the right to have an interpreter present before providing any information.

***THESE RIGHTS WILL ONLY BENEFIT YOU IF YOU USE THEM!***

---

### WHAT TO DO IF YOU ARE APPROACHED BY AN ICE OFFICER

If you are approached by an ICE Officer:

1. **STAY CALM.**
2. **Do not run or resist.**
3. **If you talk, speak loud enough so any witnesses nearby can hear you.**
4. **Before you say your name or anything else, ask, “AM I FREE TO GO?”**  
If they say YES: Say, “**I DON’T WANT TO ANSWER YOUR QUESTIONS**” or “**I’D RATHER NOT SPEAK WITH YOU RIGHT NOW.**” Walk away.  
If they say NO: Use your right to remain silent! Say, “**I WANT TO USE MY RIGHT NOT TO ANSWER QUESTIONS**” and;  
Then say, “**I WANT TO SPEAK TO A LAWYER.**”
5. **If ICE starts to search inside your pockets or belongings, say, “I DO NOT CONSENT TO A SEARCH.”**
6. **DON’T LIE OR SHOW FALSE DOCUMENTS.**
7. **DON’T ANSWER QUESTIONS ABOUT YOUR IMMIGRATION STATUS OR WHERE YOU WERE BORN.** They will use any information you provide against you. Do not voluntarily hand over any foreign documents such as a passport, consular IDs, or expired visas. Do Not sign any documents or allow ICE agents to coerce you into signing documents agreeing to deportation.

## Exhibit 3

### WHAT TO DO DURING AN ICE/POLICE ENFORCEMENT ACTION

*If any agents or employees from Immigration and Customs Enforcement (ICE), or other law enforcement agencies, attempt to enter our building or facilities, staff should follow this protocol:*

1. **Stay Calm and treat the officers with respect.**
2. Immediately notify a supervisor. Supervisors should contact legal counsel as soon as possible.
3. Document the name/contact information of the officers seeking access to the facility. This can be done by asking for a business card, or name and badge number.
  1. **“Officer; please give me your name, badge number and provide me with any warrant you have with you today. And are you with the Police or ICE?”**
4. Inform officers that they do NOT have consent to enter the non-public areas of the facility absent a valid judicial warrant. For example, staff can say any of the following:
  1. **“I’m sorry, but this is private property, and we do not consent to your searching our facility without a warrant signed by a judge.”**
5. If the officers claim to have a warrant to enter the facility/building, reception staff should ask for a copy of the warrant.
  1. **Check the warrant to make sure that it is signed by a judge or a magistrate.**
6. Do not answer questions posed by the officer. Instead, direct them to speak to the designated administrator or supervisor. Supervisors and Staff should not answer questions about whether a particular person (client or staff) is currently in the facility.
  1. **“I am not authorized to provide you with information regarding our clients.”**
7. Where officers have a valid judicial search warrant, staff should provide access only to the areas specified in the warrant.
8. Staff and supervisors cannot tell clients not to respond to questions from ICE. Instead, they can remind them that, **“you have a right to remain silent.”** Staff may not legally help clients escape or hide. Doing so could violate the law and subject staff members to criminal charges, including obstruction of justice or aiding and abetting a crime.
9. Staff and supervisors may videotape or record any interactions with the officers, but they must announce that they are doing so. Staff should remain a reasonable distance from the officers and their actions to avoid interfering.
10. If any arrests are made, ask for the names of individuals arrested and where they are going to be held. If no names are provided, create a list of who is missing.

## Exhibit 4

### **ICE/POLICE ENFORCEMENT ACTION REPORT**

**This form is meant to be used by facility staff to document the actions taken by a law enforcement agency. Provide as much detail as possible without interfering with the enforcement agent's movements.**

1. What was the date of the action?

---

2. What time did the action begin and end?

---

3. How many agents were present?

---

4. What agency conducted the action (i.e., ICE, local police, or state police)?

---

5. What were the names and/or badge numbers of the agents?

---

6. How did the agents' uniforms identify them (i.e., ICE, police, etc.)?

---

7. Why did they say they were at the facility?

---

8. Did you or another staff member ask to see a judicial warrant?

---

9. Did the agents present a judicial warrant?

---

10. If not, did you or another staff member deny them consent to enter? What was said to the agents?

---

11. If you or another staff member denied the agents consent to enter, how did they react?

---

12. If the agents presented a warrant, was a supervisor alerted? Who?

---

13. Was the warrant an administrative warrant, signed by an immigration official?

---

14. If it was an administrative warrant, did you or another staff member tell the agents that your organization has a policy of denying access to non-public areas in the absence of a judicial warrant? What did you say?

---

15. How did the agents react if you or another staff member denied them consent to enter based on an administrative warrant?

---

16. Did the agents present a judicial warrant, signed by a judge?

---

a) If so, please describe the warrant:

---

b) What was the date of the warrant?

---

c) What items or persons were the subjects of the search?

---

d) What areas did the warrant identify to be searched?

---

e) Which judge signed the warrant?

---

18. Did you allow the agents entry based on a judicial warrant?

---

19. If so, did you or another staff member accompany agents on their search? Which staff members?

---

20. Describe where the agent searched.

---

21. Did the agents stay within the areas they were authorized to search by the warrant? If not, what other areas did they enter? Did they look in closed closets, cabinets, or drawers? Did they ask permission first?

---

22. Did the agents keep anyone from moving around freely? Who?

---

23. Did the agents arrest anyone? Who?

---

24. Did the agents seize any items? What?

---

25. Did the agents take pictures of documents? If so, what documents? How did the agents get the documents?

---

26. Did the agents take fingerprints? If so, whose?

---

27. Who witnessed the action?

---

28. Were children present? If so, whose children? How many?

---

29. Did the agents yell at or threaten anyone? Who? Why? Which agents (if known)?

---

30. Did the agents have guns drawn or were they touching their weapons?

---

31. Did the officers detain anyone or make any arrests?

---

If so:

a) What were the names and ages of the persons detained or arrested?

---

b) Were the arrested individuals identified by name in a judicially signed arrest warrant?

---

c) Did the arrested individual(s) have other family members at the facility?

---

d) Did the arrested individual(s) have children at the facility?

---

**Completed by:**

**Name:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

# KNOW & EXERCISE YOUR RIGHTS

## DO NOT OPEN THE DOOR

- ASK THE AGENT TO SLIDE THE JUDICIAL WARRANT UNDER THE DOOR OR HOLD IT AGAINST THE WINDOW. MAKE SURE IT'S A VALID JUDICIAL WARRANT.
- A VALID JUDICIAL WARRANT SHOULD HAVE: YOUR CORRECT NAME AND ADDRESS, VALID DATE, AND BE SIGNED BY A JUDGE
- IF THE JUDICIAL WARRANT DOES NOT HAVE THE CORRECT INFORMATION, THEN THE WARRANT IS NOT VALID. SHOW THE AGENT THIS FLYER

## REMAIN SILENT

- DO NOT ANSWER ANY QUESTIONS & SAY: "I WISH TO REMAIN SILENT"
- DO NOT PROVIDE INFORMATION REGARDING WHERE YOU WERE BORN, WHEN, OR HOW YOU ARRIVED TO THE COUNTRY

## SPEAK WITH YOUR ATTORNEY

- SAY "I WILL CALL MY ATTORNEY" AND CALL YOUR ATTORNEY BEFORE ANSWERING ANY QUESTIONS

## DO NOT SIGN ANYTHING

- DO NOT SIGN ANY DOCUMENTS

PHONE NUMBER OF YOUR ATTORNEY OR COMMUNITY ORGANIZATION: \_\_\_\_\_

ICIRR FAMILY SUPPORT HOTLINE: (855) 435-7693

### SAMPLE OF JUDICIAL WARRANT ICE CAN ENTER YOUR HOME

### SAMPLE OF ADMINISTRATIVE WARRANT ICE CANNOT ENTER YOUR HOME

AO 93 (Rev. 11/13) Search and Seizure Warrant

U.S. Department of Justice  
Immigration and Customs Enforcement Warrant of Removal/Deportation

UNITED STATES DISTRICT COURT  
for the \_\_\_\_\_

In the Matter of the Search of \_\_\_\_\_ )  
(Briefly describe the property to be searched )  
or identify the person by name and address ) Case No. \_\_\_\_\_

**SEARCH AND SEIZURE WARRANT**

To: Any authorized law enforcement officer

An application by a federal law enforcement officer or an attorney for the government requests the search of the following person or property located in the \_\_\_\_\_ District of \_\_\_\_\_  
(Identify the person or describe the property to be searched and give its location).

I find that the affidavit(s), or any recorded testimony, establish probable cause to search and seize the person or property described above, and that such search will reveal (Identify the person or describe the property to be seized).

**YOU ARE COMMANDED** to execute this warrant on or before \_\_\_\_\_ (not to exceed 14 days)  
 in the daytime 6:00 a.m. to 10:00 p.m.  at any time in the day or night because good cause has been established.

Unless delayed notice is authorized below, you must give a copy of the warrant and a receipt for the property taken to the person from whom, or from whose premises, the property was taken, or leave the copy and receipt at the place where the property was taken.

The officer executing this warrant, or an officer present during the execution of the warrant, must prepare an inventory as required by law and promptly return this warrant and inventory to \_\_\_\_\_ (United States Magistrate Judge)

Pursuant to 18 U.S.C. § 3103a(b), I find that immediate notification may have an adverse result listed in 18 U.S.C. § 2705 (except for delay of trial), and authorize the officer executing this warrant to delay notice to the person who, or whose property, will be searched or seized (check the appropriate box)  
 for \_\_\_\_\_ days (not to exceed 30)  until, the facts justifying, the later specific date of \_\_\_\_\_

Date and time issued: \_\_\_\_\_ Judge's signature \_\_\_\_\_

City and state: \_\_\_\_\_ Printed name and title \_\_\_\_\_

File No: \_\_\_\_\_  
Date: \_\_\_\_\_

Important: An administrative warrant allows for the arrest of the person named, NOT a search of private property. You can refuse if an officer tries to search your home with this warrant.

To any officer of the United States Immigration and Customs Enforcement

(Full name of alien) \_\_\_\_\_

Who entered the United States at \_\_\_\_\_ on \_\_\_\_\_  
(Place of entry) (Date of entry)

Is subject to removal/deportation from the United States, based upon a final order by:

An immigration judge in exclusion, deportation, or removal proceedings  
 A district director or district director's designated official  
 The Board of Immigration Appeals  
 A United States District or Magistrate Court Judge

And pursuant to the following provisions of the Immigration and Nationality Act: Section 241 (a) (5) of the Immigration and Nationality Act (Ace), as amended.

I, the undersigned officer of the United States, by virtue of the power and authority vested in the Attorney General under the laws of the United States and by his or her direction command you to take into custody and remove from the United States the above-named alien, pursuant to law at the expense of the appropriation. "Salaries and Expenses Immigration and Customs Enforcement" including the expense of an attendant if necessary.

(Signature of ICE Official) \_\_\_\_\_

(Title of ICE Official) \_\_\_\_\_

(Date and Office Location) \_\_\_\_\_

Check that the warrant has your correct name and address

A search warrant is needed to search and enter premises; an administrative warrant doesn't allow entry

Officers typically can only search the specified person or property described.

The search is only allowed at the stated time and date.

A warrant is only valid with a judge's signature. Without it, you can refuse the search.

It must be signed by an immigration officer to be valid

This warrant is valid only for the arrest of the person named.



**I KNOW AND HAVE THE RIGHT  
TO EXERCISE MY RIGHTS**

**YOU CANNOT ENTER PRIVATE PROPERTY  
WITHOUT A VALID JUDICIAL WARRANT**

---

**IF YOU HAVE A VALID JUDICIAL WARRANT,  
SLIDE IT UNDER THE DOOR**

---

**IF YOU DO NOT HAVE A VALID JUDICIAL  
WARRANT, YOU DO NOT HAVE THE RIGHT TO  
ENTER MY HOME OR PRIVATE PROPERTY**

---

**I WILL NOT ANSWER ANY QUESTIONS AND I  
WILL CALL MY ATTORNEY**





# NORTHWEST COOK TRANSIT COORDINATION STUDY

KEY RECOMMENDATIONS AND  
BUSINESS PLAN TECHNICAL REPORT

DRAFT REPORT – JANUARY 2025

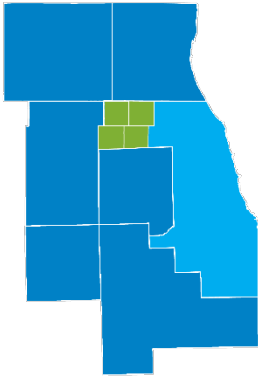
Prepared on behalf of Chicago Metropolitan Agency for Planning (CMAP)  
by SRF Consulting Group, Inc. and Sam Schwartz Consulting



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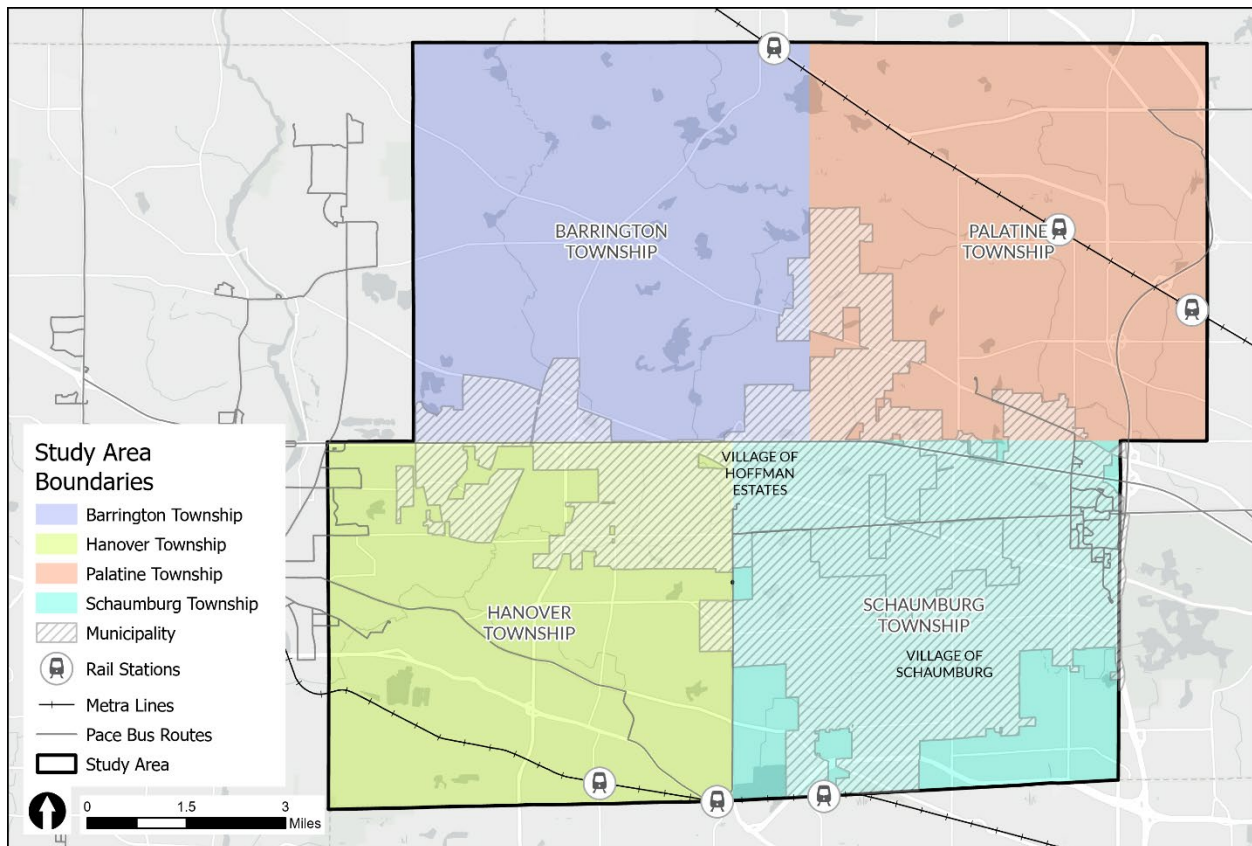
# INTRODUCTION



Commissioned by the Chicago Metropolitan Agency for Planning (CMAP), the Northwest Cook Transit Coordination Study explores opportunities to provide more efficient transit service in Northwest Cook County. The study includes detailed analysis of existing services and transit needs, as well as potential improvements. This Recommendations and Business Plan Technical Report documents the study's key recommendations and serves as a blueprint for future transit coordination and integration in Northwest Cook County.

The Northwest Cook County study area is comprised of Barrington Township, Hanover Township, Palatine Township, and Schaumburg Township. Key project partners include each township, as well as Harper College, the Village of Schaumburg, the Village of Hoffman Estates, Cook County, Pace Suburban Bus, and the Regional Transportation Authority (RTA). Within the study area, townships, villages, and Pace operate multiple demand-response transportation services with overlapping boundaries and unique eligibility requirements (Figure 1), creating challenges for riders, as well as opportunities for improved coordination.

Figure 1. Study Area Transit Services (Demand Response)



## KEY CHALLENGES

This section documents key challenges related to existing services in Northwest Cook County as identified in the Existing Conditions and Market Analysis phases of the study, as well as through public feedback.

### Transit Challenges in Northwest Cook County

Transit services in Northwest Cook County are funded and operated by a variety of government agencies, including municipalities, townships, and Pace Suburban Bus. While these services have been designed to meet the needs of local communities, they present riders with a layered network of services that can in some cases be confusing to navigate. Key challenges include service fragmentation, eligibility requirements, service days and hours, and trip reservations.

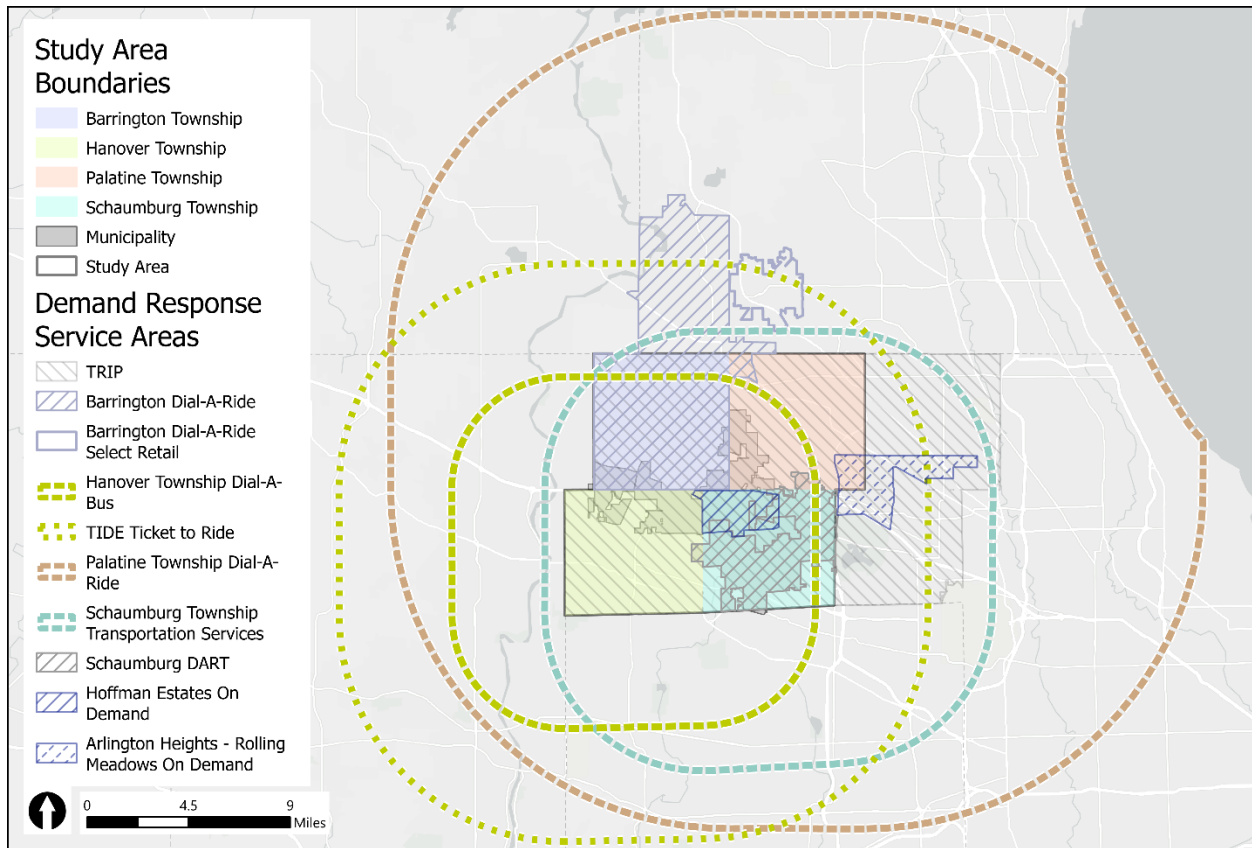
#### SERVICE FRAGMENTATION

Existing transit services are provided independently, with service areas that often overlap. These include the following:

- Dial-a-Ride services sponsored by individual townships or municipalities,
- The Township Riders Initiative Program (TRIP) for medical appointments,
- Pace On Demand, which operates two zones within the study area,
- Various township-sponsored taxi subsidy programs, and
- Pace I-90 Express and local bus routes, and the Woodfield Trolley.

The patchwork of existing services can make it difficult for riders to know which services are available in their jurisdiction, especially when service area boundaries do not neatly align with municipal boundaries or other well-known landmarks.

Figure 2. Study Area Transit Services (Demand Response)



## ELIGIBILITY REQUIREMENTS

Existing transit services in Northwest Cook County are subject to varying eligibility requirements, as shown in Table 1. Most township-operated services are available to seniors and customers with disabilities, but individual age requirements differ. Pace and Village of Schaumburg services are available to the general public with no restrictions. Differing eligibility requirements, especially among similar services, can create confusion among riders.

Table 1. Eligibility Requirements of Study Area Transit Services

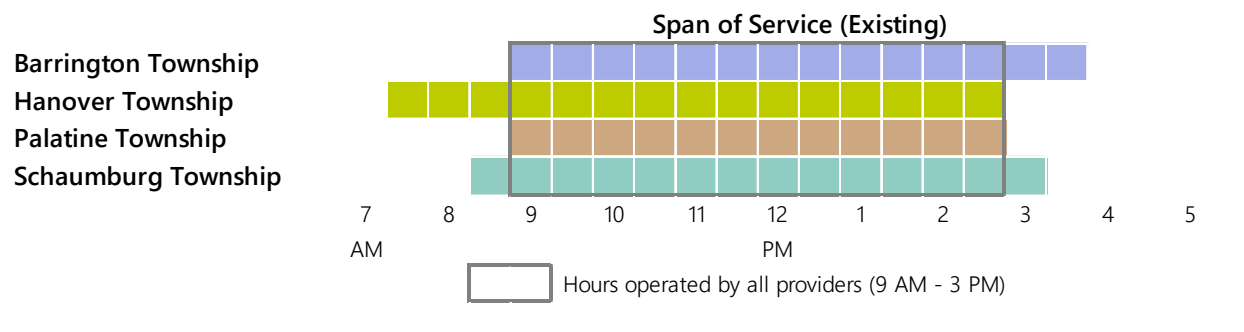
Transit Service	Eligibility Requirements
Barrington Dial-a-Ride	Seniors (age 60+); People with disabilities (age 18+) Must reside within Barrington Township Medical and retail trips only
Hanover Township Dial-A-Bus	Seniors (age 55+) People with disabilities (age 18+) Must reside within Hanover Township Medical and retail trips only
Palatine Township Dial-a-Ride	People with disabilities (16+) Must reside within Hanover Township

Transit Service	Eligibility Requirements
	Work trips only
Schaumburg Township Transportation Services	Seniors (age 60+) People with disabilities (age 18+) Must reside within Palatine Township Medical and retail trips only
Township Riders Initiative Program (TRIP)	Seniors (age 60+) People with disabilities (age 18+) Trips must cross township boundaries and not duplicate other services Medical trips only
Schaumburg Dial-A-Ride Transit (DART)	General public (no restrictions)
Pace On Demand	General public (no restrictions)
Pace Express and Local Bus Routes	General public (no restrictions)

## SERVICE DAYS AND HOURS

As with eligibility requirements, each township currently sets its own service hours. Service is available on weekdays from 9 AM to 4 PM in Barrington Township, 7:30 AM to 3 PM in Hanover Township, 9 AM to 3 PM in Palatine Township, and 8:30 AM to 3:30 PM in Schaumburg Township (Figure 3). The TRIP program is available from 5 AM to 9 PM on weekdays and 7 AM to 4 PM on Saturdays. When service hours vary across townships, riders who live in different parts of one municipality may have different access to transit.

Figure 3. Span of Service by Provider (Township-Sponsored Dial-a-Rides)



## TRIP RESERVATIONS

Trips on existing services are reserved separately by calling individual Dial-a-Ride reservation numbers. Even for services operated by Pace Suburban Bus, riders must call a separate reservation line depending on which township or service area they live in. Services not operated by Pace are advertised on township or municipal websites only, making them less visible to potential riders. Within the study area, only Pace On Demand offers online reservations. Reservation policies also differ across services as follows:

- In Barrington Township, riders must reserve trips at least one day in advance. Medical trips may be booked up to one week in advance.

- In Hanover Township, riders must reserve at least 24 hours prior to their trip. Service is offered on a first-come, first-served basis.
- In Palatine Township, riders must reserve at least two days in advance and may reserve up to two weeks in advance.
- In Schaumburg Township, riders must reserve a minimum of 72 hours and a maximum of 30 days in advance.
- In the Village of Schaumburg, riders must reserve at least 90 minutes prior to their trip.
- Pace On Demand trips can be reserved at least 10 minutes prior to the trip.

## Opportunities for Improvement

Transit providers in Northwest Cook County can improve the rider experience by addressing the challenges highlighted above. Key opportunities for improvement include customer information, service consistency, trip reservations, and transit funding and operations. These opportunities form the basis of the recommendations discussed later in this report.

### CUSTOMER INFORMATION

Information on existing transit services in Northwest Cook County is fragmented across a number of township, municipal, and regional websites. Coordinated customer information is a common focus of transit coordination plans and could help riders more easily discover the services that are available and choose the most applicable program for their trips.

### SERVICE CONSISTENCY

Existing transit services in Northwest Cook County have various eligibility requirements, hours, and service areas that offer different levels of transportation access. Transit providers could strengthen their ability to jointly market service by setting consistent standards for dial-a-ride services across Northwest Cook County.

### TRIP RESERVATIONS

Existing transit services could benefit from greater coordination in reservation policies, procedures, and systems. While services are currently reserved separately and primarily via telephone, opportunities exist to utilize technology to offer a streamlined reservation experience for riders via a single call-in number or smartphone application.

### TRANSIT FUNDING AND OPERATIONS

Existing transit services in Northwest Cook County are funded and operated independently according to the specifications of each sponsor agency, including townships, municipalities, and Pace. Transit providers and local governments can and should explore ways to gain efficiencies through coordinated or consolidated services, a strategy recommended in CMAP's ON TO 2050 Regional Plan.



# TRANSIT COORDINATION STRATEGIES

This section outlines the types of transit coordination activities explored as part of the Northwest Cook Transit Coordination Study, as well as the process undertaken to develop key recommendations.

## Levels of Transit Coordination

Figure 4 outlines the purpose of the Northwest Cook Transit Coordination Study, as well as the levels of transit coordination activities that transit agencies can undertake to better address these customer needs. Transit coordination activities can be broadly organized into four levels of intensity: **Networking, Cooperation, Coordination, and Consolidation.**

Networking is the least formal type of coordination, consisting of simple information-sharing across providers. Cooperation involves informal or formal operational assistance, including providing trips across jurisdictional boundaries. Formal coordination involves agreements to share resources or jointly deliver elements of transit service. The most intensive type of coordination, consolidation, involves merging transit functions to gain operational efficiencies.

Figure 4. Study Purpose / Levels of Transit Coordination.

Study Purpose	Types of Transit Coordination
<ul style="list-style-type: none"><li>• <b>Summarize existing services</b> and travel patterns in Northwest Cook County.</li><li>• <b>Analyze transportation needs</b> in Northwest Cook County, and identify service gaps.</li><li>• <b>Develop strategies</b> for improved coordination and service provision.</li><li>• <b>Establish priorities for implementation</b> based on need and available resources</li></ul>	<ul style="list-style-type: none"><li>• <b>Networking</b> - Sharing information and referring customers across providers.</li><li>• <b>Cooperation</b> - Operational assistance with passenger trips across jurisdictional boundaries.</li><li>• <b>Coordination</b> - Formal agreements for sharing resources or jointly operating transit services.</li><li>• <b>Consolidation</b> - Merging services, funding, or governance to improve efficiency.</li></ul>

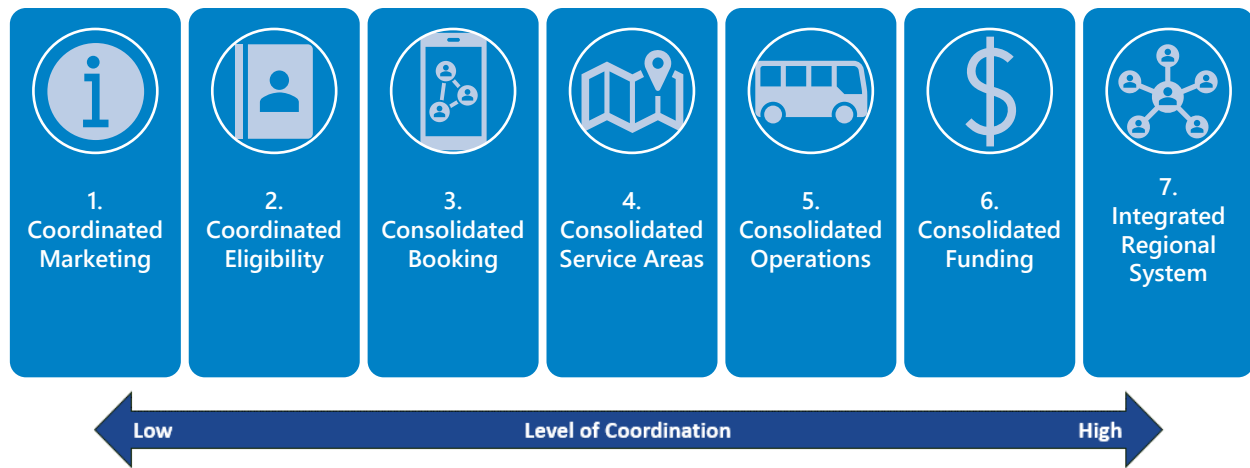
## Existing Coordination Activities

Before establishing future recommendations, agencies should always consider coordination activities or practices that are already underway and assess how they meet customer needs. In the Northwest Cook County study area, project partners are already engaged in networking, including by providing information jointly and by frequently referring customers across jurisdictions. In addition, the four townships in the study area have cooperated since the early 2000s to sponsor the Township Rider Initiative Program (TRIP), which provides medical trips within Barrington, Elk Grove, Hanover, Palatine, Schaumburg, and Wheeling townships, as well as to select V.A. medical facilities and Cook County's John H. Stroger, Jr. Hospital in Chicago. Since the intent of this study is to build on existing activities, the recommendations considered in the following section will focus on more intensive coordination and consolidation approaches.

## Universe of Alternatives

The Northwest Cook Transit Coordination Study considers seven main approaches for coordination and consolidation (Figure 5). The simplest alternatives involve coordinating marketing materials and eligibility requirements while maintaining separate transit services in each township. Further alternatives explore consolidation of various transit functions, including trip reservations (booking), service areas, transit operations, and funding. Finally, the most intensive coordination alternative would explore the creation of an integrated, multi-county demand-response system, which some metropolitan areas use to deliver seamless mobility across jurisdictional boundaries.

Figure 5. Universe of Alternatives Considered



The following section outlines each potential alternative in greater detail.

### 1. Coordinated Marketing

- Develop a single website with information on all providers
- Maintain and update materials regularly via designated staff at a lead township or agency
- Coordinate with Pace Community Relations and mobility management staff for rider outreach and education

### 2. Coordinated Eligibility

- Establish consistent eligibility requirements, including for age, disability, and trip purpose
- Standardize service hours and policies
- Clarify transfer points between township-operated systems

### 3. Consolidated Booking

- Establish a single call center (either through Pace or a joint township operation)
- Utilize a single dispatch software platform
- Provide a customer-facing trip reservation management app (based on dispatch platform)

#### 4. Consolidated Service Areas

- Allow trips from each township to travel throughout Northwest Cook County
- Individual trips could be funded based on the trip origin, destination, operator, or where the rider resides
- Would not require consolidated operations, but may benefit from consolidated booking

#### 5. Consolidated Operations

- Utilize a single transit service provider for a consolidated service area
- Operator could be contracted by a lead township or Pace
- Would not necessarily require consolidated funding; participating townships or municipalities could share in costs based on ridership

#### 6. Consolidated Funding

- Single funding partner for a fully consolidated service, as in Lake and McHenry counties
- Lead agency would provide full local share of operations and maintenance costs
- Pace subsidy would be redirected from individual townships to the funding partner

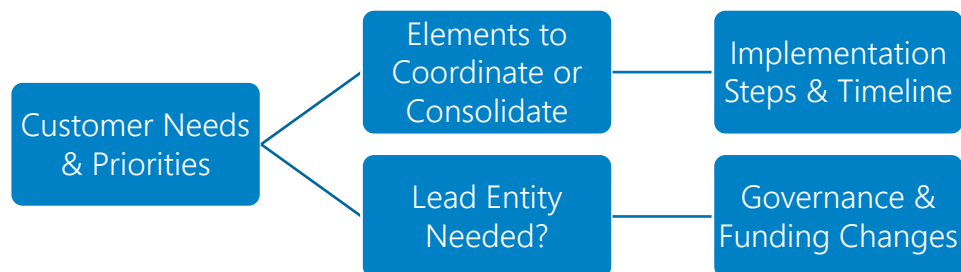
#### 7. Integrated Regional System

- Single demand-response service across multiple counties (or the full RTA service area)
- Allows seamless trips across municipal and county boundaries
- Requires careful consideration of fare structure, trip eligibility, and operating costs
- May require structural changes to Chicago-area transit funding or governance
- Examples in other regions include Transit Link (Twin Cities, Minnesota), and RTS Dial-a-Ride (Rochester, New York)

## Decision-Making Framework

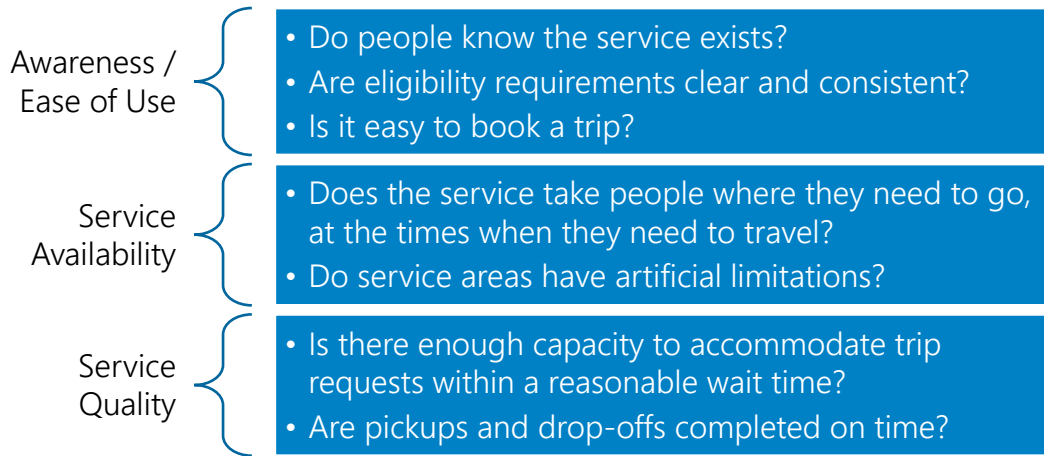
In evaluating recommendations and future coordination strategies, CMAP and project partners examined the customer experience, identified needs, and assessed the organizational structures required to implement improvements. These factors informed the development of near-, medium-, and long-term scenarios for transit investment (Figure 6).

Figure 6. Decision-Making Framework



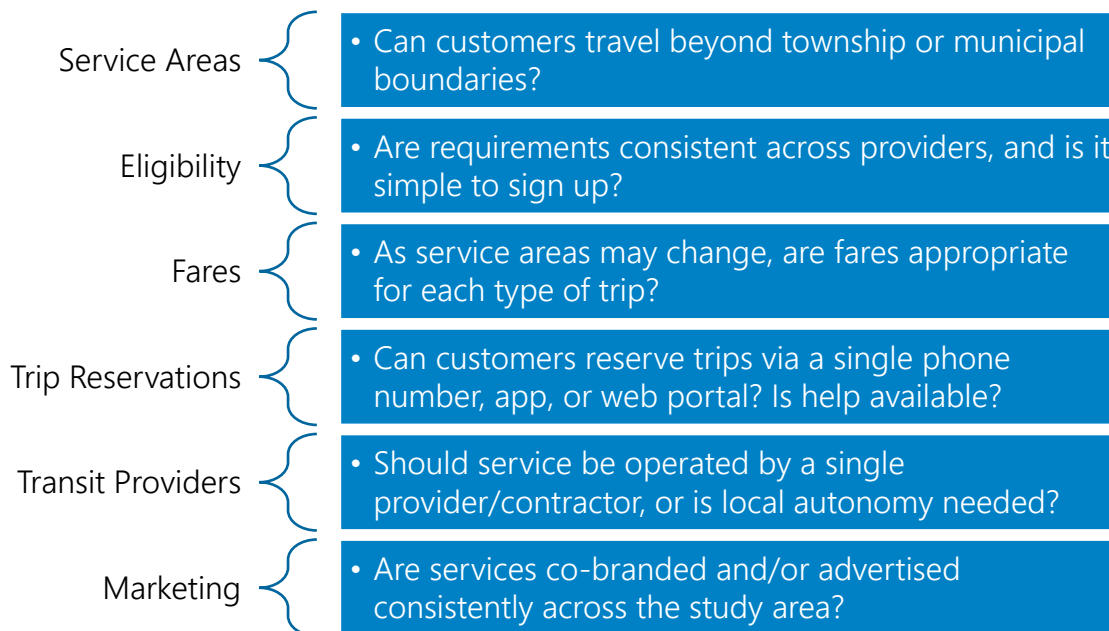
Public outreach efforts, including a rider and community survey, helped reveal elements of the customer experience most in need of improvement. These include three main topics: Awareness and ease of use, service availability, and service quality. Key considerations related to each element of the customer experience are shown in Figure 7.

Figure 7. Key Considerations - Customer Experience



When identifying elements of each service to consider for coordination or consolidation, the project team engaged existing transit providers for their perspectives on service characteristics. Key considerations related to elements of transit operations are shown in Figure 8.

Figure 8. Key Considerations - Transit Operations



In evaluating the organizational impacts of service coordination or consolidation, the project team considered first whether each recommendation would require a lead agency. Depending on the approach, some elements of coordination could be led by townships or municipalities, while others might require increased involvement by Cook County, Pace, or RTA. The same is true for funding: certain recommendations could be implemented independently by each township or municipal sponsor, but others might more easily take place with a pooled funding approach or via new, sustained investment by regional partners. The type of governance and funding needed may determine whether some recommendations are feasible in the short-, medium-, or long-term scenario. Key considerations related to governance and funding are shown in Figure 9.

Figure 9. Key Considerations - Governance and Funding



## Peer Case Studies

Successful efforts to coordinate independent public transit services in peer communities in the Chicago region were explored for potential lessons for the Northwest Cook County community.

## KANE COUNTY, ILLINOIS – RIDE IN KANE

The Ride in Kane program manages subsidized demand-response transit services throughout much of Kane County, on behalf of municipal and non-profit “sponsors;” Pace operates the services. The program is funded through federal 5310 funds, trip fares, a Pace subsidy, and local match provided by program sponsors.

The service is available 24 hours a day, 7 days a week, 365 days a year. Eligible riders can travel anywhere within the service area, which covers roughly the eastern two-thirds of Kane County and is determined by sponsor entities. Certain eligible residents can also use the service for work trips throughout the county. Trip fares are \$5 one-way for the first 10 miles, and then \$1.50 per mile thereafter.

Eligibility for service depends on a variety of factors, including where residents live, demographics of residents, and their trip purpose. This is because sponsor entities contribute varying funding levels to the program, depending on their interest and ability in providing the service to residents. Sponsors determine which trips and people will be eligible based on their budget (sponsors with smaller budgets result in more eligibility restrictions). Sponsor entities also register riders after validating their eligibility. Once they are registered, riders must also sign up with Pace in order to book trips.

As of 2024, there were twenty sponsor entities, including townships, non-profit organizations, and the county. In addition to providing funding and registering riders, local sponsors may contribute to marketing the program and assisting customers.

In addition to contributing funding as a sponsor entity, Kane County manages the administrative requirements of the program. These include drafting intergovernmental agreements with sponsors and Pace, billing tasks, applying for grants, providing customer service, marketing the program, and recruiting new sponsors. Kane County Department of Transportation employs a full-time staff person to manage the program.

Kane County took over administration of the program from the Association for Individual Development, a non-profit organization that originated the program in 2006, because the administrative burden of the program was too high for AID to manage. The move to County ownership also had political support; the Kane County Chair deemed that supporting demand-response transit program aligned with county priorities.

Pace operates the call center through which customers book rides and provides the services. Pace operates the service with around 98% on-time performance.

## LAKE COUNTY, ILLINOIS – RIDE LAKE COUNTY

Lake County Department of Transportation manages, and Pace operates, the Ride Lake County program, which is demand-response transit across Lake County. The program is funded by 5310 federal funds with a local match from Lake County, a Pace subsidy, and fares.

Transit services are available from 6 a.m. to 6 p.m. except holidays for any trip type, for people with disabilities and older people residing in Lake County. The service area is all of Lake County, plus the

extensions of Lake County municipalities into other counties in Illinois. Fares are determined by the trip length, ranging from \$2 to \$6 one-way. Eligible residents are certified and registered through the RTA. Registered riders can book rides through Pace’s call center.

The county-wide service launched in 2022, consolidating dozens of individual services operated by municipalities and non-profits, with varied hours of operation and fare levels, smaller service areas, and a range of eligibility requirements.

The process to consolidate the demand-response services originated over a decade previously, when a steering committee formed to advocate for a county-wide service. The steering committee conducted an extensive market study to understand how demand-response services could be improved in the county. The study recommended consolidating service as one potential solution. In 2018, county elected officials prioritized improvements to transit service and set out to implement a county-wide service. Lake County raised some funding through a local gas tax and additionally, it asked jurisdictions to redirect their Pace subsidies to the county.

These funding streams provided the necessary resources for Lake County DOT to manage Ride Lake County; employees are responsible for program administration, applying for grants, marketing, and interfacing with Pace, though program management doesn’t require any employee’s full time.

Many jurisdictions had been using Pace subsidies to support their own demand-response services; some retired their services with the introduction of Ride Lake County while some, like Highland Park, continued to fund and support municipal transit through other means.

Pace operates the call center through which customers book rides and provides the services. Pace operates the service with around 99% on-time performance. Residents with disabilities register for the service through the RTA’s ADA assessment.

The consolidated demand-response service is simpler to navigate for eligible riders than the fragmented system that preceded it; no matter where they live or where they are going in Lake County, they can travel with Ride Lake County and the process to book and pay for rides will be the same.

## LESSONS LEARNED FROM PEERS

- Eligibility requirements have benefits and drawbacks for riders. Requirements restrict some people from using the service. At the same time, restricting the pool of eligible riders frees up more resources for each rider. Therefore, requirements may allow for more expansive service for eligible riders. Ride in Kane is able to offer 24/7 service in part because eligibility requirements keep the program size manageable.
- Forming a region-wide service doesn’t preclude more specialized municipal or non-profit services from operating. Some townships in Lake County continue to operate demand-response services in addition to Ride Lake County.

- Increasing the service area doesn't substantially increase the length, cost, or reliability of trips. The cost per ride in Ride Lake County and Ride in Kane County is about \$40 per trip. The cost to sponsors in Kane County is about \$15 per trip.
- Customers appreciate the expanded service area that gives them greater liberty to travel. Customer perceptions of both Ride in Kane County and Ride Lake County have been positive. However, some users of the Kane County program find the sponsor-based eligibility to be confusing. Kane County is exploring further consolidating so that eligibility requirements are unified across the county.
- The sponsor model allows for more localized policy, in which municipalities can determine how much they want to invest in demand-response services. However, there is a substantial administrative burden associated with the sponsor model. Kane County employs a full-time person to manage IGAs, invoices, and relationships associated with engaging sponsors in its Ride in Kane program. Management of Ride Lake County isn't a full-time job for Lake County staff, because the program doesn't require a long list of formal agreements with other government entities.
- There have been few impacts to operations from the expansion. Pace's benchmark for on-time performance is 95%. It delivers 98% of trips on-time for Ride in Kane and 99% of trips on-time for Ride Lake County.

## RECOMMENDATIONS

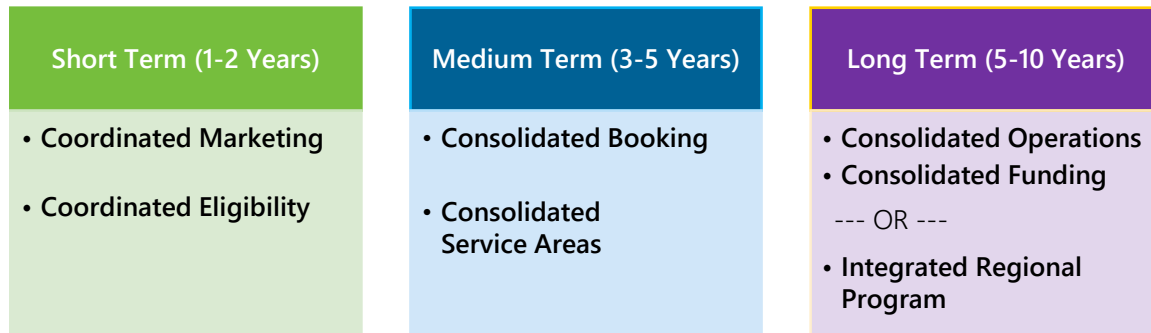
The following section outlines the recommendations included in the short-, medium-, and long-term scenarios, including actions related to service, technology, and policy. Each scenario relates to the types of transit coordination and key decision points mentioned in previous sections.

### Overview of Scenarios

Key thematic recommendations of the short-, medium- and long-term scenarios are shown below in Figure 10. The short-term scenario represents actions that could be taken with minimal investment over the next 1-2 years. The medium-term scenario represents actions that may require additional investment or operational changes but could be implemented within 3-5 years. The long-term scenario represents actions that could be implemented over a time horizon of 5-10 years, with additional investment or governance changes needed.



Figure 10. Recommended Scenarios



## Short-Term Scenario (1-2 Years)

In the short-term scenario, independent transit providers would increase coordination while focusing on efforts that could be completed within a one- to two-year time horizon. From the universe of alternatives, it is recommended that the short-term scenario include two main coordination approaches: **Coordinated Marketing** and **Coordinated Eligibility**. These improvements could be implemented to improve public awareness and customer service without requiring major changes to technology, funding, or governance.

### 1. COORDINATED MARKETING

Coordinated marketing efforts are intended to raise awareness of the services available in the study area and make it easier for riders to find the transit service that best meets their needs. Recommendations for coordinated marketing include the following:

#### 1A. Formalize an ongoing working group to guide implementation of the plan.

This recommendation addresses the need for agencies to communicate regularly as they begin to implement transit coordination improvements. An ongoing working group could be composed of the Northwest Cook Transit Study's key partners – the four townships, Pace, Harper College, Cook County, the Village of Schaumburg, and the Village of Hoffman Estates – or a subset of these partners most focused on transit operations. In the short term, it is recommended that the working group meet at least quarterly.

#### 1B. Coordinate existing public information to ensure consistency and to better cross-promote services.

Existing township and municipal websites provide information primarily on their own services, with incomplete or in some cases outdated information on services provided by other townships, municipalities, or Pace. Pace's website includes service descriptions and telephone numbers for services operated by Pace itself, but it does not provide information on non-Pace services.

At minimum, each partner should provide links to up-to-date information on all township- and village-operated services in Northwest Cook County. For services sponsored by multiple partners, like TRIP, a single partner (a township or Pace) should maintain a webpage with current service information, rather than having duplicative pages at each township.

In addition to coordinating online information, each transit provider should ensure that its customer service agents and dispatchers are trained to help customers navigate the multiple services available in Northwest Cook County so they can refer riders when needed.

**1C. Establish a shared website** for all Northwest Cook County transit services.

Given the complexity of maintaining separate websites and webpages for each service, there could be an advantage to developing a single, dedicated website for all transit services in Northwest Cook County. If a single partner (such as a municipality, township, Cook County, Pace, or RTA) were willing to arrange the design and hosting of a new website, riders would be able to see all available transit services in one place. Each partner could then refer riders and community members to the shared website when promoting transit in Northwest Cook County.

At minimum, a website should include a description of each transit service, a map of its service area, a list of eligibility requirements, and information on how to book a trip (including phone numbers and links to any relevant web reservation portals). A more robust website could feature an interactive map where customers would be able to see the boundaries of all services together, or even enter an address to view all services available at a specific location. These features could help riders discover the transit services that best meet their needs.

By providing convenient access to transit information, providers can improve ease of use for existing customers and make it easier for new potential riders to access services. In the long term, better public information can be expected to increase ridership on transit in Northwest Cook County.

## **2. COORDINATED ELIGIBILITY**

Coordinated eligibility requirements across similar services could help ensure that riders in each township or municipality have the same access to transit regardless of where they live in Northwest Cook County.

Recommendations for coordinated eligibility include the following:

**2A. Standardize age requirements** for township-sponsored services.

Currently, each township is responsible for setting the minimum age thresholds for the transit services they operate or sponsor. Dial-a-Ride service in Hanover and Schaumburg townships is available to seniors aged 55 or over, while service in Barrington and Palatine townships is available to seniors aged 60 or over. The TRIP program, which is sponsored by six townships in total, also serves seniors aged 60 or over. Differences in eligibility requirements can lead to confusion for riders, who may face different age limitations even within a single municipality that happens to cross township boundaries.

Within the next two years, townships should work to standardize the age thresholds for each service available in Northwest Cook County. This could be accomplished by raising the age of eligibility in Hanover and Schaumburg townships, or by lowering the age of eligibility in Barrington and Palatine townships and for the TRIP program.

If age thresholds are raised, townships could consider granting eligibility to all current riders between the ages of 55 and 60 to avoid negatively impacting those who rely on the service today. If age thresholds are lowered, project partners could work together to anticipate fiscal impacts by examining the percentage of trips in Hanover and Schaumburg townships that are made by customers between age 55 and age 60.

## **2B. Standardize hours of service** for township-sponsored services.

As with age requirements, each township currently sets its own service hours. Service is available on weekdays from 9 AM to 4 PM in Barrington Township, 7:30 AM to 3 PM in Hanover Township, 9 AM to 3 PM in Palatine Township, and 8:30 AM to 3:30 PM in Schaumburg Township. The TRIP program is available from 5 AM to 9 PM on weekdays and 7 AM to 4 PM on Saturdays.

Since varying operating hours can make it difficult for passengers to navigate services, it is recommended that the four townships work together to identify a service window that could be acceptable to each township. Implementation of standardized hours of service may increase operating costs for some townships while reducing them for others, so the goal should be to balance the fiscal impacts across the four townships with the needs of their riders. At minimum, the proposed span of service should encompass the hours currently operated by all four townships, or 9 AM to 3 PM.

Given the TRIP program's specific focus on medical trips, it is recommended that this service maintain its current schedule as long as it remains acceptable to the six sponsoring townships and Pace.

## **2C. Standardize fare policy** for township-sponsored services.

In addition to hours of service, each township currently sets its own fares for Dial-a-Ride programs. Fares are \$2.00 per one-way trip in Barrington and Palatine townships; \$1.00 per one-way trip in Schaumburg Township, and a suggested donation of \$1.00 per one-way trip in Hanover Township.

In conjunction with any change to eligibility requirements, it is recommended that the four townships work together to set a consistent fare structure. This would require moving from a suggested donation to a mandatory fare in Hanover Township, as well as establishing the one-way price for all townships. If desired, the townships could work to offset the burden of any fare increases by offering discounted multi-ride passes, similar to Schaumburg Township's 18-ride pass.

## **Medium-Term Scenario (3-5 Years)**

In the medium-term scenario, independent transit providers would deepen their collaboration by consolidating key functions within the next three to five years. From the universe of alternatives, it is recommended that the medium-term scenario include two main coordination approaches: **Consolidated Booking** and **Consolidated Service Areas**. These improvements could be implemented without requiring major changes to funding or governance, but they could also lay the groundwork for further consolidation in the long term.

### 3. CONSOLIDATED BOOKING

Consolidated booking allows riders to reserve trips across a variety of services using a single phone number, website, or smartphone application. Currently, riders book trips on the various services in Northwest Cook County via a patchwork of different phone numbers and web portals, making it difficult for riders to find and make trips on the services that best meet their needs. Recommendations for consolidated booking would improve the customer experience without necessarily merging transit operations or service areas.

#### 3A. Identify preferred coordination structure, including whether a lead agency is needed.

Before beginning to consolidate agency functions, the working group should establish consensus on the type of coordination structure desired. If coordination activities (including potentially consolidated transit functions) are to be led by a township or municipality, this municipality should consider hiring a mobility manager to assist.

#### 3B. Establish a single call center for locally sponsored services.

##### Option 1: Township- or Municipally Operated.

For township- or municipally sponsored dial-a-ride services, two options exist for establishing a single reservation system. The first involves townships and municipalities designating a lead agency to handle trip reservations and dispatch for all four township-operated services, as well as the Village of Schaumburg's DART service. This lead agency (likely a township) would then hire reservation agents, if they are not already present, and would procure transit dispatch software for use by all four townships.

A township- or municipally operated call center would likely require additional full-time staff resources, as well as a federally compliant procurement process and ongoing contract for reservation software. This method would likely be more expensive for the township or municipal operators than the current phone-based reservation approach and would require additional investment by the project partners.

##### Option 2: Pace-Operated.

The second option would be for all participating townships to transition to using Pace's regional call center, which has the technology and staff capabilities to manage reservations for independent services. For locally sponsored services currently operated by Pace (including in Barrington and Hanover townships and the Village of Schaumburg), reservations could transition to a single phone number with no additional changes.

For locally sponsored services that operate independently, each township or municipality would need to contract with Pace for the costs associated with handling reservations. By doing so, they would save on administrative expenses associated with current in-house functions or those provided by existing contractors. Given the economies of scale that Pace has been able to achieve with the implementation of the regional call center (handling one of the nation's largest paratransit services), utilizing Pace's existing services is likely the lowest-cost option.

Pace is also moving toward the implementation of trip reservations via web-based and smartphone-based tools. Utilizing Pace's regional call center would allow locally sponsored dial-a-ride services to share in technology improvements as they are made available.

#### 4. CONSOLIDATED SERVICE AREA

A consolidated service area would allow riders to travel throughout participating Northwest Cook County communities without transferring between services. Implementation of a consolidated service area can build on consolidated booking by allowing trips to be reserved across township or municipal boundaries.

##### 4. Establish a consolidated service area for township-sponsored services.

In the medium term, townships should work to standardize and consolidate their service areas to allow riders of each service to travel throughout Barrington, Hanover, Palatine, and Schaumburg townships. This can be completed through policy changes without necessarily consolidating operations. It is suggested that each township-sponsored service be responsible for carrying riders whose trips (1) occur fully within the township, or (2) originate within the township but travel elsewhere in Northwest Cook County. Assignment of trips could be completed automatically by the software used for the single call center recommended in 3B.

A consolidated service area would be similar to the current approach in Kane County in that individual sponsoring agencies would separately fund trips from their own jurisdictions, but without Kane County's consolidation of transit operations. This approach could be seen as a step that allows individual townships to retain operational control while offering service that is broader and more useful to riders.

### Long-Term Scenario (5-10 Years)

In the long term (within 5-10 years), it is recommended that local partners work together to consolidate demand-response programs to offer a more efficient and seamless mobility experience for customers. Over this time horizon, it is feasible to pursue consolidation of operations, local match funding, or even an integrated regional demand-response program, but these elements can also be considered individually based depending on agency capacity, funding needs, and external factors.

#### 5. CONSOLIDATED OPERATIONS

Consolidated operations would involve a single transit provider assuming the responsibility of delivering transit service for all of Northwest Cook County. The advantage of consolidated operations is the greater efficiency that could be achieved if vehicles can be dynamically dispatched regardless of township or municipal boundaries to best meet riders' trip requests on any given day. As with reservations and dispatch, there are multiple options for implementing consolidated operations.

##### 5. Establish a single, consolidated operator for demand-response services in Northwest Cook County.

###### Option 1: Township- or Municipally Operated.

If a township or municipality has been identified as the lead agency in Recommendation 3A, this

township or municipality could also take the lead in managing a single operations contract for the entirety of Northwest Cook County. This would require intergovernmental agreements with each of the other participating townships and municipalities who sponsor service within their jurisdictions. These could be coordinated by the mobility manager, if hired.

**Option 2: Pace-Operated.**

If townships and municipalities have transitioned to the use of the Pace regional call center in Recommendation 3B, they could opt for Pace to assume operations of a combined Northwest Cook County dial-a-ride service. Townships could retain responsibility for funding trips and be billed by Pace based on their start and end locations, but Pace would have the opportunity to achieve additional efficiency by utilizing its existing paratransit contractor to operate a unified service with no internal service boundaries.

## 6. CONSOLIDATED FUNDING

In conjunction with or following the transition to a single operator, it is recommended that funding for demand-response service in Northwest Cook County also be consolidated. This would require that individual townships relinquish the subsidy they currently receive from Pace for sponsoring dial-a-ride service, and instead redirect this subsidy toward the consolidated transit program.

**6. Establish a single, consolidated funding source** for demand-response service in Northwest Cook County.

Models for funding consolidation have been demonstrated in McHenry and Lake counties, where the county government has opted to assume the funding responsibility for the local share of services that are broader than a single municipality. Both counties have transitioned over time to fully countywide service, which offers greater accessibility than any program currently available in Cook County.

For funding consolidation to take place in Cook County, it is likely that the county would need to take a leading role. This is not anticipated to be feasible in the short-term or medium-term scenarios, as Cook County would need time to develop political support and funding capacity for this program. Furthermore, Cook County has suggested exploring demand-response programs that are broader than the county scale, which would require greater leadership by the region's transit agencies.

Consolidating ADA funding and operations at the county level is recommended as a part of CMAP's [Plan of Action for Regional Transit \(PART\)](#).

## 7. INTEGRATED REGIONAL PROGRAM

In the long term, the Chicago region should explore ways to offer seamless transit access across Northeastern Illinois, regardless of township, municipal, or county boundaries. This could be accomplished through a truly regional demand-response transit program that would supersede efforts by individual municipalities (as in Cook County), and merge programs already provided at the countywide scale. While this would require changes to the way that current agencies fund and operate demand-response transit, it is

important to note that this highest level of transit coordination is **possible** and **has been implemented** in other large urban regions in the United States.

## 7. Implement an integrated regional program for demand-response service in Northeastern Illinois.

An integrated regional demand-response transit program would unify the various functions of funding, governance, and operations under a single transit agency with the authority to provide transit service throughout Northeastern Illinois. In other regions, similar services have been implemented by metropolitan planning organizations who operate transit service (as with the Metropolitan Council in the Twin Cities, Minnesota), and regional transit agencies (as in Rochester, New York).

In Illinois, a regional demand-response transit program would likely be operated by Pace, but with funding and oversight from RTA. Currently, there are some organizational and legislative barriers to implementing expanded demand-response service, especially if it were to provide service to the general public. These barriers include:

- **Limited regional sales tax funds for transit.** Chicago-area transit agencies, including RTA, CTA, Metra, and Pace, will face a \$730 million annual budget gap by 2026 due to a decline in ridership and increases in costs related to the COVID-19 pandemic. This leaves the region with limited ability to invest in new programs and has forced agencies to rely on federal stimulus funding between 2020 and 2025.<sup>1</sup>
- **State legislative requirements for fare recovery.** The RTA Act, as amended in 1983, requires that the RTA system must recover at least 50 percent of operating costs via fares. This requirement has served as the RTA's primary performance measure for allocating transit funding to CTA, Metra, and Pace, and it has influenced the investment decisions of each agency to prioritize the services that generate the most ridership. While demand-response service can meet transit needs in lower-density areas, the region's transit agencies have had a disincentive to invest in this type of transit as since it requires greater public subsidy than fixed-route bus service.

These two limitations of current regional transit funding are currently the subject of major conversations given the funding shortfalls for existing transit programs provided by CTA, Metra, and Pace, and they are explored in more detail in CMAP's Plan of Action for Regional Transit. Absent changes to the Chicago region's funding and governance structure for transit, adding a new regional demand-response transit program to RTA or Pace's responsibilities may be difficult. That said, CMAP and project partners should continue to advocate for solutions that allow agencies to pool funds, share services, and deliver efficient transit trips for riders across the region.

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<sup>1</sup> CMAP Plan of Action for Regional Transit (PART)  
[https://cmap.illinois.gov/wp-content/uploads/Plan-of-Action-for-Regional-Transit\\_Dec2023.pdf](https://cmap.illinois.gov/wp-content/uploads/Plan-of-Action-for-Regional-Transit_Dec2023.pdf)

## COMMUNICATION & MARKETING STRATEGIES

Stakeholders should consider implementing the following communication and marketing strategies during each phase of the project, to improve existing challenges that customers face navigating services and to ensure that customers and potential customers are attuned to program specifics, benefits, and improvements. The following list describes communication and marketing strategies, along with the stakeholder party that should be responsible, according to the phase of implementation.

### Short-Term Scenario (1-2 Years)

#### PUBLIC WEBSITE

- Develop a public website as a “one-stop shop” for information on dial-a-ride transit services in the region. The website should list all services operating in the region and their eligibility criteria, service characteristics, and customer service contact information. (Responsibility of the work group)

*Additional considerations:*

- Consider including countywide services operating in bordering counties.
- Explore repurposing the project website maintained by CMAP.
- Include website translation into other languages, including Spanish and Polish.
- Consider including an interactive search function that allows customers to search for the services for which they are eligible based on their place of residence, age, and ability

#### PRINTED MATERIALS

- Design a pamphlet or brochure that lists all services operating in the region and their characteristics (see above). Translate materials into other languages, including Spanish and Polish, to ensure that all residents can understand the information. Distribute pamphlets in public places where potential customers are likely to frequent, such as senior centers, libraries, grocery stores, and health care facilities. (Responsibility of the work group)

#### TRAINING

- Provide reference material to customer service agents that explains all transit services in Northwest Cook County and neighboring areas. (Responsibility of the work group)
- Update customer service agent protocol and training to include helping customers to navigate all regional transit services. This can include answering the question “which services am I eligible for?” or transferring customers to the booking line for the service that best meets their eligibility and trip needs. (Responsibility of Pace/local service partners)



## Medium-Term Scenario (3-5 Years)

### PUBLIC OUTREACH

- Conduct a public outreach campaign to introduce how the customer experience will change as a result of upcoming service coordination and to allow constituents to comment, share concerns with, or ask questions of officials about the change. The campaign can double as an effort to market services to constituents who aren't aware of them or who aren't using them. (Responsibility of local service partners, Pace, Mobility Manager, Work group)
  - Material should list all elements of service that customers experience and describe how it will or will not change. Consider creating bespoke material for customers of each jurisdiction to reflect the nuances of existing services.

*For example:*

Confirming eligibility for transit services	<i>There are no changes to the process to confirm eligibility for service. Customers will continue to confirm eligibility through the Township</i>
Booking a trip	<i>All customers will book trips using the XXX hotline, 888-888-8888</i>

- Materials and their manner of distribution should take various forms to reach as many constituents as possible. *Ideas include:*
  - Printed posters hung in spaces frequented by service constituents (in vehicles of existing demand-response services, libraries, health care centers, senior centers, community centers, grocery stores, pharmacies, retail centers)
  - Announcements on websites and social media channels of existing demand-response service providers, including banner updates on website home pages that invite visitors to click through to the announcement page.
  - Announcements run in local newspapers and outlets
  - Announcements and comment periods at town halls
  - Public meetings to verbally present customer experience changes and allow constituents to ask questions, comment, or share concerns
  - Materials translated into other languages spoken by the community, including Spanish and Polish

### ONGOING MARKETING STRATEGIES

- Establish ongoing marketing and communication strategies for new coordinated services. (Responsibility of mobility manager)

*Ongoing strategies include:*

  - When hiring for the mobility manager, prioritizing candidates with the ability to speak other languages, including Spanish or Polish.
  - Advertising an open line of communication to the public by phone and email and devoting a portion of staff time to responding to questions and comments about using the

coordinated service. Managing a single website for new coordinated service: keeping website up to date, working with local service partners to include references or redirects on their websites to the new coordinated service website.

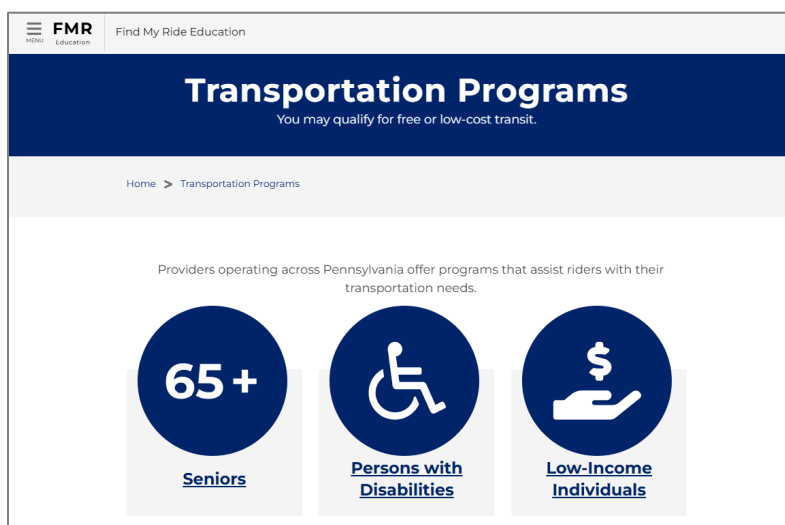
- Designing up-to-date print materials about services and distributing them to community partners to disseminate to their constituents (such as libraries, health care centers, senior centers, community centers, grocery stores, pharmacies, retail centers). Materials should be translated into other languages spoken by the community.
- Coordinating with local bodies to provide regular updates and reminders about coordinated service at relevant public meetings such as town halls, council meetings, or business association meetings.
- Building relationships with influential community members - including staff of local media outlets, influencers, advocates, religious leaders, and community organizers – to increase touchpoints with potential riders.

## Long-Term Scenario (5-10 Years)

### REGIONAL COORDINATION

- Integrate all demand-response service into regional trip planning apps like Ventra, Transit App, and TripCheck. Pace has already integrated other community demand-response services into these trip-planning apps, providing a model to follow. (Responsibility of Pace)
- Develop a one-stop shop website that integrates customer functions like identifying services based on location and eligibility, booking rides, and tracking rides for all transit services in the region. Such a website allows customers to navigate using transit services regardless of where they live, reducing confusion about what can appear to customers as arbitrary boundaries. The Pennsylvania [Find My Ride](#) website is a good model. RTA, as the Chicago lead agency, can work with IDOT to consider developing the website as a statewide resource. (Responsibility of RTA, IDOT)

Figure 11. PennDOT Find My Ride website ([findmyride.penndot.pa.gov](http://findmyride.penndot.pa.gov))



- Use enrollment with other social services – such as Medicare, Medicaid, or SNAP – to confirm eligibility and automatically enroll people in paratransit and on-demand services in the region. Precursors to implementing this process are an analysis of the resources required for implementation and negotiations with corresponding social services organizations. (Responsibility of RTA)
- Activate an ongoing public awareness campaign about the availability and benefits of public transit services in the region, leveraging relationships with influential community members to spread the message widely. (Responsibility of mobility manager)

## RESOURCE REQUIREMENTS

The following section documents changes in resources that can be expected to implement the recommendations of the short-, medium-, and long-term scenarios.

Some of the steps to support service coordination have potential resource implications for the transit partners, including townships, municipalities, and Pace. Some steps will only require the staff time for sponsors to discuss a policy topic with other stakeholders, compare potential strategies, and reach consensus on a recommended change. Other steps will have a modest cost, such as preparing digital or printed communications materials. Steps with a more significant cost may include hiring a mobility manager (which would ideally be covered by grant funding) and deploying a combined booking/reservation system.

For several of the coordination steps, a range of resource impacts are possible depending on the policy choices made. For example, if all partners decide to align eligibility and service hours at a very generous level, they should expect increased operating costs. On the other hand, if partners choose a more restrictive policy they should expect cost savings. In addition, some partners may elect to provide a higher level of service than the rest of the group, at their own expense. In the long term, coordination should improve overall efficiency by reducing redundant work by each program sponsor. Thus, it may be possible to create a simplified customer travel experience in Northwest Cook County while also reducing costs associated with the current fragmented structure.

Policy choices can be revisited based on future transit service performance. At any degree of coordination or consolidation, project partners can and should monitor the productivity of services provided, as well as measures of cost and service quality. To ensure sustainable programs, project partners should consider the following risk factors:

- **Ridership and capacity.** Expanding transit service areas and even improving awareness could cause riders to make more trips than they do today. While increased ridership is generally a positive development, it could cause services to reach capacity, resulting in longer wait times or an increase in trip denials. Addressing these constraints may require additional vehicles, drivers, and funding, or fare changes that incentivize the most efficient trips.

- **Service quality.** Transitions in transit reservation systems and/or transit operators can lead to concerns about service continuity and quality, in addition to cost. When pursuing a technology investment or transition to regional reservation systems, project partners should monitor customer satisfaction, trip denials and cancellations, and ensure that operating contracts include performance measures and/or performance-based payment.

Table 2 describes the potential resource impacts of implementing the proposed recommendations.

Table 2. Resource Requirements

Recommendation	Resource Requirements
Formalize working group	Feasible within existing staffing requirements
Coordinate public information on websites (potential combined website)	Low cost – up to \$5,000 to develop the website, plus ongoing hosting and domain costs of up to \$400 annually
Design, print, and distribute pamphlet	Low cost – up to \$2,000 to design the document, plus printing costs of 65¢ to \$1.50 per page
Train customer service agents on all NW Cook transit services	Feasible within existing staffing requirements
Implement standardization of eligibility, service hours, and fare policy	This will vary based on the specific standardization proposed and whether it represents an increase or decrease for each service. Analysis of operating cost impacts should be completed before any standardization proposal is approved.
Work group to identify structure for coordination	Feasible within existing staffing requirements
Seek grant funding to hire a mobility manager	The grant application would only require staff time. The actual mobility manager could require salary and fringe benefits totaling \$90,000 to \$150,000 annually.
Establish a combined service area without transfers	Staff time to develop policy Operating costs could increase due to longer trips or decrease due to reduced transfers. Other counties did not see a major change in cost per ride.
Deploy a combined booking/ reservation system	Moderate cost for software, offset by savings from current systems.
Consolidate operations under Pace (include dispatch system and call center)	Partners would need to cover their share of Pace costs, which likely yields modest savings relative to the current model, due to Pace’s economies of scale.
Update the funding structure	Depends on the updated structure
Coordinate with other demand-response programs	Staff time (could be completed by mobility manager, if hired).

## IMPLEMENTATION RESPONSIBILITIES

Improvements to transit services in Northwest Cook County will require coordinated and individual actions from different stakeholders in the region. We have listed those actions by phase and identified stakeholders that will need to be involved in each, including which stakeholder will need to lead, or in other words be responsible for, the activity.

The first phase focuses on improved joint communications and internal study of potential service standardization. The second phase involves steps to standardize services for customers, with a new mobility manager leading the process. The third phase would remove barriers between service areas and booking/reservation systems, creating the appearance of a single service for customers. The fourth phase would consolidate operations through Pace and integrate all systems – while still allowing distinct local differences where needed.

Table 3. Implementation Responsibilities

Action	Scenario	Lead	Other parties
Form work group with representatives from local and regional partners and partners	Short-Term	Local partners	CMAP, RTA, Pace, Cook County
Design and launch website	Short-Term	Work group	CMAP
Design and distribute pamphlet	Short-Term	Work group	Local partners, community services
Train customer service agents	Short-Term	Local partners	Work group
Implement standardization of service attributes	Medium-Term	Local partners	Pace
Determine coordination structure	Medium-Term	Work group	Pace, RTA, CMAP, Cook County
Seek grant funding to hire a mobility manager	Medium-Term	RTA, Pace, CMAP or other lead	Work group
Design invoicing process to cover costs for trips originating in one township and ending in another.	Medium-Term	Mobility manager	Work group, local partners, Pace
Write IGAs as needed to govern service standardization	Medium-Term	Mobility manager	Local partners
Market standardized service changes to customers	Medium-Term	Mobility manager	Local partners, work group, community services
Pass off coordination-related admin duties from work group to mobility manager	Medium-Term	Mobility manager	Work group
Deploy a combined booking and reservation system	Medium-Term	Local partners and/or Pace	Mobility manager, local partners
Launch service in a combined service area	Medium-Term	Local partners, Pace	Mobility manager
Execute contract with Pace and local partners, based on funding structure selected, to facilitate consolidated operations under Pace	Long-Term	Mobility manager	Pace, local partners
Market consolidated service to customers	Long-Term	Mobility manager	Local partners, Pace, work group, community services

Action	Scenario	Lead	Other parties
Integrate NW Cook services into Pace dispatch system and call center	Long-Term	Pace	Mobility manager, local partners
Launch consolidated operations under Pace	Long-Term	Pace	Mobility manager, work group
Integrate consolidated operations with trip-planning apps like Ventra and Transit	Long-Term	Pace	Mobility manager, software companies
Coordinate with other demand-response programs in neighboring counties and regionally	Long-Term	RTA	Mobility manager, CMAP, County DOTs, Pace
Build regional integrated service finder and booking website	Long-Term	RTA	Mobility manager, County DOTs, RTA
Explore auto-enrollment in demand-response services with enrollment in other social services with overlapping eligibility (Medicare, etc.)	Long-Term	RTA	Mobility manager, social services

## FUNDING OPPORTUNITIES

The following section summarizes grant programs that may be relevant to implementation of the plan’s recommendations. Included are a description of each program, eligible recipients and activities, local match requirements, and any other limitations. CMAP and project partners can explore applications to competitive grant programs to fund planning, operations, and capital improvements, as well as investments in mobility management staff and marketing efforts. By taking full advantage of these funding opportunities, partners can maximize the return on investment on local dollars contributed toward transit.

Table 4. Funding Opportunities

Program	Description	Eligible Recipients	Eligible Activities	Federal Share	Limitations and Notes
FTA Section 5310	Enhanced Mobility of Seniors & Individuals with Disabilities	Direct recipients include states, local government authorities, and designated recipients. Subrecipients include private nonprofit organizations, states or local government authorities, and operators of public transportation.	Capital projects including purchasing, replacing, or rehabilitating buses and vans; wheelchair lifts, ramps, and securement devices; transit-related IT systems; mobility management programs; and acquisition of transportation services under a contract, lease, or other agreement. Additional activities include capital and/or operating projects that go beyond the scope of ADA paratransit designed to assist older adults and people with disabilities.	80 percent for capital, 50 percent for operating assistance, 100 percent for program administrative costs (no greater than 10 percent of total program cost).	Operating subsidy for existing dial-a-ride service provided by 5310 funding via RTA and Pace
FAST Act Section 3006(b)	Innovative Coordinated Access and Mobility (ICAM) Pilot Program	Organizations eligible to be recipients and subrecipients of the FTA Section 5310 Program.	Innovative capital projects for the transportation disadvantage that improve the coordination of non-emergency medical transportation services.	80 percent.	Competitive grants for capital expenditures only. Grantees have 24 months from time of award to complete project.
Invest in Cook	Cook County program for transportation-related projects	Cook County municipalities	Transportation projects consistent with prioritizing transit, promoting equal access to opportunities, and maintaining and modernizing existing transportation infrastructure and/or programs	N/A – regional program.	Competitive funding opportunity, \$8 million available annually

Source: FTA <https://www.transit.dot.gov/grants>; RTA <https://www.rtachicago.org/communities/toolkits-and-education/funding-guide>; Cook County <https://www.cookcountyil.gov/investincook>; IDOT <https://idot.illinois.gov/transportation-system/local-transportation-partners/public-transportation-providers.html>.

## SUMMARY

This Key Recommendations and Business Plan Technical Report documents the recommendations of the Northwest Cook Transit Coordination Study and provides a blueprint for future implementation. Recommendations are based on a decision-making framework that reflects the numerous conversations and concerns raised by the study's key partners, and implementation activities are organized into short-, medium-, and long-term scenarios to reflect appropriate and achievable timelines. Key recommendations from each scenario are summarized in Table 5.

Table 5. Recommendations Summary

Key Recommendation	Scenario
<b>1A. Formalize an ongoing working group</b> to guide implementation of the plan.	Short-Term
<b>1B. Coordinate existing public information</b> to ensure consistency and to better cross-promote services.	Short-Term
<b>1C. Establish a shared website</b> for all Northwest Cook County transit services.	Short-Term
<b>2A. Standardize age requirements</b> for township-sponsored services.	Short-Term
<b>2B. Standardize hours of service</b> for township-sponsored services.	Short-Term
<b>2C. Standardize fare policy</b> for township-sponsored services.	Short-Term
<b>3A. Identify preferred coordination structure</b> , including whether a lead agency is needed.	Medium-Term
<b>3B. Establish a single call center</b> for locally sponsored services.	Medium-Term
<b>4. Establish a consolidated service area</b> for township-sponsored services.	Medium-Term
<b>5. Establish a single, consolidated operator</b> for demand-response services in Northwest Cook County.	Long-Term
<b>6. Establish a single, consolidated funding source</b> for demand-response service in Northwest Cook County.	Long-Term
<b>7. Implement an integrated regional program</b> for demand-response service in Northeastern Illinois.	Long-Term



January 29, 2025

Brett Brown, Planner  
Chicago Metropolitan Agency for Planning  
433 West Van Buren Street  
Suite 450  
Chicago, Illinois 60607

Dear Mr. Brown,

On behalf of the three partner agency townships participating in the Northwest Cook Transit Coordination Study, we are jointly submitting the attached comments.

We have significant reservations regarding the draft recommendations and how input from partner agencies is being incorporated into the report. Please advise on the process to amend the draft report, alternatives for CMAP funding a comprehensive study, and how partner agencies may withdraw from this study.

Thank you for your time and attention to this matter.

Sincerely Yours,

Andy-John G. Kalkounos  
Supervisor  
Palatine Township

Tim M. Heneghan  
Supervisor  
Schaumburg Township

Brian P. McGuire  
Supervisor  
Hanover Township

## **Northwest Cook Transit Coordination Study**

**Prepared on behalf of Chicago Metropolitan Agency for Planning (CMAP)**

**Comments submitted on behalf of Palatine, Schaumburg, and Hanover Townships**

1. Page Five. Transit Services for Palatine Township Dial-a-Ride lists eligibility requirements including “must reside in Hanover Township” (should be Palatine Township) and “work trips only” (should be medical and retail trips only).
2. Peer Case Studies. It would be beneficial, as noted previously, to examine other transit models outside of the immediate area of Kane County and Lake County.
3. Peer Case Studies. It is necessary to examine the weaknesses of the two peer case studies. In talking with participant local governments in the Ride in Kane program concerns regarding significant cost increases, quality control, accountability, and accessing services beyond the borders of the program were strongly noted.
4. Incorporating partner feedback. At a prior Transit Coordination Study partner meeting, the consultants utilized a ‘Doodle poll’ of partner agency participants. Respondents only showed shared interest in communication and collaboration. Despite this, the consultants recommend consolidation in the mid to long term with minimal analysis. The study should only report recommendations with agreement from study partners.
5. Consolidated Booking. The first mid-term recommendation is consolidated booking, noting several advantages of this approach. However, there is no critical analysis of a mass call center and that senior and disabled individuals likely prefer to speak with a live person familiar with them and their community among other considerations.
6. Consolidated Service Area. Under the consolidated service area Ride-in-Kane model, a Hanover Township senior resident would not be able to travel to a doctor’s appointment in the Kane County portion of Elgin or the Bartlett portion of DuPage County unlike the current local provider model. This would limit access to medical care for vulnerable populations.
7. Consolidated Operations. Option 1 recommends a township or municipal operated model. It has become apparent during partner calls that none of the townships or municipalities examined have the organizational capacity for this option. Option 2 Pace Operated model. While efficiencies may be realized with this model, serious concerns with cost increases, quality control, accountability, and accessing services outside the county would be significant, especially for para-transit riders. Additionally, the PACE governing body only provides representation from municipalities while townships provide most para-transit services.
8. Consolidated Funding. This long-term recommendation advises establishing a single consolidated funding source likely the county, similar to McHenry and Lake Counties, however, Cook County has expressed no interest in this while noting financial responsibilities across the county. Additionally, the regional transit agencies \$730 million-dollar fiscal cliff, projected state budget deficit, and new federal administration calling for cuts to most federally funded programs make this recommendation irresponsible.
9. Economies of scale. It should be noted that the median Township in this study area is larger in population than 80% of counites across the state. The comparatively lower density populations of Kane, Lake, and McHenry Counties are not comparable to Northwest Cook County for on demand para-transit services.

10. Role of Partners. CMAP should clarify the role of partner agencies in this study and provide formal opportunities to either amend the study and its recommendations or provide partner agencies an opportunity to provide a dissenting report with funding to conduct a comprehensive study or entirely opt out of this study.



# Personnel Policy

| [Updated: February \\_\\_\\_\\_\\_, 2025](#)

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## **SECTION 1. INTRODUCTION**

### **1.1. Purpose**

The purpose of this Personnel Policy (“Handbook”) is to assist Township of Schaumburg (“Township”) leadership and staff in the uniform and equitable application of personnel practices and to inform Township employees about various aspects of their employment. It is the responsibility of each employee to carefully read this Handbook, be familiar with its contents, and adhere to its policies.

### **1.2 About the Company**

#### *Vision*

The vision is to establish the Township of Schaumburg as Illinois' most responsive, dependable, inclusive, and responsible local government, while improving the lives of all those we serve.

#### *Accountability*

We are responsible to, and a reflection of, the community we serve.

#### *Integrity*

We believe in doing what is right for our clients.

#### *Equity*

We ensure all those seeking assistance are heard and cared for with honor, compassion, respect, and dignity.

#### *Excellence*

We provide high quality services in a competent, enthusiastic, professional, and ethical manner.

#### *Community*

Together with our employees and volunteers, we work cooperatively with community, state, and national agencies to use our resources responsibly and sustainably.

### **1.3 Mission Statement**

The mission of the Township of Schaumburg is to provide quality resources, assistance, and information to empower our diverse community through innovative programming, data-driven decision-making, and fiscally mindful leadership.

### **1.4 Ethics Code**

Township of Schaumburg will conduct business honestly and ethically wherever operations are maintained. We strive to improve the quality of our services, products, and operations and will maintain a reputation for honesty, fairness, respect, responsibility, integrity, trust, and sound business judgment. Our managers and staff members are expected to adhere to high standards of business and personal integrity as a representation of our business practices, at all times consistent with their duty of loyalty to the Township.

We expect that officers, directors, and staff members will not knowingly misrepresent nor speak on behalf of the Township unless specifically authorized. The confidentiality of trade secrets, proprietary information, and similar confidential commercially sensitive information (i.e., financial or sales records/reports, marketing or business strategies/plans, product development, customer lists, patents, trademarks, etc.) about the Organization or operations, or that of our customers or partners, is to be



treated with discretion and only disseminated on a need-to-know basis (see policies relating to privacy).

Violation of the Code of Ethics can result in discipline, up to and including termination of employment. The degree of discipline imposed may be influenced by the existence of voluntary disclosure of any ethical violation and whether or not the violator cooperated in any subsequent investigation.

### **1.5 Revisions to Handbook**

This handbook is our attempt to keep you informed of the terms and conditions of your employment, including Township of Schaumburg policies and procedures. The handbook is not a contract. The Organization reserves the right to revise, add, or delete from this handbook as we determine to be in our best interest, except the policy concerning at-will employment. When changes are made to the policies and guidelines contained herein, we will endeavor to communicate them in a timely fashion, typically in a written supplement to the handbook or in a posting on company bulletin boards.

### **1.6 Employee at Will Status**

All Township employees are employees-at-will. Either party may end the employment relationship, with or without cause or notice, at any time. This Handbook is not a contract of employment, nor does it in any way alter the employment-at-will relationship. The Township reserves the right to modify, revoke, suspend, terminate, or change any plans, policies, procedures, or benefits described in this Handbook at any time. By signing the receipt on the last page of this Handbook, the employee acknowledges that they understand the personnel policies set forth herein and that their employment can be terminated, with or without cause, at any time, at the option of the Township.

### **1.7 Employee Classifications**

The following definitions will be used in classifying employees:

- **Probationary employee:** One who is within the first 6 months or more of employment and has not been established as a regular employee.
- **Full-time employees:** Full-time employees are those employees whose duties normally require 40 or more hours each workweek.
- **Part-time employee:** Part-time employees are those employees whose duties normally require less than 40 hours per week.
- **Temporary, seasonal or intermittent employees and/or interns:** Temporary, seasonal or intermittent employees and/or interns are those employees who are hired, on a full-time or part-time basis, to work for a definite, specified period of time, and in most cases, whose normal duties do not require services on any regular basis, or one who was employed in connection with a specific project or assignment, or for a limited period without any promise of continued, regular employment.
- **Nonexempt employees:** A nonexempt employee is an employee who is paid on an hourly basis and is not excluded from the overtime rules of the Fair Labor Standards Act. In other words, a nonexempt employee is entitled to overtime pay if they work over 40 hours in a workweek.
- **Exempt employees:** Any exempt employee is an employee who is paid on a salary basis and is exempt from the overtime requirements of the Fair Labor Standards Act. Exempt

employees are compensated for the performance of assigned duties regardless of the hours needed to complete those tasks and should have no expectation of additional compensation for work over 40 hours in any given workweek.

### **1.8 Recruitment**

It is the goal of the Township to appoint the best qualified applicant for each position. Selection procedures employed by the Township will ensure the employment of the best-qualified applicants, including factors as job related education, experience, skills, and knowledge. As the Township is committed to identifying and recruiting the best-qualified applicants for each position, recruitment efforts will be planned and carried out to assure open competition.

The Township will not discriminate in the hiring process based upon any protected category.

Where employment opportunities are advertised to external applicants:

- The job posting will include the position's pay range as well as a general description of benefits and other compensation.
- The Township will announce, post, or otherwise share opportunities for promotion with all current employees within 14 days of the external announcement.

## **SECTION 2: EMPLOYEE WORKING CONDITIONS**

### **2.1 Equal Opportunity Employment**

The Township is an equal opportunity employer committed to complying with all applicable state and federal laws and regulations relating to equal employment opportunities. The Township prohibits discrimination with respect to the terms and conditions of employment on the basis of an individual's actual or perceived race, color, creed, religion, ancestry, national origin, sexual orientation, gender identity, age, sex, citizenship, veteran status, pregnancy, medical or common conditions relating to pregnancy and childbirth, genetic information, unfavorable discharge from military service, arrest record, ~~conviction record, credit history~~, traits associated with race, including but not limited to hair texture or protective styles such as braids, locks or twists, status as a victim of domestic violence, sexual violence, gender violence, or other crime of violence, marital status, parental status, family responsibilities, reproductive health decisions, disability, perceived disability, association with a disabled person, or any other protected status or characteristic. This policy governs all aspects of employment, including recruitment, selection, job assignment, compensation, discipline, discharge, promotion, leaves of absence, termination, and access to benefits and training.

It is the policy of the Township of Schaumburg to provide all employees with equal employment opportunities without discrimination based on family relations. No relative shall be assigned or hired into a position where the employee would be required to supervise or be supervised by another relative, whether directly or indirectly. This policy is not intended to preclude the employment of relatives in other departments within Township of Schaumburg.

This policy is intended to comply with the requirements of all applicable federal, state, and local laws.

### **2.2 Workday, Lunch and Break Times**

The Township of Schaumburg standard hours are Monday-Friday, 8:30am-5pm. Mondays-Thursday, the Township is open until 10pm for meetings, events, and community gatherings. Hours may vary at the discretion of the Township Administrator.

- Workday hours, breaks, and lunch periods shall be established in the most appropriate manner for maintaining departmental operations.
- Workday hours:
  - Each employee is expected to work their assigned hours.
  - These regular business hours may be extended, reduced, or otherwise amended with Board approval.

Employees shall report promptly to their designated working place, or other assigned location, and shall devote their entire efforts during working hours to assigned duties. In the event that an employee is unable to report for work as scheduled, their supervisor shall be notified by telephone (and/or text message) at least 60 minutes prior to their designated starting time. Failure to notify their supervisor as provided herein may result in an unexcused absence, which may result in disciplinary action.

The Township Administrator, or, in their absence, the Director of Administrative Services, shall have the authority to close the building in the event of an emergency. The Township Administrator or Director of Administrative Services shall have the responsibility for notifying staff and appropriate Township Officials concerning possible revised office schedules. The Township Administrator will determine, on a case-by-case basis, if impacted employees will receive pay due to closing.

Full-time employees are provided with two 15-minute breaks and one 30-minute lunch break per day, all paid, to be taken as determined by staff leadership and department needs. Part-time employees working at least 5-hours in a day have a 30-minute paid lunch break. In cases of emergency (shortage of staff due to illness, etc.), a person may be required to respond to any emergencies or work demands during their break. This should be an exception, not a common routine and the Township will ensure that employees are afforded appropriate break time in accordance with the Fair Labor Standards Act.

### **2.3 Workplace Accommodations**

Reasonable accommodations generally involve modification or adjustment of a job, employment practice, or the work environment, which makes it possible for an individual with a disability to perform the essential functions of their job and/or to otherwise enjoy equal employment opportunities. Upon request of an accommodation, the employee will be given the opportunity to engage in an interactive dialogue with the Township over the requested accommodation. As part of the interactive process, the Township may request the employee to provide certain information from their health care provider related to their ability to perform the essential job functions with or without reasonable accommodation.

### **2.4 Accommodation for Pregnancy, Childbirth and Related Medical Conditions**

[Township of Schaumburg recognizes the importance of supporting staff members experiencing limitations related to pregnancy, childbirth, or related medical conditions by providing reasonable accommodations. We are committed to complying with the federal Pregnant Workers Fairness Act \(PWFA\) and any applicable state or local laws offering additional protections.](#) If you are pregnant, recovering from childbirth, or have a condition related to pregnancy, you have the right to ask for a reasonable accommodation.

This includes bathroom breaks, assistance with heavy lifting, a private space for expressing milk, or time off to recover from your pregnancy. Upon presentation of medical documentation supporting the need for a workplace accommodation and where an employee has made the Township aware of the need for such accommodation, the Township of Schaumburg will consider accommodation of pregnancy to the extent such accommodation does not pose an undue hardship on the ordinary operation of the business of the Township. [If leave is provided as a reasonable accommodation, it may run concurrently with leave under the federal Family and Medical Leave Act \(FMLA\) and/or any other applicable leave as permitted by law.](#) For more information regarding your rights on Pregnancy in the Workplace, download the Illinois Department of Human Rights fact sheet at [www.illinois.gov/dhr](http://www.illinois.gov/dhr), or refer to the posted 'Pregnancy Rights Notice.'

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### **2.5 Nursing Employees**

[The Township will provide reasonable paid break time each day to an employee who needs to express breast milk for an infant child, as long as such break time will not unduly disrupt the operations of the Township. The break time must, if possible, run concurrently with any break time already provided to the employee. The Township will also make reasonable efforts to provide a room or other location, in close proximity to the work area, other than a toilet stall, where an employee can express milk in privacy. Please contact your leadership or Human Resources to determine the location for such use.](#)

### **2.52.6 Americans with Disabilities Act (ADA)**

It is the Township's policy not to discriminate against any qualified employee or applicant with regard to any terms or conditions of employment because of such individual's disability or perceived disability so long as the employee can perform the essential functions of the job. Consistent with this policy of non-discrimination, the Township will provide reasonable accommodations to a qualified individual with a disability, as defined by the American with Disabilities Act ("ADA"), who has made the Township aware of their disability, provided that such accommodation does not constitute an undue hardship on the Township of Schaumburg.

If you have a disability, you are protected under the Americans with Disabilities Act of 1990 (ADA), as amended by the Americans with Disabilities Act Amendments Act of 2008. The ADA, as amended, prohibits discrimination against qualified individuals with disabilities in job application procedures, hiring, firing, advancement, compensation, fringe benefits, job training and other terms, conditions, and privileges of employment. The ADA does not alter the Township's right to hire the best-qualified applicant, but it does prohibit discrimination against a qualified applicant or employee because of his or her disability, or because of a perceived disability. As a matter of Township policy, the Township prohibits discrimination of any kind against people with disabilities.

Qualified applicants or employees who are disabled should request reasonable accommodation from the Township in order to allow them to perform the essential functions of a particular job. If you have a disability and you desire such reasonable accommodation, contact the Township Administrator.

### **2.62.7 Genetic Information Nondiscrimination Act (GINA)**

All applicants and employees are protected from discrimination in employment based on genetic information. Genetic information includes information about genetic tests of applicants, employees, and/or their family members; the manifestation of diseases or disorders in family members (family medical history); and requests for, or receipt of, genetic services by applicants, employees, or their family members. Under GINA, acquisition of genetic information is restricted, and disclosure of genetic information is strictly limited.

### **2.8 Religious Accommodation**

[Township of Schaumburg recognizes the diversity of religious beliefs and is committed to providing equal employment opportunities to all staff members, regardless of their religious beliefs and practices or lack thereof. Consistent with this commitment, the Township complies with Title VII of the Civil Rights Act of 1964 and all applicable state and local laws that prohibit employment discrimination on the basis of religion. The Organization will reasonably accommodate the sincerely held religious beliefs of](#)

staff members if the accommodations would resolve a conflict between the individual's religious belief or practice and a work requirement, unless doing so would create an undue hardship.

*Requesting a Religious Accommodation:*

If you need an accommodation because of your religious beliefs or practices, make the request with your Director or Human Resources. You may be asked to include relevant information such as:

- A description of the proposed accommodation.
- The reason you need the accommodation.
- How the accommodation will help resolve the conflict between your religious beliefs or practices (or lack thereof) and your work requirements.

After receiving your request, the Township will engage in an interactive dialogue with you to explore potential accommodations that could resolve the conflict between your religious beliefs or practices and work requirements. The Township encourages you to suggest specific reasonable accommodations. However, the Township is not required to make the specific accommodation requested by you and may provide an alternative accommodation, to the extent any reasonable accommodation can be made without imposing an undue hardship on the Township.

The Township will not discriminate or retaliate against staff members who, in good faith, request a religious accommodation under this policy.

## **SECTION 3: COMPENSATION**

### **3.1 Salaries, Wages, and Terms of Employment:**

Depending on the job and department it falls under, the determination of salary/wages falls to different recommending authority:

- For the office of Assessor: by the Assessor.
- For the office of Welfare Services: by the Township Supervisor.
- For all other Township employees: by the Township Board, pursuant to the recommendations of the Township Supervisor in discussion [with the Administrator](#).
- Wage increases are subject to the budgetary authority and allocation of the Board.

### **3.2 Attendance**

[Township of Schaumburg requires regular and punctual attendance by staff members. You are expected to arrive at the workplace on time and ready to perform your job. Failure to comply with this policy may result in disciplinary action, up to and including termination.](#)

[If you are not going to arrive at work or return from a break on time, you must notify your supervisor as soon as possible but \(as possible\) at least 60 minutes before your scheduled start time. If your supervisor is not available, contact Administrative Services.](#)

[If you must miss work due to an emergency or other unexpected circumstance, notify your Directors and/or Human Resources as soon as possible. Notice should include the expected duration of your absence and your expected time or date of return. You may be required to provide documentation of the need for the absence, as permitted by applicable law.](#)

[If you become ill during your scheduled workday and need to leave before the end of your shift, notify your Director immediately. If you are unable to perform your job at an acceptable level due to illness, you may be sent home until you are well enough to work.](#)

[Absences will be considered excused if you requested the time off in accordance with Organization policies and received the required approval for the absence. Absences will be considered unexcused if you are absent from work during scheduled work hours without permission and do not receive retroactive approval. This policy applies to all absences, including full- or partial-day absences, late arrivals, and early departures. However, the Township provides a 15-minute grace period for arriving at work and when returning from lunch.](#)

[Planned absences, such as vacations or medical appointments, should be arranged as far in advance as possible. If you need to be absent during the workday, attempt to schedule outside appointments or obligations so that your absence has the smallest impact possible on business operations.](#)

[The Township reserves the right to apply unused vacation, sick time, or other paid time off to unauthorized absences when permitted by applicable law. Absences resulting from approved leave, vacation, or legal requirements are exceptions to this policy.](#)

[If you fail to report to work for three or more consecutive days and have not provided proper notification, the Township will assume that you have voluntarily resigned your position and will proceed](#)

[with the termination process.](#)

### **3.23.3 Timekeeping:**

All employees are expected to report hours worked or time off in an accurate manner using the Township's designated process. The Township of Schaumburg standard hours are Monday-Friday, 8:30am-5pm. Mondays and Thursdays, the Township is open until 9 pm for meetings, events, and community gatherings. Accordingly, work hours may vary at the discretion of the Township Administrator.

Employees are expected to follow the established procedures and keep an accurate record of hours worked. Failure to accurately record time may result in disciplinary action.

- Nonexempt employees must receive prior authorization from their supervisor if performing work outside of the employee's regularly assigned work hours.
  - The Township does not allow nonexempt employees to work "off the clock" without compensation. Nonexempt employees must record all hours of work, including work performed away from the Township. Any employee who fails to accurately record all hours of work will be subject to disciplinary action.

[Employees shall report promptly to their designated working place, or other assigned location, and shall devote their entire efforts during working hours to assigned duties. In the event that an employee is unable to report for work as scheduled, their supervisor shall be notified by telephone \(and/or text message\) at least 60 minutes prior to their designated starting time. Failure to notify their supervisor as provided herein may result in an unexcused absence, which may result in disciplinary action.](#)

[The Township Administrator, or, in their absence, the Director of Administrative Services, shall have the authority to close the building in the event of an emergency. The Township Administrator or Director of Administrative Services shall have the responsibility for notifying staff and appropriate Township Officials concerning possible revised office schedules. The Township Administrator will determine, on a case-by-case basis, if impacted employees will receive pay due to closing.](#)

[Full-time employees are provided with two 15-minute breaks and one 30-minute lunch break per day, all paid, to be taken as determined by staff leadership and department needs. Part-time employees working at least 5 hours in a day have a 30-minute paid lunch break. In cases of emergency \(shortage of staff due to illness, etc.\), a person may be required to respond to any emergencies or work demands during their break. This should be an exception, not a common routine, and the Township will ensure that employees are afforded appropriate break time in accordance with the Fair Labor Standards Act.](#)

### **3.33.4 Overtime, Compensatory Time and Flextime:**

The Township compensates all employees pursuant to the Fair Labor Standards Act (FLSA) and/or the Illinois Minimum Wage Law. Under ordinary circumstances, the Township does not expect its staff to work overtime. If, however, overtime is worked by an employee, the Township will abide by applicable state and federal laws regarding overtime pay. [In accordance with Illinois law, nonexempt staff members are entitled to 24 consecutive hours of rest in every consecutive seven-day period, in addition to the regular period of rest allowed at the close of each working day. This does not apply to part-time staff members whose total work hours do not exceed 20 hours during a calendar week.](#)

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- “Overtime” is defined as hours worked in excess of 40 hours per workweek, which is from Sunday-Saturday. Overtime applies only to nonexempt employees for hours worked in excess of forty 40 hours per week. Hours worked means the hours during which an employee actually works, as opposed to hours for which they are paid, but do not work (e.g. vacation, personal days, sick, holidays, etc.). Overtime is paid to nonexempt employees at the rate of one- and one-half times their rate of pay for time worked in excess of 40 hours per week.
- The Employer shall have the right to require overtime work when necessary, and employees shall not refuse overtime assignments unless a bona fide reason exists. When possible, the Township will attempt to schedule employees so that they do not work more than six consecutive workdays.
- Overtime work must be authorized in advance by the employee’s supervisor (person to whom the employee normally reports).

- Travel Flextime is approved on a case-by-case basis by the employee’s direct supervisor for exempt employees who have travelled overnight. Full-time employees who have completed 30 days of employment are eligible for flextime.
  - The employee must first discuss possible flextime arrangements with their supervisor and then submit a verbal or written request.
  - The supervisor will keep track of these hours, approve or deny the flextime request based on staffing needs, the employee’s job duties, the employee’s work record and the employee’s ability to temporarily or permanently return to a standard work schedule when needed.
  - A flextime arrangement may be suspended or cancelled at any time.

### **3.43.5 Pay Periods**

The normal pay period for the Township is a two-week, 14-day period that commences at 12:00 am Sunday and ends fourteen days later on Saturday at 11:59 pm. The normal pay date for a pay period is the Friday following the end of the pay period, paid one week in arrears, for a total of 26 pay periods per year. When a payday falls on a holiday, checks or direct deposits will be issued or made on the previous workday.

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Paychecks are issued every other Friday of each month (semimonthly), paid one week in arrears.

Each employee on the payroll will receive a payroll advice from (pay stub) stating their pay, deductions and accrued leave balances as of the end of the pay periods. An employee may request a copy of their prior payroll advice maintained by the Township by submitting a written request to Human Resources. Upon separation, and prior to the end of the employee’s final pay period, an employee will be offered a record of all of the employee’s payroll advice from the year preceding the date of separation. Human Resources will maintain a written record of the dates and responses, if any, to these offers.

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### **3.6 Direct Deposit**

Township of Schaumburg encourages all staff members to enroll in direct deposit. If you would like to take advantage of direct deposit, ask Human Resources for an application form. Typically, the bank will begin the direct deposit of your payroll within 30 calendar days after you submit your completed application.

If you have selected the direct deposit payroll service, a written explanation of your deductions will be provided to you on paydays in lieu of a check.

### **3.53.7 Payroll Deductions**

Payroll deductions are limited to federal and state taxes, social security, retirement, insurance and such other purposes as may be provided by law, through a program of the employer, or by court order.

### **3.63.8 Reimbursements and Expenses**

Travel, meal and lodging expenses incurred by officers and employees of the Township shall be reimbursed in accordance with the *Local Government Travel Expense Control Act (50 ILCS 1501/1 et seq.)*,

and as regulated in Township Ordinance No. 2016-3, An Ordinance Regulating Travel, Meal and Lodging Expense Reimbursements by the Township. Mileage reimbursement and expenses follow the IRS standard mileage rate for that year (.70/mile for 2025). Contact Human Resources on the current mileage reimbursement procedure and rate with questions.

- Any expense of a reimbursement level must be added under an approved account number by the Township, receipt of expense is required or electronic transaction.
- The TownshipOS Wellness Program encourages, motivates and challenges employees to take an active interest in their personal well-being by having access to wellness resources and a personalized wellness plan. This Wellness Program policy is to establish reimbursement guidelines of qualified fitness and/or wellness related expenses to promote employee health and disease prevention.
  - Full time employees who have completed the 30-day probation and elected officials are able to request the reimbursement.
  - The maximum total annual reimbursement amount per employee per fiscal year is \$300.
  - Purchased approved fitness/wellness service, attached receipt and appropriate documents must be provided. Request will be reviewed and processed by Human Resources.

### 3.73.9 Use of Employer Credit Cards

Employees in the possession of a credit card issued by the Township of Schaumburg will adhere to the strictest guidelines of responsibility for the protection and proper use of that card. Credit cards may only be are given issued to Director-level employees that are at the Director's level and designated to be used monthly.

Submit a All sales receipts generated by use of the Township credit card must be submitted by the 15th of every month to your Directors. The credit card may not be used for personal reasons. Use of the credit card is restricted to approved business related expenses.

Any unauthorized purchases made with a credit card issued by the Township will be the Director cardholder's responsibility. You must and will require immediate reimbursement any such purchase immediately and may result in disciplinary action, up to and including termination.

All lost or stolen cards must be reported immediately to the Township Administrator. Failure to follow this policy may result in disciplinary action up to and including discharge.

**Commented [MW1]:** Only directors should be allowed access and the use of a Township credit card. Thus, the director holds the ultimate responsibility for its use.

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**SECTION 4: TIME AWAY FROM WORK**

**4.1 Vacation and Other Time Off**

- **Regular, active full-time** employees begin accruing vacation benefits on the date of hire. Any accrued vacation benefits may not be used until the employee has completed half of their probationary period of 6 months.
- **Regular active part-time employees** who are scheduled for and who have worked an average of 20 hours per week and who have worked a minimum of 1,000 hours in the prior year of employment, shall qualify for paid vacation time.
  - **Part-time employees** who are scheduled for and have worked less than an average of 20 hours per week in the prior year of employment are not eligible for vacation benefits.
- **Temporary, seasonal or intermittent employees and/or interns** are not eligible for vacation benefits.
- **Regular part-time employees who become full-time employees** will begin accruing vacation benefits at the full-time rate upon becoming a full-time employee. Service credit length of service shall be calculated as commencing on the original date of hire as a full-time employee.
  - **Full-time employees who become part-time employees** cease accruing vacation benefits at the full-time rate upon becoming a part-time employee. Part-time eligibility requirements must be met prior to a part-time employee earning vacation benefits. All accrued time will be available for use per normal practices.
  - **Accrual:** Vacation leave will accrue for full-time employees on active status and will be credited bi-weekly, based on [completed](#) years of service:

**Full-time Employees on a 40-hour work week schedule:**

During these Years of Service	Vacation Hours are Accrued per Pay Period	Vacation <u>Days</u> are Accrued per Pay Period	At the Completion of these Years of Service	Total Vacation Hours Accrued:	Total Vacation <u>Days</u> Accrued:
0-4	3.0769	.3846	1-4	80	10
5-9	4.6154	.5769	5-9	120	15
10 or More	6.1538	.7692	10 or More	160	20

**No vacation leave is accrued while an employee is on an unpaid leave of absence.**

To earn vacation, an employee must be "actively employed". "Actively employed" does not include any period of unpaid FMLA or disability leave, no vacation shall be earned or accrued during such absence.

## 4.2 Paid Leave for All Workers Act (PLAWA) LEAVE

### 1. Definitions

“Employee” has the same meaning as that which is provided in Sections 1 and 2 of the Illinois Wage Payment and Collection Act, and includes regular full-time employees, regular part-time employees and temporary or seasonal employees.

“PLAWA leave” is the leave that is provided to employees by the Paid Leave for All Workers Act (PLAWA) (820 ILCS 192/1 *et seq.*).

“Frontload” means to make available the minimum number of hours of PLAWA leave time to an employee on the first day of employment or the first day of the designated 12-month period, subject to pro rata requirements of Section 15(b) of the PLAWA.

### 2. Amount and Use of PLAWA Leave

A. Regular full-time employees are awarded and entitled to use up to 40 hours of paid leave, designated “PLAWA leave,” during the designated 12-month period. Regular part-time employees and temporary or seasonal employees are entitled to a pro-rata number of hours of PLAWA leave in the designated 12-month period, such that regular part-time, temporary or seasonal employees are awarded and entitled to use up to 40 hours of paid PLAWA leave, to be calculated on the basis of earning one hour of PLAWA leave for every 40 hours worked, consistent with the employee’s anticipated work schedule for that 12-month period. However, if a regular part-time, temporary or seasonal employee works more than anticipated, the employee is entitled to accrue additional hours at a rate of 1 hour of PLAWA leave for every 40 hours actually worked in that same 12-month period, up to a total of 40 hours of PLAWA leave.

B. The designated 12-month period for all employees is the regular calendar year, commencing on January 1<sup>st</sup> and ending on December 31<sup>st</sup>.

C. PLAWA leave will be frontloaded to all employees. On January 1<sup>st</sup> of each year, regular full-time employees will be granted 40 hours of PLAWA leave and regular part-time, temporary or seasonal employees will be granted their pro-rata amount of such PLAWA leave. Employees who begin employment after January 1<sup>st</sup> will receive a pro-rated amount of frontloaded PLAWA leave on their first day of employment, and will receive the full 12-month period of PLAWA leave frontloaded on the following January 1<sup>st</sup>, if they are still employed by the Township on that date. On or before the first day of employment, the Township will provide written notice to the employee of how many PLAWA leave hours that the employee is to receive.

D. All employees are required to use their PLAWA leave prior to the end of the designated 12 month period or they will forfeit their unused PLAWA leave. Employees are not entitled to carry over PLAWA leave from one 12-month period to the next.

E. PLAWA leave may be taken by an employee for any reason of the employee’s choosing, and an employee may choose whether to use PLAWA leave prior to

using any other leave that is provided by the Township. The Township will confirm and document what category of leave the employee wishes to draw from for any use of leave.

F. A minimum of 2 hours of PLAWA leave per day must be used by an employee, whenever PLAWA leave is used.

G. Forty hours of PLAWA leave or the pro-rata amount provided in paragraph C will be made available at the commencement of employment or on January 1, 2024, whichever is later. Employees are entitled to begin using PLAWA leave 90 days following commencement of their employment or 90 days following January 1, 2024, whichever is later.

H. Use of PLAWA leave is restricted to the employee's regular workweek.

### **3. Requests to Use PLAWA Leave**

A. PLAWA leave may be taken by an employee for any reason of the employee's choosing, provided that the employee makes an oral or written request to the employee's supervisor consistent with paragraphs B, C or D hereinafter. Whether to make such request to use PLAWA leave orally or in writing is the employee's choice.

B. If an employee's request to use PLAWA leave is first foreseeable more than seven (7) days in advance (*e.g.*, to attend a doctor's appointment that has been scheduled more than 7 days in advance), the employee is required to provide such notice no later than seven (7) days prior to the requested date.

C. If an employee's request to use PLAWA leave is first foreseeable less than seven (7) days in advance, the employee is required to provide such notice no later than the day after the reason for use of PLAWA leave became known to the employee (*e.g.*, if a doctor's appointment is scheduled 5 days in advance, then the employee must request the use of PLAWA leave no later than 4 days in advance).

D. If an employee's request to use paid leave is unforeseeable (*i.e.*, the need to use PLAWA leave is discovered later than the end of the employee's work day immediately prior to the requested date), then the employee is required to provide notice for use of PLAWA leave as soon as practically possible after the employee is aware of the need to use such leave. Such notice must be provided by the employee to their supervisor, either orally (*i.e.*, by speaking with the supervisor either face to face or telephonically) or in writing (via email) or by leaving a voicemail with the supervisor.

E. PLAWA leave will not be granted for "no call-no show" absences (*i.e.*, failure to provide the required notice), unless the circumstances of such absence prevented the employee from providing the notice required by this policy.

F. Township employees may be denied the use of PLAWA leave in order to meet the Township's core operational needs for the requested time periods. The Township will provide to the employee a written record of each of their requests which is denied and the reason for such denial.

### 4.3 Birthdays

In addition to vacation days, *eligible staff will earn an additional day off to be used in their birthday month, in accordance with the eligibility requirements set forth below.* Requests will be made through the payroll system and approved by the direct supervisor in accordance with the operational demands of the department.

- **Full-time employees** are eligible after they have completed their 6-month probation period. Full-time staff should request hours in the amount of a typical workday applicable to the employee.
- **Part-time employees** are eligible after 1 year of service (as with other similar Township benefits) and part-time staff should request the standard number of hours worked on a typical workday when requesting the time.

### 4.4 Holidays

All work performed on a designated holiday must be authorized, in advance, by the employee's supervisor. Full-time employees receive the following paid holidays off from work, or as determined by the Township Board:

- New Year's Day
- Martin Luther King Day
- Presidents Day
- Memorial Day
- Juneteenth (June 19)
- Independence Day
- Labor Day
- Indigenous Peoples' Day
- Thanksgiving Day
- Friday After Thanksgiving
- Christmas Eve Day
- Christmas Day
  - If a scheduled holiday falls on a Sunday, the following Monday will be counted as the observance, unless the Township designates another day as the holiday.
  - If a scheduled holiday falls on a Saturday, the previous Friday will be counted as the observance, unless the Township designates another day as the holiday.

### 4.5 Sick leave

Sick leave is time off with pay for periods of non-service-related illness or incapacity of the employee, or a member of the employee's immediate family (spouse, domestic partner, child, stepchild, sibling, parent, mother-in-law, father-in-law, grandchild, grandparent, or stepparent) requiring the employee's personal attendance, as well as for medical and health examinations or treatments which cannot reasonably be obtained at times other than during working hours. In accordance with the Illinois Employee Sick Leave Act.

Reasons an employee's personal attendance may be required to care for an immediate family member include to ensure that an immediate family member's basic medical, hygiene, nutritional or

safety needs are met or to provide emotional support to an immediate family member with a serious health condition who is receiving inpatient or home care. **Retaliation Prohibited: The Township strictly prohibits retaliation against an employee for exercising their right to use personal sick leave benefits in accordance with this policy.**

- The employee’s supervisor may grant sick leave to employees to attend these appointments if the employee establishes that the appointment cannot reasonably be scheduled outside working hours.
- Use of sick leave, including to provide personal care to a family member, must be requested through the payroll system and will run concurrently with unpaid FMLA leave, to the extent sick leave is used for a FMLA-qualifying reason.
- Except in unusual circumstances, to be eligible for paid sick leave, the absence must be excused. To be considered an excused absence, the employee (or someone else on their behalf) must call, text, or email, within one hour of their scheduled starting time, unless circumstances exist that make such advance notice impracticable, and report to the employee’s Supervisor or Department Head. If neither is available, the Administrator or Human Resources should be contacted. *It is not acceptable to leave word of absence with anyone else.* It is the employee’s responsibility to confirm the request directly with their supervisor about the absence. This is completed when the contacted person confirms receipt of the notice via phone, text, or email. Failure to ensure confirmation could result in no pay for that day.
- Sick leave shall be allowed only in cases of necessity and actual sickness or disability of the employee.
- **Sick Leave Service Credit**  
IMRF members may qualify for a maximum of one year of additional pension service credit for unpaid, unused sick leave accumulated with the Township. One month of service is credited for every 20 days, or fraction thereof, of unpaid, unused sick leave not to exceed 240 days (one year limit).
- **Accrual:**
  - Sick leave will accrue at the following rate:
    - 3.077 hours per pay period for employees on a 40.0-hour workweek schedule (80 hours per year).
      - No sick leave is accrued while an employee is on an unpaid leave of absence.
      - Use of sick days in advance of earning them will not be permitted.
- **Eligibility:** Regular active full-time employees shall be eligible for sick leave with pay after the completion of six months continuous full-time employment. Any absences before the completion of six months of employment are not paid.
  - Part-time, seasonal, temporary and intermittent employees and interns are not eligible for sick-days.
  - Full-time employees who become part-time employees will immediately forfeit any accrued sick days they may have acquired while employed as a regular full-time employee. Forfeiture will take place on the first day of part-time employment.



- **Procedures:** Any accrual of compensated sick leave must be taken in increments of one hour.
  - Medical Statements: All full-time and part-time employees are required to provide written verification of illness or injury from a licensed medical doctor when the employee knows or anticipates that they will be absent from work for any period in excess of five consecutive workdays.
  - This policy requiring written verification from a licensed medical doctor for absence from illness or injury applies to part-time and to full-time Township employees regardless of whether the absence of the employee was compensated or not.

Any full-time or part-time employee may be asked to provide a medical verification of illness or injury from a licensed medical professional for repeated absences from work due to illness or injury.

- Persistent absenteeism or improper notification of absence may result in disciplinary action up to and including termination. **Misuse** of sick leave may result in loss of pay for the period involved and/or other discipline.
- If an employee is absent for more than five consecutive workdays without contacting their Department Head, Administrator or Human Resources, the employee will be considered to have abandoned their position and will be terminated from Township employment.
- **Termination:** upon termination of employment with the Township, there shall be no compensation for unused accumulated days of sick leave.
- **Pandemic considerations:** It is the expectation of all who work at the Township to do all possible to remain healthy and able to work. However, given the Township's experience surrounding the realities of the Pandemic in 2019, the Board of Trustees acknowledges the uncertainty of state, national, and/or international health emergencies. To that end, the Township of Schaumburg, in any event of a localized or broader community health threat will offer guidance in line with what government officials and science directs.
  - Upon a declaration of pandemic (or other such health) emergency, the Township Administrator will work with Human Resources and the Township Board to determine the appropriate expectations for the health and safety of all staff/ clients.
  - Following guidance from the appropriate government entity, the Township Board will determine the appropriate course of action for staff work options (in person, remote/hybrid, or agency closure) and any applicable requirements for staff.
  - For any guidance deemed required, where individual staff members may have religious or other reasons for not aligning to guidance, the Board reserves the right to allow for various accommodations to balance guidance with personal decision-making.
- Subject to approval of the employee's supervisor and Human Resources, and only for good cause in exceptional circumstances, an employee may request up to 30 days personal leave of absence without pay. If granted, the employee does not earn vacation time or sick days for the leave period. Other benefits will depend upon the rules, regulations, or guidelines for the benefit involved.
- For sick leave in excess of five or more days, the employee must obtain a physician's certification stating that the employee is medically able to return to work.
- When job-related and consistent with business necessity, an employee's supervisor or Human Resources may also require a complete physical and/or psychological examination or medical test

with a physician designated by the Township at the Township's expense at any time when in the judgment of the Township Supervisor or Human Resources (or their designee), such an examination or test may be necessary to determine the employee's fitness to perform the duties of their position, or for other purposes related to business necessity.

- All medical information relating to any employee is personal and confidential and may only be disclosed only to such other persons as is necessary in order to carry out the provisions of this Handbook and Township personnel policies. The Township will comply with any applicable provisions of the Health Insurance Portability and Accountability Act (HIPAA).
- **Maternity/Paternity Leave Policy**
  - Full-time employees will be eligible for maternity/paternity or adoption leave after successful completion of 90 calendar days of probation period with the Township.
  - Employees who pre-certify their pregnancy within the first trimester are granted up to three work weeks, total of 15 days of paid maternity leave.
  - Employees who pre-certify their spouse's pregnancy in the first trimester are granted up to two work weeks, or 10 days under maternity leave status.  
Adoption Leave will be approved for employees who can exhibit the formal adoption process is underway. This leave can be approved when the employee gets physical custody of the infant.

#### **4.6 Education and Training**

In addition to vacation, holidays, and sick days, an employee may be granted, at the Administrator's discretion, and with Board approval, time off for education or training. Any special arrangements for expense reimbursement, and additional time off, must be reached between the Board and the employee in advance. Educational and training provisions for Welfare Services and Assessor's Office employees shall be at the discretion of the Township Supervisor or Assessor respectively.

#### **4.7 Bereavement Leave**

In case of death, or for certain losses relating to pregnancy, miscarriage, failed adoption, and failed fertility treatments, in a full-time or part-time employee's family, the employee shall be granted up to 5 days off with pay and up to another 5 days unpaid, per event. For part-time employees, the pay allowable under this section will be determined according to a pro-rata methodology as determined by the Township. Seasonal, temporary, or intermittent employees may take time off without pay. Additional time for these purposes shall be at the sole discretion of the Township Supervisor, or their designee, including the Township Administrator or Human Resources as the case may be.

- Family shall include parent, stepparent, sibling, current spouse or current civil partner, children or step-children, grandparents, grandchildren, spouse's family, and any relative living with the employee. Leave for extended family members may be granted in special circumstances at the Employer's discretion. These periods of time off will not reduce any vacation or other benefits to which the employee is otherwise entitled.
- Part-time employees will be paid for time off based on the number of hours they are normally scheduled to work on the days taken for the purposes set forth in this section. For example, if a funeral is the day that the part-time employee is typically not scheduled to work, then they will

not receive bereavement pay.

- In the event of a death outside the immediate family, as defined above, or for extraordinary travel and unique situations, vacation or personal days may be used, subject to the approval of management. It is important to notify your supervisor as soon as possible. Documentation of the circumstances for bereavement leave may be required.
- The Township will also provide employees leave in accordance with the Child Bereavement Leave Act (820 ILCS 154/1), as amended, and will run any unpaid leave provided under the Child Bereavement Leave Act concurrently with any paid leave provided under this policy. In accordance with said Act, in the event that an employee's child dies by suicide or homicide, the employee may take a maximum of six weeks of unpaid leave, including the paid leave provided by the Township as set forth above.

## ***SECTION 5: EMPLOYEE BENEFITS***

The Township reserves the right to add to, delete or modify benefits as necessary to meet its business demands and for other appropriate reasons. The employee benefits described in this article are mere summaries of these benefits and the actual plan documents will govern in all cases in the event of a conflict between the provisions of this Handbook and the actual plan document.

### **5.1 Insurance**

- **Vision, Medical, and Dental Insurance:** The Township offers vision, medical, and dental insurance coverage for eligible full-time employees, their eligible dependents, and long term-domestic partner, which is generally processed on the first of the month after 30 days. Eligibility is determined by the requirements of the plan. Part-time, seasonal, temporary, and intermittent employees are not eligible for these benefits, except where the Township may be obligated under federal or state law to offer them. Questions regarding insurance coverage and the eligibility requirements and terms that apply should be directed to Human Resources or refer to the Summary of Benefits and Coverage (SBC).
- **Life Insurance/Accidental Death and Dismemberment (AD&D):**  
The Township provides all eligible full-time employees with a life insurance policy covering natural death and AD&D, at such level as periodically established by the Township Board. Information concerning this policy and the terms and eligibility requirements are available from Human Resources and in the SBC. Additional voluntary life insurance is available to eligible employees. The cost of voluntary life insurance is covered by the employee.

### **5.2 Retirement Benefits**

The Township is covered by Illinois Municipal Retirement Fund (IMRF). State statute requires pension contributions to be deducted from all eligible employees' paychecks. For more information on the details of the Township's retirement benefits, employees should contact Human Resources or IMRF directly for more details.

#### ***Facts of IMRF Tier 2 Regular Plan pension:***

- Must have at least 10 years of service credit (can include reciprocal retirement system service credit).
- Cannot be working in any position which qualifies for IMRF participation.
- Must be at least age 62.

Although you can retire as early as age 62, age 67 is your full retirement age. Your pension may be reduced if you retire before age 67, depending upon the amount of service credit you have. Unused, unpaid sick days converted to service credit cannot be used to meet the 10-year requirement for a Regular Tier 2 pension or 35-year requirement for an unreduced pension under age 67.

<b>Amount Your Pension May Be Reduced</b>		
If you retire...	And you have...	Your pension will be reduced by...
Between age 62 and 67	At least 10 years but less than 30 years of service credit	1/2% for each month you are under the age 67
Between age 62 and 67	At least 30 but less than 35 years of service credit	The lesser of: <ul style="list-style-type: none"> <li>o 1/2% for each month you are under age 67 or</li> <li>o 1/2% for each month of service credit less than 35 years</li> </ul>
At age 62 or later	At least 35 years of service credit	No reduction. You will receive your full, unreduced pension
At age 67 or later	At least 10 years of service credit	No reduction. You will receive your full, unreduced pension

### 5.3 Employee Assistance Program (EAP)

The Township recognizes that a wide range of illnesses and problems can adversely affect an employee’s health, wellbeing, and job performance. These illnesses and problems may include alcoholism, drug dependence, emotional or psychiatric illnesses, marital and/or family discord, stress disorders, legal difficulties and/or financial problems.

- As such the Township has implemented an EAP, available to all employees, to help with such illnesses and problems by providing confidential and professional assessment, short-term counseling, and/or referral services.
- While the Township believes that it is in the best interest of the employee, the employee’s family, and the Township to provide an EAP, using the services offered by the EAP does not relieve an employee of the responsibilities attendant with his/her Township job.
- Additional information regarding the EAP is available through Human Resources.

### 5.4 Workers’ Compensation Insurance, Modified Duty and Unemployment Compensation Insurance

- Employees are provided coverage in accord with applicable federal and state law under Workers’ Compensation Insurance and Unemployment Compensation Insurance Programs.
- Employees who sustain a work-related injury or illness must inform their supervisor, or in the absence of their supervisor the next available supervisor, immediately.
- No matter how minor an on-the-job accident may appear, it is important to report all accidents during work hours immediately (i.e., not more than one hour after the accident).
  - o This will enable the employee to secure necessary medical treatment, and to qualify for workers’ compensation benefits as quickly as possible.

- Sick days may not be used during absences due to work-related injuries or illness.

**All employees must adhere to the following conditions:**

- Any work-related injury or illness must immediately be reported directly to their Department Head, even if the employee is uncertain if the injury or illness is work-related but suspects it might be work-related.
  - Failure to immediately report an injury or illness may jeopardize the employee's eligibility for workers' compensation benefits.
- Upon notification, Human Resources, or their designee, may instruct the employee to report to a designated hospital or physician for examination or treatment. In the case of an emergency, the employee should go to the nearest hospital emergency room for treatment.
- All medical evaluations by any licensed physician must be submitted to Human Resources for the duration of the leave period for a work-related injury.
  - The Township reserves the right to have the employee examined by a licensed physician of its own choice at any time during the period of leave. This examination will be at the Township's expense, and the physician will submit the results to Human Resources.
- Unless otherwise required by law, no employee shall be allowed to return to work without a statement from a physician approving the employee's return to work without restrictions, or with restrictions for which the Township can provide a reasonable accommodation.
- The Township reserves the right to manage incidents involving work-related injuries to the fullest extent permitted under the law. Employees found to be defrauding the Township with respect to workers' compensation claims will be subject to disciplinary action, up to and including termination.
- Also, employees who fail to comply with requests and/or orders from the Township while absent from work due to a workplace injury or illness will be subject to disciplinary action, up to and including termination, as well as other sanctions or actions permitted under the law.

**Modified duty:**

The Township is committed to providing employees with available and reasonable opportunities to maintain career and employment status and benefits, and to maximize the Township's ability to provide its services offered to the public. To that end, the Township attempts to provide temporary, modified duty work for on-the-job injuries. This is done to allow an employee to return to duty as soon as possible when an on-the-job injury limits the employee's ability to perform the essential job functions of the employee's position. However, nothing in this policy shall be construed to require the Township to create a modified duty assignment for an employee. Employees will only be assigned to modified duty work when the Township determines that a need exists and only as long as such need exists.

- The feasibility of modified duty will be determined on a case-by-case basis, taking several factors into consideration, and at the sole discretion of the Township.
- These factors include, but are not limited to, the aptitude of the employee, the employee's specific physical or mental limitations or restrictions, the work environment and the availability of suitable work.

- Generally, a modified duty assignment may be offered to an employee when there is a reasonable expectation that the employee will be able to return to regular duty within 90 days.
  - Modified duty assignments shall not exceed 90 days unless extended by Township Administrator, Board, or their designee, based upon the employee’s medical condition and the ongoing availability of productive modified duty work.
    - The Township reserves the right to terminate any modified duty assignment at an earlier time if the Township determines that an employee can return to their normal job duties,
  - If the employee’s treating physician or the Township’s physician determines that the employee’s condition is not improving while they are on modified duty, if a need no longer exists for the modified duty assignment, or for any other reason deemed appropriate by the Township.

It is the intention of any modified duty assignment to facilitate the employee’s return to the workplace while ensuring that the employee remain focused on achieving maximum medical improvement so that they may return to full duty with the Township. Therefore, while on modified duty employees:

- will not be permitted to work overtime or engage in any secondary employment. However, if the employee provides written documentation to the Township from their physician that they, while medically incapable of performing the essential job functions of their position with the Township, are medically capable of performing overtime or secondary employment, then Human Resources may approve the overtime or secondary employment provided that the overtime or secondary employment does not require the employee to meet similar physical requirements of their primary position with the Township.
- must limit their physical activities to comply with the medical restrictions as outlined by their treating physician while at work as well as during their off-duty hours. Failure to adhere to the medical restrictions outlined by the physician, either at work or during off-duty hours may result in the termination of the modified duty assignment and may be grounds for disciplinary action.
- must confirm with their supervisor and/or other appropriate personnel the dates and times of all follow-up appointments, new appointments, physical therapy, etc., as needed. Each time an employee visits their physician, their work restrictions and the availability of a modified duty assignment will be re-evaluated. Whenever possible, all appointments and treatments must be scheduled outside the employee’s scheduled work hours at such a time so as not to disrupt the work schedule or the operations of the department.
- must, before resuming their normal duties without restriction, submit a doctor’s release stating that they are released to full duty. The Township shall have the right to send an employee to a physician of its choice to determine if the employee is fit to return to work.

### **5.5 Family and Medical Leave Act (FMLA)**

The Township is an employer subject to the Federal Family and Medical Leave Act (FMLA). A copy of the U.S. Department of Labor publication entitled “Your Rights Under the Family and Medical Leave Act of 1993,” WH Publication 1420, is available at the Township. FMLA leave is provided to eligible employees who need to take time off from work for specified family, medical and/or military reasons. Unpaid, job-

protected leave under the FMLA is available to eligible employees for 12 weeks (or, for Military Caregiver leave, up to 26 weeks) during any one-year period, which shall begin on the date the leave begins.

The Township calculates FMLA based on a “rolling” 12-month period measured backward from the date of any FMLA leave usage also referred to as the “look-back” method. In order to determine the amount of available leave, the calculation is made each time an employee commences leave. From that date, the preceding 12-month period is examined. Any leave used during that preceding 12 months is deducted from the 12 weeks annual leave provided by law under this policy. An employee is entitled to take no more than the remaining balance of leave. When an employee takes FMLA to care for an injured service member, the FMLA 12-month period must be measured forward from the first day leave is taken. This is the only type of FMLA leave that must use this 12-month period.

General information about FMLA leave and employee rights and responsibilities under applicable law is provided below. Since the information provided is general in form, certain limitations not described in detail below may apply depending on the particular circumstances. Contact Human Resources for additional information or with questions regarding details about FMLA leaves of absence. ***FMLA also allows eligible employees of covered employers to take up to 26 work-weeks of FMLA leave in a “single 12-month period” to care for a covered service member with a serious injury or illness.***

**For taking leave:**

- An eligible employee may take unpaid leave for any of the following reasons:
  - For the birth of an employee’s child, for incapacity due to pregnancy or prenatal care, to care for a newborn child, or placement for adoption, or state-approved foster care.
  - To care for the employee’s spouse, son or daughter, or parent, who has a serious health condition; or
  - For a serious health condition that makes the employee unable to perform the employee’s job; or
  - For a qualifying exigency (such as attending certain military events, arranging for alternative childcare, addressing certain legal and financial arrangements, and other occurrences) arising out of the fact that the employee’s spouse, child, or parent is a covered military service member on active duty, or who has been called to active-duty status; or
  - To care for a spouse, child, parent, or next of kin who is an FMLA covered service member and suffers a qualifying serious injury or illness.
  - Benefits when in approved leave of unpaid FMLA, ST or LT disability leave, a Township invoice will be generated by payroll and mailed to the employee at the beginning of each month during this period.
- Reporting While on Leave. If an employee takes leave because of their own serious health condition or to care for a covered relation, the employee must contact Human Resources every thirty (15) days regarding the status of the condition, and their intent to return to work.

An employee who takes FMLA leave will be required to use paid benefit leave concurrently with any period of unpaid FMLA leave. The substitution of paid leave does not extend the FMLA leave period. Periods of unpaid FMLA leave will not be counted as time worked for purposes of seniority or computing vacation, sick leave, or personal days.



- During leave, employers are not required to pay workers, but they must maintain workers' group health insurance under the same terms and conditions as if the employee had not taken leave and they are required to give employees their jobs back when they return from leave.
- If an employee receives short-term disability or workers' compensation payments for any portion of their FMLA leave, that portion is paid to the extent permitted by applicable law and will run concurrently with the employee's FMLA entitlement. The substitution of paid benefits for such leave does not extend the FMLA leave period.
- Any family and medical leave, qualifying exigency leave, whether paid, unpaid, or a combination thereof, will be counted toward the 12 weeks leave entitlement. Leave to care for a service member, when combined with other FMLA-qualifying leave, may not exceed 26 weeks during the single twelve 12-month period.
- Leave because of a serious health condition may be taken intermittently (and separate blocks of time due to a single covered health condition) or on a reduced leave schedule (reducing the usual number of hours you worked per workweek or workday), if medically necessary. If leave is unpaid, the Township will reduce your salary based on the amount of time worked. In addition, while you are on an intermittent or reduced schedule leave for foreseeable, planned medical treatment, the Township may temporarily transfer you to an available alternative position, which better accommodates your recurring leave, and which has equivalent pay and benefits.

**FMLA advance notice:**

The employee must provide 30 days advance notice of FMLA leave when the leave is foreseeable.

When the approximate timing of the need for leave is not foreseeable, an employee must give notice to Human Resources of the need for FMLA leave as soon as practicable, which will generally be the same day the employee learns of the need for the leave, but not later than one to two business days of when the need for leave becomes known to the employee.

**Medical certification:**

An employee requesting FMLA leave will be required to provide Human Resources with a medical certification to support a request for leave because of a serious health condition, in accordance with the FMLA. Failure to provide certification as requested may result in the delay or denial of leave. An employee taking FMLA leave because of a serious health condition is required to present to Human Resources a fitness for duty certificate prior to being restored to employment. Other certification may be required where the employee takes leave related to qualified exigencies arising from a family member's called active military duty or active status.

- The Township will require recertification for leave due to an employee's serious health condition following the minimum duration of the condition as stated in the certification form.
  - In all instances, the Township requires recertification every six months in connection with an FMLA medical leave, or more frequently as permitted by law. The Township may require recertification of an employee or family member's serious health condition at any point when circumstances have changed significantly, the Township receives information casting doubt on the reason given for the absence, or if the employee seeks an extension of their leave.
- Employees may also be required to provide a fitness for duty certification for every 30 days of

intermittent or reduced schedule leave consistent with the FMLA if reasonable safety concerns exist. The employee must notify Human Resources at least two workdays prior to the date the employee intends to report to work.

**Use of Leave/Intermittent Leave:**

FMLA leave does not need to be taken in one block of time. Leave can be taken Intermittently (in separate blocks of time or by reducing the usual number of hours worked per workweek or workday) if the leave is taken due to a serious health condition or a qualified exigency. Employees must make reasonable efforts to schedule leave for planned medical treatment or qualified exigencies so as not to unduly disrupt business operations.

**Job benefits and protection:**

For the duration of FMLA leave, the Township will maintain the employee's health coverage under any group health plan on the same conditions as coverage would have been provided if the employee had been continuously employed during the entire leave period. Any share of the health plan premiums, which had been paid by the employee prior to taking leave, must continue to be paid by the employee during the leave period. If premiums are raised or lowered, the employee will be required to pay the new premium rates.

The employee has a minimum 30-day grace period in which to make premium payments. If payment is not made timely, the employee's group health insurance may be canceled provided that the employee is notified in writing at least 15 days before the date that health coverage will lapse.

An employee will normally be returned to the same or an equivalent position with equivalent pay, benefits, and other employment terms, when the employee returns from FMLA leave. However, an employee on FMLA leave does not have any greater right to reinstatement, or other benefits, than if the employee had been continuously employed during the FMLA period. Upon requesting FMLA, the employee will be notified by Human Resources if they are a "key employee" as described in the FMLA regulations promulgated by the U.S. Secretary of Labor. A "key employee" may be notified at the time leave is requested, or upon the Township determining that such key employee's absence will cause substantial and grievous economic injury to the Township, that a "key" employee's job may have to be filled and may not be available upon the expiration of FMLA leave. *The use of FMLA leave will not result in the loss of any employment benefit that accrued prior to the start of an employee's leave.*

**COBRA Benefits**

The Consolidated Omnibus Budget Reconciliation Act (COBRA) provides the opportunity for eligible employees and their beneficiaries to continue health insurance coverage under the Township health plan when a "qualifying event" could result in the loss of eligibility. Qualifying events include resignation, termination of employment, death of an employee, reduction in hours, a leave of absence, divorce or legal separation, entitlement to Medicare, or where a dependent child no longer meets eligibility requirements. Please contact Human Resources for details about COBRA.

**5.6 Jury Duty**

Any person who is not legally disqualified to serve on juries and has been duly summoned for jury duty for either petit or grand jury service, shall be given time off from employment to serve upon the jury for which such employee is summoned, regardless of the employment shift such employee is assigned to at the time of service of such summons.

- The employee shall provide a copy of the Notice of Summons for jury duty to the Township within ten days of the date of issuance of the summons to the employee.
- The Township is not obligated to compensate an employee for time taken off for jury duty. However, all full-time employees who are required to serve on a jury will continue to receive regular pay, based on the regular work week for such time.
- The employee shall present a certificate evidencing their service as a juror.

**5.7 Military Reserves/ Leave**

The Township complies with all legal requirements for military leaves.

**5.8 Leave Due to Crimes of Violence (VESSA)**

In accordance with the Illinois Victims’ Economic Security and Safety Act (“VESSA”), employees who are victims of domestic violence, sexual violence, gender violence, or any other crime of violence, or who have a family or household member, meaning a spouse or party to a civil union, parent, grandparent, child, grandchild, sibling, or other person related by blood or by present or prior marriage or civil union, other person who shares a relationship through a child, or any other individual whose close association with the employee is the equivalent of a family relationship as determined by the employee, and persons jointly residing in the same household, who was a victim of domestic violence, sexual violence, or gender violence, or any other crime of violence, may take up to 12 weeks of unpaid leave in any 12-month period. This time is to address needs for medical attention, recovery, counseling, safety planning, temporarily or permanently relocating, or taking other actions to increase safety from future or sexual violence or insure economic security, and to seek legal assistance or remedies, including preparing for, or participating in, any civil or criminal proceeding related to, or derived from, domestic, sexual or gender violence, to ensure victim safety, including court proceedings related to the violence. If you have questions relating to this form of unpaid leave, please contact Human Resources.

- At the employee’s discretion, leave may be taken consecutively, intermittently, or on a reduced work schedule, provided that the aggregate amount of leave does not exceed 12 weeks.

**5.9 Other leave (School visitation, blood donor, etc.)**

The Township recognizes employees’ rights to additional forms of leave as provided by law. Please notify your supervisor if you have any questions or concerns regarding your need for time off for any reason. In addition to compliance with any other leave law, the follow leave is provided by the Township:

**School Visitation**

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Every employee is entitled to leave for attendance at school conferences, behavioral meetings, or academic meetings related to the employee’s child if the conference or meeting cannot be scheduled during non-work hours.

To be eligible for school visitation leave, employees must have worked the six consecutive months before the leave and have worked an average of at least 17.5 hours per week (being one-half the hours worked by a Full-Time Employee). Additionally, if applicable, employees must have exhausted all accrued vacation, personal, and other leave (excluding sick and disability leave). To obtain this leave, an employee

must provide their supervisor with a written request for leave at least seven days in advance of the conference. In emergency situations, the request must be made at least 24 hours in advance. Employees may make up any unpaid time off by working on a different day or shift as directed by their supervisor.

Although employees are allowed up to eight hours of leave per school year, employees may not take more than four hours of leave in a single day and the Township can require that the leave be scheduled so as not to unduly disrupt its operations. Each employee must submit documentation of the school visitation to their supervisor. Any employee who fails to submit a verification statement to their supervisor within two working days following the school visitation when requested may be subject to the standard disciplinary procedures imposed by the Township for unexcused absences from work.

### **Blood and Organ/Tissue Donor**

Full-time employees who have been employed by the Township for at least six months may receive:

- Up to one hour of paid leave every 56 days to donate blood.
- Up to ten days of paid leave in any 12-month period to donate tissue such as organs, skin, bone, etc. to a living donor.

Employees may take leave only after obtaining approval from their Department Head. The Township may require employees to submit reasonable documentation supporting their leave.

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## **SECTION 6: EMPLOYMENT POLICIES AND PROCEDURES**

### **6.1 Access to Personnel Files:**

In accordance with the Illinois Personnel Record Review Act (820 ILCS 40/1 et seq.), employees have the right to inspect or receive a copy of their personnel file, subject to certain restrictions. Employees may review their personnel file during regular business hours upon scheduling inspection at the mutual convenience of the employee and Human Resources. Employees are expressly prohibited from removing any information from their personal files while reviewing them. An employee may also request a copy of his/her personnel file in paper form or by email. Employees must pay the actual copying cost for a paper copy. The Township may require requests to be submitted in writing, and will require a written request where any person other than the employee is to review, copy, or receive copies of personnel records. This request must include a waiver and release where medical information is to be released to a representative.

While not stored with an employee's personnel file, an employee may also review relevant employment-related contracts or agreements; copies of this Handbook; and copies of any other written Township policies and procedures that concern qualifications for the employee's employment, promotion, transfer, compensation, benefits, discharge, or other disciplinary action.

### **6.2 Operating Township Vehicles:**

Employees who operate Township motor vehicles are required to obey all applicable laws, rules, and regulations. The Illinois Vehicle Code, as amended, mandates the use of safety belts for the driver and all passengers of public and private vehicles. The provisions of this law will apply as an official policy to all Township vehicles equipped with safety belts. An employee found to be in violation of these provisions will be subject to disciplinary action.

The Illinois Vehicle Code, as amended, regulates the use of cell phones and other electronic communication devices while driving. All cell phone use in construction zones and school zones is prohibited (even if hands free mode is used). Use of a cell phone or other electronic communication device by an employee while operating a Township vehicle must comply with the Illinois Vehicle Code requirements. An employee found to be in violation will be subject to disciplinary action.

Any traffic tickets, red light enforcement tickets, or parking fines incurred by an employee while operating a Township vehicle or personal vehicle while conducting Township business are the responsibility of the employee and must be immediately reported to the Township Administrator or Township Supervisor. All fines shall be paid by the employee. Employees are required to maintain a valid driver's license of the class required by the employee's job position and mandatory liability insurance as required by the State of Illinois. Employees must immediately inform the Township if their license is expired, is suspended, or is otherwise restricted or invalid as a result of any on-duty or off-duty violation. Failure to do so may result in termination of employment.

Employees using personal vehicles for Township business must have a valid driver's license, title, registration, and proof of mandatory liability insurance. Employees using personal vehicles for Township business are subject to all requirements and prohibitions under the Illinois Vehicle Code, as amended, while performing work for the Township. An employee found to be in violation will be subject to disciplinary action.

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### **6.3 Commercial Drivers' License (CDL), Class B:**

Following Illinois Vehicle Code, the Transportation Department Employee whose job duties require the operation of Township vehicles, must possess a valid CDL or Class B driver's license. The license allows drivers to operate straight trucks, box trucks, large buses, and dump trucks. Working as a commercial driver involves significant physical activities. Township Transportation Drivers are required to have the CDL Medical Examiner's Certificate, which must be validated every two years depending in age brackets requirements of the state (except if a medical recommendation notes it needs to be renewed

sooner), and additional random drug test required by the state for all bus drivers of the Township.

#### **6.4 Disciplinary Policy:**

Nonperformance or improper performance of duties or assignments, violation of employment rules or policies, misuse of Township facilities and properties, or any other act or omission not in the best interests of the Township may subject an employee to disciplinary action. The actions that may be taken by the Township include written or verbal warnings, performance improvement plan, suspension without pay, or termination. While the Township retains its sole discretion to determine the form of discipline warranted in each situation, it supports the use of progressive discipline procedures.

#### **6.5 Disciplinary Guidelines:**

The Township retains sole discretion to determine in each situation which form(s) of discipline are appropriate, and there is no requirement that an employee be warned, counseled, placed on performance improvement plan, or suspended without pay, prior to being terminated.

- A supervisor may provide verbal or written warnings to an employee as a means to identify and respond to behavior that the supervisor deems unacceptable.
- A verbal warning occurs when a supervisor verbally counsels the employee regarding problematic behavior.
- A written record of the discussion, noting the date, event, and recommended action, may be placed in the employee's file for future reference. A written warning is generally used in response to behavior that the supervisor deems to be a more serious violation, or where a verbal warning has not resulted in a satisfactory change in the employee's behavior.
- The Township also reserves the right to place an employee on a "Performance Improvement Plan" if they are involved in a disciplinary situation that cannot be readily resolved, or when they demonstrate an inability to perform assigned work responsibilities efficiently.
- The types of behavior and conduct that the Township considers inappropriate, and that could lead to disciplinary action up to and including suspension or termination of employment immediately and with or without prior warning, include, but are not limited, to the following:
  - A. Incompetence, negligence, misconduct, or inefficiency in the performance of assigned duties.
  - B. Abusive, threatening, offensive attitude, language or conduct, toward a member of the public, a Township official, or other employee.
  - C. Abusive conduct resulting in physical harm or injury to another employee, or to a member of the public.
  - D. Fraud, Theft or unauthorized possession of Township property, or the property of fellow employees or others, regardless of value.
  - E. Insubordination, including failure or refusal to promptly carry out the orders or instructions of a supervisor or Department Head (Note: This includes the failure or refusal to work overtime required by the Township.).
  - F. Acts of dishonestly, including falsification or alteration of attendance records, time records, or other Township documents.

- G. Misrepresentation or omission of material facts on an employment application, resumé, or other document used to secure or retain employment with the Township.
- H. Manufacturing, distributing, dispensing, selling, possessing, using, being impaired by, or under the influence of alcohol, controlled substances (including unprescribed use of lawful medication), cannabis or illegal drugs, while on duty, or on Township property.
- I. Using or possessing firearms, explosives, or other dangerous weapons, while on duty or on Township property in an unauthorized manner.
- J. Any act or occurrence during employment that would have disqualified an individual from initial employment, including conviction of a criminal offense bearing on the performance of job duties. Per Illinois law, the Township allows employees be provided with due process before adverse action is taken based on a criminal conviction.
- K. Violating the Township's policy or rules regarding attendance and punctuality; excessive absenteeism.
- L. Failing to provide adequate and acceptable verification of illness or injury, or substantiating documentation for absences due to other reasons, with the exception of using the PLAW leave time, or failing to submit to a medical examination when it is job-related and consistent with business necessity.
- M. Absence without leave for a period of three days, or failure to report following the expiration of an approved leave of absence.
- N. Misrepresentation regarding a leave of absence, or obtaining other employment during a leave of absence, without proper authorization from the Township.
- O. Engaging in discriminatory, harassing, or other conduct that violates the Township's Equal Employment Opportunity/Unlawful Harassment Policy.
- P. Using working time for personal matters; use of Township equipment, property, or material personal use, or for any other inappropriate purpose.
- Q. Unauthorized or excessive use of the Township's telephones, equipment, or supplies.
- R. Damaging or improperly using, caring for, or maintaining Township property, including tools, equipment, machinery, databases, or software.
- S. Exceeding time limits on break or lunch periods or taking break or lunch periods at other than designated times without proper authorization.
- T. Stopping or leaving work before the end of a scheduled work period without proper authorization.
- U. Sleeping or wasting time during a scheduled work period.
- V. Failing to observe any of the Township's safety policies or rules or engaging in other unsafe or unhealthy conduct.
- W. Unauthorized examination, use, or disclosure of Township records or confidential information.
- X. Violating the Township's policy regarding business ethics/conflict of interest.
- Y. Failure or refusal to cooperate with an internal investigation.
- Z. Failure to maintain licenses, registration, etc. reasonably required for the position.
- AA. Any other misconduct as determined by the Township.



### **6.6 Non-Disciplinary Grievance Procedure:**

In instances other than for Discipline of Township Employees where an employee grievance cannot be settled informally, the employee shall submit a dated, written grievance to the Town Clerk, and then the following shall apply. No grievance procedure is applicable for discipline issued to Township employees.

- A. Within 30 workdays of submitting the dated, written grievance to the Town Clerk and the applicable Department Head, the Town Clerk shall convene a meeting to be attended by a Personnel Grievance Committee comprised of the Town Clerk, the Township Supervisor and the appropriate Township Official for the employee's department who shall be determined by the Supervisor and Town Clerk.
- B. The employee's Department Head shall not be present at this meeting unless requested by the Personnel Grievance Committee, but the attendance of the employee filing the written grievance is mandatory.
- C. The employee will be granted the opportunity to present their grievance to the Personnel Grievance Committee, and the proceeding will be recorded.
- D. No stenographer shall be present, but the employee shall be provided a copy of the recording if requested. However, the Committee and the employee may question any witness who appears before the committee.
- E. The Personnel Grievance Committee may consult with the employee's Department Head at an appropriate point during the meeting but in no event later than five workdays after the meeting unless circumstances beyond the Committee's control require this to occur.
- F. The Committee's decision must be made within 14 workdays after the conclusion of the meeting but may be made at the conclusion of the meeting.
- G. All decisions of the Personnel Grievance Committee shall be in writing and prepared within 14 workdays of the conclusion of the meeting. Explanations of the decision shall not be elaborate but rather limited to a concise explanatory statement of the disposition of the matter.
- H. The decision of the Committee shall be binding on the Township. The grieving employee may appeal an adverse decision of the Committee to the Supervisor and the Township Board of Trustees within 10 workdays of the Committee's dated, written decision. This written notice of appeal shall be made, dated and given to the Town Clerk.
- I. Upon receiving the dated, written notice of the employee's intent to appeal the Committee's decision, the Town Clerk shall see that the grievance is set for review by the Township Supervisor and Board of Trustees in executive session within 60 days of the receipt of written notice by the Town Clerk.
- J. The Township Supervisor and Board of Trustees will meet in closed session, either before or after a regularly scheduled Township monthly meeting or call a special meeting, but in no event sooner than after 14 calendar days' notice to the employee of the meeting to review the Committee's decision.
- K. The employee, if present, will be granted an opportunity to state their grounds for the appeal either personally or by an attorney.
- L. No witnesses will testify at the appeal session for the employee or the Committee.

- M. The Supervisor and Township Board of Trustees must vote to affirm, modify or overturn the Committee's decision, and shall do so during the open meeting at the next regularly scheduled Township meeting, but in no event sooner than 14 calendar days.
- N. The record of the appeal held in closed session shall also be recorded electronically with a copy available to the employee at their request.
- O. Any grievance of a Department Head that is not informally resolved with the Township Administrator, shall then be dated and put in writing for appeal to the Township Supervisor and Board of Trustees who shall hear the Department Head's appeal from the decision of the Township Administrator in closed session in the same manner as for other Township employees. Voting must take place in open session in accordance with the Open Meetings Act.

### **6.7 Resignation or Separation:**

It is requested that resignations be given in writing to the employee's supervisor. An employee who is separated from Township service, whether voluntarily or involuntarily, will be held responsible for the return of Township property, keys and records in their possession at the time of separation. Such property must be returned to the Township upon separation. Failure to return property may necessitate Township action for recovery.

- Terminating employees are strongly encouraged to have an exit interview with Human Resources.
- Final Pay: The final compensation for any employee shall be paid on the next regular pay period following the effective date of said employee's termination.

## **SECTION 7: DRESS CODE**

### **7.1 Dress Code Policy**

The goal is to maintain the Township's best professional atmosphere, in part, by the image we present to our citizens and the community of Schaumburg. We expect all employees to present a neat, well-groomed appearance and a courteous disposition.

Appropriate attire is expected from all Township employees while they are on the Township premises, or while they are representing the Township during Township-related or Township-sponsored activities.

- All employees who have contact with the public should wear business-casual attire. Casual business wear means clean, neat, professional clothing. Understanding various fashion trends, the Township prohibits *excessively* distressed (ripped, torn, etc.) clothing as work attire.
  - It is never appropriate to wear stained, unclean, wrinkled, or revealing clothing in the workplace. Shoes or sandals should fit properly so that they can be worn safely to avoid personal injury.
  - Clothing that is stained, frayed, distressed, or otherwise 'worn out' by wear/tear should not be worn. Clothing that promotes or alludes to profanity, alcoholic beverages, tobacco, controlled substances or items which depicts violence, is of sexual nature or a disruptive nature or reveals undergarments, are prohibited.
- Employees should err on the side of caution; if an item is questionable, another item of clothing should be selected; ~~otherwise~~
- The Township reserves the right to send employees home without pay for failure to comply with the dress code policy~~staff can be sent home due to noncompliance.~~

### **7.2 Township-Issued Uniforms:**

The Township of Schaumburg believes employees serving in specific employment positions with high public visibility should have a common uniform appearance; to exhibit a professional appearance to the public; to provide the public the ability to readily identify a Township employee; to provide employees a set of work clothes; and to create a "team spirit" among employees. Uniforms will be issued by the Township according to the following policy:

The Department Head shall have jurisdiction over uniform specifications with final approval of the Township Administrator. Only specific employment positions will be required to wear the uniform. These positions include:

- Full- and part-time bus drivers.
- All employees working in the Building and Grounds Department.
- Security personnel.

Employees will be given an appropriate number of sets of uniforms so that it is possible to have a clean uniform available for every workday. The standard elements of the uniform provided by the Township shall include:

- Long/short sleeve shirt with Township logo.
- Bus Drivers and Building and Grounds Department will also receive, heavy cold weather jacket and light windbreaker with Township logo as well as a pair of safety shoes.

- Employees are responsible for laundering, keeping them in a neat, professional appearance.

## ***SECTION 8: DISCRIMINATION AND HARASSMENT***

### **8.1 Policy Against Discrimination and Harassment**

The Township of Schaumburg is committed to maintaining a work environment which is free from all forms of harassment or discrimination of any kind. In keeping with this commitment, the Township prohibits and will not tolerate any form of harassment or unlawful discrimination, including harassment or discrimination on the basis of actual or perceived race, color, religion, creed, sex, gender identity, gender expression, pregnancy, childbirth, medical or common conditions relating to pregnancy or childbirth, ancestry, national origin, age, disability, association with a disabled person, sexual orientation, marital status, citizenship status, genetic information, arrest record, conviction record, military status, unfavorable discharge from military service, order of protection status, status as a victim of domestic violence, sexual violence, gender violence, or other crime of violence, traits associated with race, including but not limited to hair texture or protective styles such as braids, twists, or locks, or other legally protected group status, by its employees or against its employees by anyone, including supervisors, co-workers, officers, agents, vendors, customers or any third party. This Policy is intended to assure that the Township of Schaumburg is taking all steps to prevent harassment and discrimination in the workplace and to correct harassing or discriminatory conduct that does occur before it becomes severe or pervasive.

"Harassment" means any unwelcome conduct on the basis of an individual's actual or perceived race, color, religion, creed, sex, gender-identity, gender-expression, sexual orientation, pregnancy, childbirth, medical or common conditions relating to pregnancy and childbirth, genetic information, national origin, age, physical or mental disability, association with a disabled person, ancestry, marital status, military status, arrest record, conviction record, unfavorable discharge from military service, order of protection status, status as a victim of domestic violence, sexual violence, gender violence, or other crime of violence, citizenship status, traits associated with race, including, but not limited to, hair texture and protective hairstyles such as braids, locks, or twists, or any other classification protected under federal or state law that has the purpose or effect of substantially interfering with the individual's work performance or creating an intimidating, hostile, or offensive working environment. For purposes of this definition, the phrase "working environment" is not limited to a physical location an employee is assigned to perform his or her duties.

Township of Schaumburg employees and officials bears the responsibility to refrain from discrimination or harassment in the workplace. Township employees who engage in discriminatory or harassing conduct may be subject to disciplinary action, up to and including termination of employment with the Township of Schaumburg. Furthermore, it is the responsibility of all supervisors to make sure that the work environment is free from harassment or discrimination of any kind.

The Township of Schaumburg also prohibits retaliation of any kind against anyone who has complained about discrimination or harassment, whether that concern relates to discrimination against or harassment of the individual raising the concern or against another individual. The Township does not consider conduct in violation of this policy to be within the course and scope of employment and does not sanction conduct in violation of this policy on the part of any employee, member of management, elected official, appointed official or non-employee.

## 8.2 Definitions and Prohibited Conduct

### Sexual harassment:

For purposes of this Policy, sexual harassment/discrimination means any harassment or discrimination on the basis of an individual's actual or perceived sex or gender, including unwelcome sexual advances or requests for sexual favors, or any conduct of a sexual nature, when:

- submission to such conduct is made, either explicitly or implicitly, a term or condition of an individual's employment;
- submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual; or
- such conduct has the purpose or effect of substantially interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment.

Sexual harassment can occur between individuals of the same or different sex or gender-identity. This behavior is unacceptable in the workplace itself and in other work-related settings such as business trips, court appearances and business-related social events.

Sexual harassment can affect the victim and other employees as well. Conduct in violation of this policy has no legitimate business purpose. Prohibited acts of sexual harassment may include a range of subtle or overt behaviors and may involve individuals of the same or different gender. Examples of conduct that may constitute sexual harassment include but are not limited to:

- **Verbal:** sexual innuendos, suggestive comments, insults, humor, and jokes about sex, anatomy or gender-specific traits, sexual propositions, threats, repeated requests for dates, or statements about other employees, even outside of their presence, of a sexual nature.
- **Non-verbal:** suggestive or insulting sounds (whistling), leering, obscene gestures, sexually suggestive bodily gestures, "catcalls", "smacking" or "kissing" noises.
- **Visual:** posters, signs, pin-ups or slogans of a sexual nature, viewing pornographic material or websites.
- **Physical:** touching, unwelcome hugging or kissing, pinching, brushing the body, any coerced sexual act or actual assault.
- **Texting/electronic:** "sexting" (electronically sending messages with sexual content, including pictures and video), the use of sexually explicit language, harassment, cyber stalking and threats via all forms of electronic communication (e-mail, text/picture/video messages, intranet/on-line postings, blogs, instant messages and social network websites like Facebook and Twitter).

Sexual harassment can include any harassment directed at an employee on the basis of sex.

### Harassment and discrimination on the basis of any other protected status:

Prohibited harassment or discrimination consists of unwelcome conduct of any kind, whether verbal or physical, or disparate treatment based upon a person's actual or perceived race, color, religion, creed, sex, gender identity, gender expression, pregnancy, childbirth, medical or common conditions relating to pregnancy or childbirth, ancestry, national origin, age, disability, association with a disabled person, sexual orientation, marital status, citizenship status, genetic information, arrest record, conviction record, military status, unfavorable discharge from military service, order of protection status, status as a victim of domestic violence, sexual violence, gender violence, or other crime of violence, traits associated

with race, including but not limited to hair texture or protective styles such as braids, twists, or locks, or other legally protected group status.

- Harassing conduct can include, but is not limited to: epithets, slurs or negative stereotyping; threatening, intimidating or hostile acts; denigrating jokes and display or circulation in the workplace of written or graphic material that denigrates or shows hostility or aversion toward an individual or group (including through e-mail, instant messaging, texts, Internet or computer usage) because of his or her actual or perceived protected status.

The Township will not tolerate harassing or discriminatory conduct in violation of this policy.

**Individuals covered under the policy:**

This policy covers all officers, employees, interns and volunteers of the Township of Schaumburg. The Township of Schaumburg will not tolerate, condone or allow harassment or discrimination, whether engaged in by fellow employees, supervisors, officers, interns, volunteers, agents or by other non-employees who conduct business with the Township of Schaumburg. The Township of Schaumburg requires that all incidents of harassment and discrimination be reported, regardless of who the offender may be, and the Township will promptly investigate all reported incidents. Where the alleged offender is not an employee, officer, intern, volunteer or agent of the Township of Schaumburg, the Township Administrator or their designee, in consultation with the complainant, will review the complaint and make every effort to identify a reasonable remedy if harassment or discrimination has been confirmed.

**Responsibility of supervisory employees:**

Each supervisor is responsible for maintaining the workplace free from harassment and discrimination. This is accomplished by promoting a professional environment and by dealing with harassment and discrimination as with all other forms of employee misconduct. In addition, all supervisors are required to report complaints of harassment or discrimination to the Township Administrator.

A supervisor must address an observed incident of harassment or discrimination or a complaint, with seriousness, take prompt action to investigate it, report it, and end it, and implement appropriate disciplinary action. This also applies to cases where an employee tells the supervisor about behavior that constitutes sexual harassment, or other harassment or discrimination, but does not want to make a formal complaint. In addition, supervisors must ensure that no retaliation will result against an employee making a complaint of harassment or discrimination.

**Responsibility of individual employees:**

Each individual officer, employee, volunteer or intern has the responsibility to refrain from harassment and discrimination in the workplace and to report incidents of harassment or discrimination, even if just observed. An individual employee who harasses or discriminates against a fellow employee is, of course, liable for his or her individual conduct and will be subject to disciplinary action, up to and including termination of employment.

**Reporting Discrimination and Harassment**

[If you feel that you have witnessed or have been subjected to any form of discrimination or](#)

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harassment, immediately notify Human Resources or any member of management. The Township of Schaumburg encourages a prompt reporting of complaints so that rapid response and appropriate action may be taken. An employee should not wait until the situation becomes unbearable. Delayed reporting of complaints will not, in and of itself, preclude the Township of Schaumburg from taking remedial action.

~~We will promptly and thoroughly investigate any claim and take appropriate action where we find a claim has merit. As every case and investigation is unique, time to complete the investigation will vary. Updates on the process of the investigation will be provided to the individual(s) filing the report no less than every two weeks until resolution. To the extent possible, we will retain the confidentiality of those who report suspected or alleged violations of the harassment policy.~~

~~Discipline for violation of this policy may include, but is not limited to, reprimand, suspension, demotion, transfer, and discharge. If the Organization determines that harassment or discrimination occurred, corrective action will be taken to effectively end the harassment. As necessary, the Organization may monitor any incident of harassment or discrimination to assure the inappropriate behavior has stopped. In all cases, the Organization will follow up as necessary to ensure that no individual is retaliated against for making a complaint or cooperating with an investigation.~~

#### Protection against retaliation/retaliation prohibited

The Township prohibits retaliation against staff members who, based on a reasonable belief, provide information about, complain, or assist in the investigation of any complaint of harassment or discrimination. Any witness to an incident or participant in any investigation of harassment or discrimination is also protected from retaliation. Retaliation is a serious violation of this Anti-Harassment/Anti-Discrimination Policy and should be reported immediately.

- o The Township of Schaumburg will not in any way retaliate or permit any employee, officer of agent of the Township to retaliate against an individual who makes a report of harassment or discrimination or provides information related to such report.
- o Any person found to have retaliated against another individual for reporting harassment or discrimination will be subject to the same disciplinary action provided for harassment/discrimination offenders, meaning disciplinary action up to and including termination of employment.
- o No one making a complaint of harassment or discrimination or providing information related thereto will be retaliated against even if a complaint made in good faith is not substantiated.
- o Similar to the prohibition against retaliation as set forth in this policy, whistleblower protection from retaliatory action is afforded under the State Officials and Employees Ethics Act (5 ILCS 430/15-10; 5 ILCS 430/70-5), the Whistleblower Act (740 ILCS 174/15(a)) and the Illinois Human Rights Act (775 ILCS 5/6-101).

~~Timeframe for reporting complaint: The Township of Schaumburg encourages a prompt reporting of complaints so that rapid response and appropriate action may be taken. An employee should not wait until the situation becomes unbearable. Delayed reporting of complaints will not, in and of itself, preclude the Township of Schaumburg from taking remedial action.~~

#### Complaint process:

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While the Township of Schaumburg encourages individuals who believe they are being harassed or discriminated to firmly and promptly notify the offender that his or her behavior is unwelcome, the Township of Schaumburg also recognizes that an employee may not feel comfortable doing so. If you are advised by another person that your behavior is offensive, you must immediately stop the behavior, regardless of whether you agree with the person's perceptions of your intentions.

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The following procedure should be followed by any employee, officer, volunteer or intern who has been the victim of conduct in violation of this policy or who has witnessed conduct in violation of this policy.

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Reporting of incident: All employees are required to report any suspected harassment or discrimination to his or her Department Head, except where the Department Head is the individual accused of harassment or discrimination. In that case, the complaint should be reported to a Department Head of another Department or the Township Administrator of the Township of Schaumburg. If the harasser is the Township Administrator, the problem should be reported to the Township Supervisor. To be clear, the normal chain of command need not be followed for reporting a harassment complaint, but it is encouraged. In the case of an instance of sexual harassment, if the victim prefers to report the suspected harassment to someone of the same gender as that of the victim, the complaint can be reported to a Department Head of another Department.

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Anonymous reports will be accepted and investigated, but the claimant's willing cooperation is a vital component of an effect inquiry and an appropriate outcome. The report may be made initially either orally or in writing, but reports made orally must ultimately be reduced to writing.

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An elected official of a governmental unit can bring a complaint against an elected official of the Township by advising the Administrator or Human Resources. The Township will assign an independent reviewer to investigate such complaints.

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The report may be made initially either orally or in writing, but reports made orally must ultimately be reduced to writing.

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Investigation of complaint: When a complaint of harassment or discrimination has been reported, the Township Administrator or their designee will make a determination as to whether a detailed fact-finding investigation is necessary. (For example, if the alleged harasser does not deny the accusation, there would be no need to interview witnesses, and the Township could immediately determine appropriate corrective action).

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If a fact-finding investigation is necessary, the Township Administrator or their designee will initiate an investigation of the suspected harassment or discrimination promptly upon receipt of the complaint.

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An outside investigator may be designated or engaged if the responsible person deems it appropriate to do so based on the facts and circumstances then known. The fact-finding investigation will include an interview with the employee(s) who made the initial report, the person(s) towards whom the suspected harassment was directed and the individual(s) accused of the harassment or discrimination. Any other person who may have information regarding the alleged harassment or discrimination may also be interviewed.

Report: The person responsible for investigating the complaint will objectively gather and consider the relevant facts and shall prepare a written report within ten working days of his/her completion of the investigation of the harassment or discrimination unless extenuating circumstances prevent him/her

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~~from doing so. The report shall include a finding that harassment or discrimination occurred, harassment or discrimination did not occur, or there is inconclusive evidence as to whether harassment or discrimination occurred. The findings of the investigation will be given to the employee(s) who made the initial report, the employee(s) to whom the suspected harassment or discrimination was directed, and the individual(s) accused of the harassment or discrimination. Any employee found to be in violation of this policy is subject to discipline up to and including termination.~~

### Records and confidentiality

Employees who report incidents of harassment or discrimination are encouraged to keep written notes and to keep copies of other relevant records that may assist in the investigation. Every effort shall be made to keep all matters related to the investigation and various reports confidential, to the extent permissible under the law.

~~Timeframe for reporting complaint: The Township of Schaumburg encourages a prompt reporting of complaints so that rapid response and appropriate action may be taken. An employee should not wait until the situation becomes unbearable. Delayed reporting of complaints will not, in and of itself, preclude the Township of Schaumburg from taking remedial action.~~

~~Protection against retaliation/retaliation prohibited: The Township of Schaumburg will not in any way retaliate or permit any employee, officer or agent of the Township to retaliate against an individual who makes a report of harassment or discrimination or provides information related to such report. Any witness to an incident or participant in any investigation of harassment or discrimination is also protected from retaliation. Retaliation is a serious violation of this Anti-Harassment/Anti-Discrimination Policy and should be reported immediately.~~

~~Any person found to have retaliated against another individual for reporting harassment or discrimination will be subject to the same disciplinary action provided for harassment/discrimination offenders, meaning disciplinary action up to and including termination of employment.~~

~~No one making a complaint of harassment or discrimination or providing information related thereto will be retaliated against even if a complaint made in good faith is not substantiated.~~

~~Similar to the prohibition against retaliation as set forth in this policy, whistleblower protection from retaliatory action is afforded under the State Officials and Employees Ethics Act (5 ILCS 430/15-10; 5 ILCS 430/70-5), the Whistleblower Act (740 ILCS 174/15(a)) and the Illinois Human Rights Act (775 ILCS 5/6-101).~~

### 8.3 Discipline/Sanctions

Disciplinary action will be taken against any employee found to have engaged in harassment or discrimination of any other employee. The extent of sanctions may depend in part upon the length and conditions of employment of the particular employee and the nature of the offense. The Township of Schaumburg has the right to apply any sanction or combination of sanctions, up to and including termination, to deal with unreasonable conduct, harassment or discrimination. Individuals who perpetuate harassing conduct may also be subject to civil penalties under State law in addition to any discipline by the Township.

Where a hostile work environment has been found to exist, the Township of Schaumburg will take

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all reasonable steps to eliminate the conduct creating such an environment.

~~In addition to any and all other discipline that may be applicable pursuant to the Township's policies, employment agreements, procedures, and/or employee handbooks, any person who violates this policy or the prohibition on sexual harassment contained in 5 ILCS 430/5-65, may be subject to a fine of up to \$5,000 per offense, applicable discipline or discharge by the Township and any applicable fines and penalties established pursuant to local ordinance, state law or federal law. Each violation may constitute a separate offense. Any discipline imposed by the Township shall be separate and distinct from any penalty imposed by an ethics commission and any fines or penalties imposed by a court of law or a state or federal agency.~~

**False and frivolous complaints:**

If an investigation results in a finding that the complainant falsely accused another of harassment or discrimination knowingly or in a malicious manner, the complainant will be subject to appropriate sanctions, up to and including termination. False and frivolous charges do not refer to charges made in good faith which cannot be proven. Given the seriousness of the consequences for an individual accused of harassment or discrimination, a false and frivolous charge is a severe offense that can itself result in disciplinary action, including termination.

**Education/training:**

Education and training for employees at every level of the Township is critical to the success of the Township's policy against harassment and discrimination. The Anti-Harassment/Anti-Discrimination Policy will be distributed to all officials, employees, interns and volunteers of the Township. All officials, employees, interns and volunteers are required to read and sign a receipt of the Township's policy. In addition, officials and employees will receive annual training regarding the Township's Anti-Harassment/Anti-Discrimination Policy.

A person who fills a vacancy in an elective or appointed office and all newly hired employees will complete his or her initial harassment and discrimination prevention training program within 30 days after commencement of his or her office or employment and annually thereafter.

The training shall include, at a minimum, the following:

- The definition and a description of sexual harassment, unlawful discrimination, and harassment, including examples of each;
- Details on how an individual can report an allegation of sexual harassment, unlawful discrimination, or harassment, including options for making a confidential report to a supervisor or the Illinois Department of Human Rights (IDHR);
- The definition and description of retaliation for reporting sexual harassment, unlawful discrimination, or harassment allegations utilizing examples, including availability of whistleblower protections under the Workplace Transparency Act, the Whistleblower Act, and the Illinois Human Rights Act; and
- The consequences of a violation of the prohibition on sexual harassment, unlawful discrimination, and harassment and the consequences for knowingly making a false report.

#### **8.4 Procedures for Filing a Complaint of Harassment or Discrimination**

The Township of Schaumburg hopes that any incident of harassment, discrimination or retaliation can be resolved through the internal process outlined above. All employees, however, have the right to file formal charges with the IDHR and/or the United States Equal Employment Opportunity Commission (EEOC). A charge with the IDHR must be filed within 2 years of the incident. A charge with the EEOC must be filed within 300 days of the incident. In addition, an appeal process is available through the Human Rights Commission (IHRC), after the IDHR has completed its investigation of the complaint.

An employee who is suddenly transferred to a lower paying job or passed over for promotion after filing a complaint with IDHR or EEOC may file a retaliation charge with either of these agencies subject to the same time limits listed above.

##### Administrative Contacts for Complaints

##### Illinois Department of Human Rights (IDHR)

###### **Chicago Office:**

555 West Monroe Street, Suite 700

Chicago, IL 60661

312-814-6200

TTY: 866-740-3953

Fax (Charge Processing): 312-814-6251

###### **Springfield Office:**

524 South 2nd Street, Suite 300

Springfield, IL 62701

217-785-5100

TTY: 866-740-3953

Fax: 217-785-5106

##### Illinois Human Rights Commission (IHRC)

###### **Chicago Office:**

Michael A. Bilandic Building

160 North LaSalle Street, Suite N-1000

Chicago, IL 60601

312-814-6269

TDD: 866-832-2298

Fax: 312-814-6517

###### **Springfield Office:**

Jefferson Terrace

300 West Jefferson Street, Suite 108

Springfield, IL 62702

217-785-4350

TDD: 866-832-2298

Fax: 217-524-4877

[United States Equal Employment Opportunity Commission \(EEOC\)](#)

**Chicago District Office:**

[John C. Kluczynski Federal Building](#)  
[230 South Dearborn Street, Suite 1866](#)

[Chicago, IL 60604](#)

[312-872-9777](#)

[TTY: 1-800-669-6820](#)

[ASL Video Phone: 844-234-5122](#)

[Fax: 312-588-1260](#)

● **IDHR:**

CHICAGO 312 814 6200

TTY 866 740 3953

● **IHRC:**

Chicago 312 814 6269

Chicago TTY 312 814 4760

● **EEOC:**

CHICAGO: 800 669 4000

TTY: 800 869 8001

## ***SECTION 9: DRUG FREE WORKPLACE***

### **9.1 Drug and Alcohol Policy**

Township of Schaumburg has implemented this policy, and related procedure, in response to overwhelming evidence that alcohol and drug abuse has a detrimental impact on employees' health, well-being, job performance, safety, and efficiency. The policy expresses the Township's desire to satisfy the requirements of the Federal and State Drug Free Workplace Acts. In accordance with these statutes and concerns, the Township has resolved to maintain an alcohol and drug free workplace. Township of Schaumburg will not condone any conduct inconsistent with the goal and policy of a Drug Free Workplace Act, including:

- The manufacture, distribution, dispensation, sale, possession, or use of alcohol, illegal drugs, cannabis, or controlled substances, at the workplace while otherwise conducting Township business, whether on or off the Township premises.
- Abusing any drug, although legally obtained (such as a prescription drug), by not using the drug for prescribed purposes, not taking the drug according to prescribed dosages at the workplace, while otherwise conducting Township business, whether on or off the Township premises.
- Being impaired by, or under the influence of, alcohol, cannabis, illegal drugs, or controlled substances at the workplace, while otherwise conducting Township business, whether on or off the Township premises.
- Other conduct off-the-job that is inconsistent with this policy, and which adversely affects an employee's job performance, the safety of other employees and the public, and the public's trust, such as the illegal manufacture, distribution, dispensation, sale, possession, or use of illegal drugs or controlled substances.

The Township will not penalize an employee or applicant solely for his/her status as a registered qualifying patient or registered designated caregiver under the Compassionate Use of Medical Cannabis Program Act, unless failing to do so would put the Township in violation of federal law or unless failing to do so would cause it to lose a monetary or licensing-related benefit under federal law or rules. The Township prohibits the use and storage of both medical and recreational cannabis on its property, at all workplaces and in any employer-owned vehicles.

Individuals who are registered users of medical cannabis in accordance with the Compassionate Use of Medical Cannabis Program Act and individuals who use cannabis in accordance with the Cannabis Regulation and Tax Act may not report to work under the influence of cannabis. This policy prohibits the undertaking of any task under the influence of cannabis, when doing so would constitute negligence, professional malpractice or professional misconduct. Any violation of this policy may result in immediate discharge and may subject an employee to legal action.

Employees who drive commercial motor vehicles, operate or repair heavy or large mobile equipment or perform other safety-sensitive functions including drivers and facility/ maintenance staff, in addition to the prohibitions above must not consume alcohol for four hours prior to duty time and up to eight hours following an accident or until the employee undergoes a post-accident test, whichever comes first.

## 9.2 Definitions

For purposes of this Policy and Procedures, the following definitions apply:

- **“Alcohol”** means any substance containing any form of alcohol, including, but not limited to ethanol, methanol, propanol, and isopropanol.
- **“Cannabis”** is defined as provided in the Cannabis Control Act (720 ILCS 550/1 *et seq.*), which provisions are specifically incorporated in this Policy/Procedure by reference.
- **“Controlled Substance”** means a controlled substance and Schedules I – V of Section 812 of Title 21, of the United States Code, which provisions are specifically incorporated in this Policy/Procedure by reference.
- **“Criminal Drug Statute”** means a criminal statute involving the manufacture, distribution, dispensation, possession, or use of any controlled substance or cannabis.
- **“Township Property”** means any building, office, common area, open space, vehicle, parking lot, or other area owned, leased, managed, used, or controlled by the Township. Township Property also includes property used by Township’s patrons while on Township sponsored events, or field trips, or property of others, when presence therein by the Township employee is related to employment with the Township.
- **“Drugs”** means illegal drugs, **cannabis**, and controlled substances.
- **“Legal Drugs”** means prescription drugs and over-the-counter drugs, which have been obtained legally and are being used in the manner and for the purpose for which they were prescribed or manufactured.
- **“Medical Facility”** means any physician, laboratory, clinic, hospital, or other similar entity.
- **“Policy”** means Township of Schaumburg Alcohol and Drug-Free Workplace Policy.
- **“Procedure”** means Township of Schaumburg Alcohol and Drug-Free Workplace Procedure.
- **“Positive Alcohol Test”** means that it has been determined through medical testing that the blood alcohol content is at least 0.04, or a refusal to submit to testing.
- **“Positive Drug Test”** means the specimen submitted contains traces of any of the following five drugs being tested for: marijuana, cocaine, amphetamines, opiates, and phencyclidine.
- **“Possess”** means to have either in or on an employee’s person, personal desk, files, or other similar area.
- **“Refusal to Submit”** to alcohol or controlled substances test means any of the following:
  - Fails to provide adequate urine, breath, or blood, or such similar substance as the medical facility or legal counsel may recommend for testing without a valid medical explanation after receiving notice of the requirements for testing.
  - Engages in any conduct that clearly obstructs the testing process.
  - Refuses to go to a testing site to be tested.

**“Under the Influence”** means that alcohol or drugs affect the employee in any determinable manner. Disciplinary action, up to and including termination from employment may be based on the conclusion that an employee is or was under the influence as established by a medical professional’s opinion, a scientifically valid test, specific articulable symptoms observed in the workplace by a reliable witness. A registered qualifying user of medical cannabis under the Compassionate Use of Medical Cannabis Program Act must first be given a reasonable opportunity to contest the basis of the suspected

impairment before being subject to discipline based on the employer's good faith belief of impairment. A user of cannabis under the Cannabis Regulation and Tax Act must also first be given a reasonable opportunity to contest the basis of the suspected impairment before being subject to discipline based on the employer's good faith belief of impairment.

### 9.3 Voluntary Treatment

It is the responsibility of each employee to seek assistance before alcohol or drug problems lead to disciplinary action. The Township will not discipline an employee who voluntarily seeks treatment for a substance abuse problem, if the employee is not in violation of the Township's Drug and Alcohol Policy, or other rules of conduct. Seeking such assistance will not be a defense for violating the Township's Drug and Alcohol Policy, nor will it excuse or limit the employee's obligation to meet the Township's policies, rules of conduct, and standards, including, but not limited to those regarding attendance, job performance, and safe and sober behavior on the job.

- Employees who suffer from alcohol or drug abuse are encouraged to consult voluntarily with Township management and undergo appropriate medical treatment.
- Participation in such treatment will be at the employee's expense, although some of these expenses may be covered under the employee's group health plan.
- Township management will attempt to keep such voluntary discussions and medical treatment confidential in accordance with this Procedure.

### 9.4 Screening and Testing

The screening or testing initiated by the Township will be conducted by a medical facility selected by the Township at the Township's expense. The screening or testing may require an analysis of the employee's breath, urine, blood, or such similar substance as the medical facility or legal counsel may recommend. Under circumstances established by the National Institute on Drug Abuse (NIDA) and the Department of Health and Human Services (DHHS), if the collector has reason to believe that the specimen is: 1) not that of the donor, or 2) has been adulterated or altered, the donor may be asked to provide a fresh specimen in the presence of a witness within eight hours.

Collected specimens shall be tested for evidence of marijuana, cocaine, opiates, amphetamines, and phencyclidine (PCP) use. Employees who undergo alcohol or drug screening or testing will be given the opportunity, prior to the collection of the specimen or other testing, to disclose the use of legal drugs, and to explain the circumstances of their use. If an initial test is positive, a second test will be conducted from the same sample. A confirmed positive drug and/or alcohol test may result in disciplinary action, up to and including discharge.

Drug and Alcohol Testing of any employee is to be conducted at a time and place of the Township's choice based on any of the following reasons:

- **Pre-Employment:** Drug and alcohol testing may be conducted for prospective employees, as a final prerequisite in the Township's employment selection procedure. All applicants for positions in which Township vehicles are driven will partake in pre-employment testing.
- **Post-Accident:** Drug and alcohol testing will be conducted for individuals involved in any "qualifying accident," as defined below, based on the individual circumstances surrounding the accident and



the employee's conduct. Testing will take place as soon as possible following the accident. Intentional delay in reporting an accident will be grounds for disciplinary action up to and including discharge from employment.

- For purposes of this Policy, "qualifying accident" means any work-related accident resulting in:
  - The death of a human being; and/or
  - Bodily injury to any person who, as a result of the injury, receives professional medical treatment; and/or
  - Property damage in the amount of \$1,000.00, or greater, based on reliable estimates;Where the Township has reasonable cause to believe that an employee's drug or alcohol use may have contributed to cause the accident.
- **Reasonable cause:** Drug and Alcohol testing will be required if a supervisor, has reasonable cause to believe that the individual is under the influence of alcohol, or a legal or illegal drug. The Township will transport the individual to the testing site. The individual will then be taken home. Reasonable cause may be determined based on: specific objective facts (provided by reliable, and credible sources, or independently corroborated) and rational inferences that may be drawn from these facts; and/or physical symptoms of being under the influence of alcohol or drugs, such as abnormal or erratic behavior/speech, or body odors.

The results of any breath, blood, urine, analysis shall be kept strictly confidential among the tested individual, the clinic, any outside laboratory used by the clinic for analysis, and the Township. However, the Township may use the results to decide upon an action to be taken towards tested individuals, or to the extent necessary to defend its actions in any subsequent legal or other proceeding.

Depending upon the circumstances and the employee's work history/record, the Township may offer an employee who violated this policy, or tests positive, the opportunity to return to work on a last-chance basis pursuant to mutually agreeable terms, which could include follow-up testing at times and frequencies determined by the Township. If the employee either does not complete their rehabilitation program, or tests positive after completing the rehabilitation program, they will be subject to immediate discharge from employment.

Human Resources is aware that the above is circumstance specific. Therefore, each situation will be addressed on a case-by-case basis. When testing under the circumstances of reasonable cause, or post-accident, the employee will not be permitted to return to work until the test results are received from the testing laboratory:

- If the test results are negative, and the employee has not otherwise violated any work rules, the employee will be paid for time lost while awaiting test results.
- A positive test may result in disciplinary action, up to and including discharge.

If, at any time, an employee, or prospective employee, refuses to submit to testing, it will be treated as a positive test and the appropriate procedures will be followed, which may include non-qualification for a position, discipline, treatment, or discharge from employment.

#### **Use of legal drugs**

Any employee who performs safety-sensitive functions and has taken a legal drug must report the nature of side effects of such legal drug to their immediate supervisor, if the legal drug may cause drowsiness, or if it may alter judgment, perception, or reaction time, or otherwise impair the employee's

ability to safely perform the duties of the employee's job. The burden is on the employee to ascertain from the employee's doctor or pharmacist whether the legal drug may have such a potential side effect. The information will be retained by the Township, in a confidential manner, and shall be disclosed only to persons who need to know. The employee's immediate supervisor, after conferring with the department, shall decide whether the employee may safely continue to perform the job while using the legal drug, or if the employee must be sent/taken home and benefit time used, if available. Failure to disclose the use of such legal drugs may be cause for discipline, up to and including dismissal.

**Notice of Convictions**

Any employee who is convicted of, or assigned supervision or probation, for violating any federal or state criminal drug statute must notify Human Resources and/or direct supervisor within five days of such court action. For purposes of this notice requirement, a conviction includes a finding of guilt, a no contest plea, and/or imposition of sentence by any judicial body for any violation of a criminal statute involving the unlawful manufacture, distribution, sale, dispensation, possession, or use of any controlled substance. Failure to notify Human Resources may subject the employee to disciplinary action, up to and including dismissal.

**9.5 Discipline/Penalties for Violation**

In addition to, or as an alternative, depending on the circumstances as determined by the Township and its sole discretion, the Township may require the employee to successfully complete an alcohol and/or drug abuse assistance or rehabilitation program approved for such purposes by the Township, and by a federal, state, or local law enforcement or other appropriate agency. Employee who participates in a treatment program will be expected to meet job performance standards and comply with all rules established by the Township.

Participation in a treatment program will not protect the employee from disciplinary actions should job performance remain unsatisfactory. Where the Township decides to discipline an employee solely on its determination that the employee is under the influence or impaired by drugs or alcohol without obtaining a medical professional opinion or scientifically valid test, the Township will offer the employee an opportunity to contest the basis for the determination that the employee is under the influence or impaired prior to imposing final discipline.

Depending upon the circumstances and the employee's work history/record, the Township may offer an employee who violated this policy, or tests positive, the opportunity to return to work on a last chance basis pursuant to mutually agreeable terms, which could include follow-up testing at times and frequencies determined by the Township. If the employee either does not complete their rehabilitation program, or tests positive after completing the rehabilitation program, they will be subject to immediate discharge from employment.

## ***SECTION 10: SAFE WORKPLACE POLICY***

### **10.1 Violence Free Workplace Policy**

The Township is committed to promoting a safe work environment free of violence, harassment and intimidation. Behaviors that are abusive, obscene or considered to be threatening conduct or communication that is intended to harass, annoy, alarm, torment, embarrass or injure another will not be tolerated.

- While on duty or on Township property, employees shall not use obscene or abusive language or offensive gestures in their communication with coworkers or members of the public; employees shall not by oral, written, electronic or other means of communication threaten or intimidate coworkers or members of the public; and employees shall not physically endanger, intimidate or injure coworkers or members of the public.

Such conduct will not be tolerated. Employees who engage in such conduct will be subject to discipline, up to and including termination.

Township employees are required to report incidents of threats or acts of physical violence of which they are aware directly to their Department Head, Human Resources or the Township Administrator. Each incident of violent behavior, whether the incident is committed by another employee or a member of the public, must be reported to the Department Head, Human Resources or Township Administrator immediately.

If an employee is aware of a threat of imminent physical harm to himself, another employee or member of the public, the employee should attempt to remove himself from the dangerous situation and immediately notify appropriate emergency personnel by engaging the nearest panic button, and/or calling "911." The employee must report this emergency call immediately to their supervisor or, in the event the immediate supervisor is not available to another management employee immediately.

In critical incidents in which a serious threat or injury occurs, emergency responders such as police or fire personnel must be immediately notified.

### **10.2 Weapons Policy**

Employees of the Township are prohibited from the use or open or concealed carrying or storing of firearms or weapons on or in any building owned, leased or controlled by the Township; any vehicle or equipment owned, leased or controlled by the Township; any public area under the control of the Township; or at any time or in any area that is associated with Township employment, while they are acting within the scope of his or her employment. The Township is aligned with the Illinois Concealed Carry Act, which permits a license holder to store a firearm concealed in a case within a locked vehicle or locked container out of plain view within the vehicle in the parking area.

The term "weapons" includes, but is not limited to: all firearms; any knife with a blade length of three inches or more; a switch blade knife; a stun gun or taser; metal knuckles; a pneumatic gun, spring gun, paint ball gun, or BB gun; any bomb, bomb-shell, grenade, bottle or other container containing an explosive or noxious substance for like purposes (other than an object containing a non-lethal noxious liquid gas or substance designed solely for personal defense carried by a person 18 years of age or older); any other

weapon identified in subsection (a) of Section 24-1 of the Illinois Criminal Code, or any object or chemical whose purpose or the use of which is to cause harm to another person.

The term "firearms" includes, but is not limited to, any loaded or unloaded: handgun; machine gun; rifle; shotgun; pistol; revolver; or any device, by whatever name known, which is designed to expel a projectile or projectiles by the action of an explosion, expansion of gas or escape of gas.

## ***SECTION 11: TECHNOLOGY***

### **11.1 Technology Resources Policy**

Performance of job duties can involve the use of Township technology resources. These resources, such as networks, servers, workstations, telephones, databases, services, such as the Internet and email, remote access, cell phones, or access to internet service providers, or other similar network systems and communications devices that may be used for Township business, are the sole property of the Township, and are intended for Township business use. **Users have no expectation of privacy in the use of Township technology resources, including the creation, entry, receipt, storage, or transmission of data.** Users should also have no expectation of controlling what software, security mechanisms, or technology the Township deems necessary to maintain the safety and security of its network and data.

- All data generated by, created, entered, received, stored, or transmitted via the Township's technology resources is Township property, and the Township may, without prior notice, access, search, monitor, inspect, review, or disclose all such data, and use of technology resources.
- Users specifically consent to the access by and disclosure to the Township of information created, entered, transmitted, or received via the Township's technology resources that is stored by a third-party electronic communication service or remote computing service, and have no expectation of privacy in such information.
- Any unauthorized or inappropriate use of these technology resources, or unauthorized or inappropriate access to information stored on or through such resources, may result in disciplinary action, up to and including termination.

### **11.2 Electronic Communications**

The Township functions as a local government agency. As such, all Township relevant content must be saved and accessible at any time per the rules and guidelines including but not limited to records retention, and FOIA requests. Consistent with the above guidelines, the Township in its discretion as owner of the email system and other messaging system or communication, reserves and may exercise the right to monitor, access, retrieve, and delete any matter stored in, created, received, or sent over such systems and networks, for any reason and without the permission of any employee.

- It is essential that all users of the email system know and understand the Township's policy regarding the use of email. Employees may use the Township's communication equipment and services for conducting matters of the Township only.
- Even if employees use a password to access the email system or other system or network, the confidentiality of any message stored in, created, received, or sent from Township technology resources and communication devices still cannot be assured. Use of passwords, or other security measures, does not in any way diminish the Township's rights to access materials on its system or create any privacy rights of employees in the messages and files on the system. Employees may not send or forward any communications which masks or misrepresents their identity as the sender or which is encrypted except as authorized by management.
- Even though the Township has the right to retrieve and read any email and other messages, those messages should still be treated as confidential by other employees and accessed only by the

intended recipient. *Employees are not authorized to retrieve or read any email or other messages that are not sent to them.*

- Employees are reminded to be courteous to other users of the system, and always to conduct themselves in a professional manner. Emails are sometimes misdirected or forwarded and may be viewed by persons other than the intended recipient. Users should write email and other electronic communications with no less care, judgment, and responsibility, than they would use for letters or internal memoranda.
- The Township's conduct policies, including the policy against sexual or other harassment, apply fully to its technology resources, email and other messaging systems. Any violation of those policies is grounds for discipline, up to and including discharge. Therefore, no message or other content should be created, sent, or received if it contains intimidating, hostile, or offensive material concerning race, color, religion, sex, sexual orientation, age, national origin, disability, or any other classification protected by law.
- The Township's technology resources, email system, or other messaging systems and communication networks, may not be used to solicit or proselytize others for commercial ventures, religious or political causes, outside organizations, or other non-job-related solicitations.

Users should routinely delete outdated or otherwise unnecessary emails, messages, and computer files. These deletions will help keep the system running smoothly and effectively, as well as minimize maintenance costs. Emails that are deleted must in no way be covered under the records retention policies. Employees should be aware, that deletion of any email messages or files will not truly eliminate the messages from the system. All email and other messages are stored in a central backup system in the normal course of data management, and toward addressing any records requests.

- Employees must exercise caution when opening emails with any external attachments originating from any unknown source, as they may contain viruses.
- Chain mail and junk mail should not be forwarded, and should be deleted upon discovery, as they can contain viruses or spyware.

### **11.3 Personal Electronic Devices**

Employees must be aware that all personal devices that are connected to the Township's network, or otherwise used for Township business, are subject to the Township's policies, technical standards, and protocol. As the use of personal electronic devices for work is neither recommended nor a requirement of the Township, employees assume all responsibility for the use of personal technology resources for Township business. The Township is not liable for and will not reimburse employees for any loss or damage to personal technology resources used during Township business hours.

- Employees who utilize personal computers and/or electronic storage or communication devices to conduct any Township business must allow the Township access to such devices for purposes of complying with requests for information under the Freedom of Information Act, and as otherwise required to conduct Township business. This access to personal devices includes access to any messages related to Township business to comply with the Freedom of Information Act.
- Upon separation from employment, employees will be required to allow the Township to recapture any Township data and property from the employee's personal technology resources.

### 11.4 Computer and Cell Phones

As with all Township assets, computer systems, hardware, and software are provided and intended to be used for authorized business use. Non-business use of Township computers is prohibited; however, reasonable, incidental, and occasional use of the Township computers, may be permitted if it does not interfere with the performance of any employee's work, or burden or compromise the effectiveness of the Township computers.

Any personal use of the Township computers is subject to Township policies, including the provisions of this policy, which permit monitoring all use of Township technology resources.

- Use of the Township computers to receive, copy or transmit information, software, or other materials protected by copyright law, or information which the Township considers confidential or trade secrets, is prohibited. No employee should install any software or download any files without management approval.
- Employees may not use cellular phones for talking or texting while driving Township vehicles, or while engaged in Township business in any vehicle. They must pull over to the side of the road, or use a hands-free device, if permitted, under applicable law.
- Any employee found to be in violation of this policy is subject to disciplinary action. Employees learning of misuse of the Township computers should report it to their supervisor.

### 11.5 Passwords

Each individual who is granted access to a Township email account has an obligation to protect the security of the email system. Each user should keep their password secret from all others and may change their password at any time. The only individual with the power to access and change another's password is the Township's IT System Administrator or their designated representative—who will do so only for legitimate operating reasons, or at the request of the authorized user involved (e.g., to review and retrieve emails; or if a user should forget their password and be unable to gain access to their own email account).

### 11.6 Internet Policy

The Township provides access to the internet for authorized users to support the business purposes of the Township. No use of the Internet should conflict with the primary business purposes of the Township, or with applicable laws and regulations. As a condition of continued employment, each user is personally responsible to ensure that this policy is followed.

The Township may monitor usage of the Internet by employees, including reviewing a list of sites accessed by an individual. There is no individual expectation of privacy in terms of their usage of the Internet via Township computers. In addition, the Township restricts access to sites that it deems are not necessary for business purposes.

- Employees are prohibited from encrypting files on their computers or taking any steps that block access to files other than the use of Township passwords or approved encryption programs. Employees must maintain passwords and logon codes toward protecting Township data.
- The Township's connection to the internet **may not be used** for any of the following activities:
  - To access, create, transmit, print, or download material that is derogatory, defamatory, obscene, or offensive, such as slurs, epithets, or anything that may be construed as

- harassment, or disparagement, based on race, color, national origin, sex, sexual orientation, age, disability, or religious or political beliefs or any other protected class. This includes sexually-oriented messages or images.
- Downloading, disseminating or posting of copyrighted material that is available on the internet to the Township's network is an infringement of copyright law. Permission to copy the material must be obtained from the publisher.
  - Without prior approval, software should not be downloaded from the internet, as the download could introduce a computer virus to the Township's network. In addition, copyright laws may cover the software and the downloading could be an infringement of copyright law.
  - Employees should safeguard against using the internet to transmit personal comments or statements through email, or to post information to newsgroups that may be mistaken as the position of the Township.
  - Employees should guard against the disclosure of confidential information using the internet, email or newsgroups.
  - The internet should not be used to send, or participate in any misinformation spreading, pyramid schemes, or other illegal schemes.
  - The internet should not be used to proselytize or solicit others for commercial purposes, causes, outside organizations, chain messages, or other non-job-related purposes.
- The internet provides access to many sites that charge a subscription usage fee to access and use the information on that site. All items that are charged to the Township are subject to the same approval process as other business-related expenses. Requests for approval to access a subscription-based site should be submitted to the employee's supervisor or the Director of Administrative Services for preapproval. If costs are appropriately incurred on behalf of the Township, the user may submit the charges for reimbursement and expense reports, subject to customary review by the Finance Department.
  - If you have questions regarding any of the policy guidelines listed above, please contact your supervisor or the Township Administrator.

### **11.7 Personal Social Media Use Policy**

At the Township, we understand that social media can be a fun and rewarding way to share your life and opinions with family, friends, and co-workers around the world. However, use of social media also presents certain risks and carries with it certain responsibilities. To assist you in making responsible decisions about your use of social media, we have established these guidelines for appropriate use of social media.

### **11.8 Guidelines**

In the rapidly expanding world of electronic communication, *social media* can mean many things. *Social media* includes all means of communicating or posting information or content of any sort on the Internet, including to your own or someone else's web log or blog, journal or diary, personal website, social networking or affinity website, web bulletin board or a chatroom, whether or not associated or affiliated with the Township, as well as any other form of electronic communication.



The same principles and guidelines found in the Township's policies apply to your activities online. Ultimately, you are solely responsible for what you post online. Before creating online content, consider some of the risks and rewards that are involved. Keep in mind that any of your conduct that adversely affects your job performance, the performance of fellow employees or otherwise adversely affects residents, customers, suppliers, people who work on behalf of the Township or the Township's legitimate business interests may result in disciplinary action up to and including termination.

- **Know and follow the rules:** The same rules found in this Handbook apply to your activities online. Carefully read these guidelines paying specific attention to the Township's Anti-Harassment/Anti-Discrimination policy in this Personnel Policy. Ensure your postings are consistent with these policies. Inappropriate postings that may include discriminatory remarks, harassment, and threats of violence or similar inappropriate or unlawful conduct will not be tolerated and may subject you to disciplinary action up to and including termination.
- **Be respectful:** Always be fair and courteous to fellow employees, residents, customers, vendors, suppliers or people who work on behalf of the Township. Also, keep in mind that you are more likely to resolve work-related complaints by speaking directly with your co-workers than by posting complaints to a social media outlet. Nevertheless, if you decide to post complaints or criticism, avoid using statements, photographs, video or audio that reasonably could be viewed as malicious, obscene, threatening or intimidating, that disparage residents, customers, members, employees or suppliers, or that might constitute harassment or bullying. Examples of such conduct might include offensive posts meant to intentionally harm someone's reputation or posts that could contribute to a hostile work environment on the basis of race, sex, disability, religion or any other status protected by law or Township policy.
- **Be honest and accurate:** Make sure you are always honest and accurate when posting information or news, and if you make a mistake, correct it quickly. Be open about any previous posts you have altered. Remember that the Internet archives almost everything; therefore, even deleted postings can be searched. Never post any information or rumors that you know to be false about the Township, its residents, fellow employees, members, customers, suppliers, or people working on behalf of the Township.
- **Post only appropriate and respectful content:**
  - Maintain the confidentiality of the Township's private or confidential information.
  - Do not create a link from your blog, website, or other social networking site to a Township website without identifying yourself as a Township employee.
  - Express only your personal opinions. Never represent yourself as a spokesperson for the Township. If the Township is a subject of the content you are creating, be clear and open about the fact that you are an employee and make it clear that your views do not represent those of the Township, fellow employees, residents, members, customers, suppliers or people working on behalf of the Township.
  - If you do publish a blog or post online related to the work you do or subjects associated with the Township, make it clear that you are not speaking on behalf of the Township. It is best to include a disclaimer such as "The postings on this site are my own and do not necessarily reflect the views of the Township."

#### **Using social media at work**

Refrain from using social media while on work time or on equipment provided by the Township unless it is work-related as authorized by your manager or consistent with Township policies. Do not use the Township's email addresses to register on social networks, blogs or other online tools utilized for personal use. Employees are prohibited from disclosing confidential Township records or information on social media. Confidential information and records includes information that is prohibited by law from being disclosed as well as records that are protected against disclosure under the exemptions to the Illinois Freedom of Information Act.

#### **Retaliation is prohibited**

The Township prohibits taking negative action against any employee for reporting a possible deviation from this policy or for cooperating in an investigation. Any employee who retaliates against another employee for reporting a possible deviation from this policy or for cooperating in an investigation will be subject to disciplinary action, up to and including termination.

***Nothing in this policy is intended to infringe on an employee's right to engage in protected, concerted action under the Public Labor Relations Act. Likewise, nothing in this policy is intended to infringe on an employee's rights under the state or federal constitutions. If you have questions or need further guidance, please contact Human Resources.***

### **11. 9 Security and Workplace Searches Electronic Surveillance**

Township of Schaumburg has deployed an electronic surveillance system as an element of its loss control program. The electronic surveillance system does not intrude on private places, such as bathrooms. Various monitors and information recorded shall be viewed only by staff, administrative personnel, and others as required by law or based upon the legitimate operating needs of the Township. This information is proprietary to Township of Schaumburg and may only be released to or viewed by others upon authorization of the Township Supervisor, Township Administrator, Human Resources, or their designee. Unauthorized release of information may result in disciplinary action, up to and including suspension or termination.

### **11. 10 Workplace Searches**

Employees do not have an expectation of privacy as to any Township property. All Township property, including offices, desks, files, file cabinets, lockers, Township vehicles, whether locked or unlocked, are the property of the Township and are issued for the use of employees only during their employment with the Township. The Township reserves the right to search all Township property, including any employee's office, desk, files, file cabinet, locker, or any other Township area or article on Township premises, at any time, including Township vehicles, whether or not such property is locked or unlocked and whether or not the lock is Township owned or employee owned.

While the Township will ordinarily attempt to make such inspections with the employee's consent or in the employee's presence, the Township has the right to conduct such inspections without prior consent or notice. ***Employees who refuse to cooperate in an inspection or search, as well as employees who are found to be in possession of stolen property, unauthorized weapons, any unauthorized work-related documents or files, any Township property, or drugs or alcohol, will be sent immediately to the Township Administrator and be subjected to disciplinary action, up to and including termination.***

The Township is not responsible for loss of or damage to personal property on the job.

## ***SECTION 12: OTHER IMPORTANT POLICIES***

### **12.1 Miscellaneous**

- **Professional representation at community events:** It is the policy of the Township to encourage employees to participate in community service affairs of charitable, educational, religious, fraternal, business, and civic organizations. Guidelines for attendance at these events are as follows:
  - Employee participation in community activities must not adversely affect the employee's job performance.
  - Time spent on community affairs, when not undertaken at the request of the employee's supervisor, should normally be outside of the employee's regular working hours and therefore, will not be considered hours of work for pay purposes.
  - The Department Head, the Township Administrator, or the Township Board may identify certain community activities in which it wants to be represented and then designate the employees it will sponsor for participation or membership in such organizations.
  - Employees designated will represent the Township in the organization and will be expected to promote the Township's interests.
  - Under these circumstances, time spent on the community activity will be considered hours worked for pay purposes.
  - Employee-initiated participation in community affairs that involves an extended period of time away from the job will be handled on a case-by-case basis upon consultation with the employee's Department Head and the Township Administrator.
  - Reimbursement for the expenses or fees involved in community activities should be handled in accordance with the Travel, Meal & Lodging Expense Reimbursement Policy.
  - Employees have a responsibility when expressing personal opinions in a public forum (in person or online) to make it clear that the opinion is a personal one and not one representing the Township.
  - Any public communication which might be considered as representing the Township's position must come from the appropriate elected official or staff member.
  - Employees engaging in political activities must do so as individuals on their own time, not as representatives of the Township, and may make no representations otherwise.
  - Employees are not to discuss internal confidential affairs in any public forum.
- **Solicitation** will not be permitted during working time or during non-working time in areas where it will disturb other employees who are working. Distribution or circulation of printed material by employees will not be permitted during working time, nor at any time in work areas. "Working time" refers to that portion of any workday during which an employee is supposed to be performing any actual job duties; it does not include other duty-free periods of time. Solicitation and distribution by non-employees in non-public areas of Township property is strictly prohibited.

## 12.2 Smoking Policy

The Township of Schaumburg is a smoke-free workplace, per applicable state and local laws.

## 12.3 Whistleblower Policy

~~The information disclosed under this section will include reporting of any violation or suspected violation of federal, state or local laws, Township policy by a Township employee, or independent contractor, which presents a substantial and specific danger to interests of the Township. Additionally, information disclosed, which indicates acts or suspected acts of neglect, gross waste of funds or neglect of duty committed by an agency, will be included.~~

~~Definitions: As used in this section, the following words or terms will have the meanings indicated:~~

- ~~• “Employee” means any person hired by the Township after completing the onboarding personnel procedures required by Township.~~
- ~~• “Independent contractor” means any person or business other than a Township employee, who provides goods and/or services to the Township and enters into a contractual agreement with the Township.~~
- ~~• “Adverse personnel action” means discharge, suspension, transfer, demotion, reprimand, warning, withholding or reduction of salary or benefits of employee, or any other adverse action taken against an employee within the terms and conditions of employment by the Township; or suspension or cancellation of contract of an independent contractor.~~

~~Neither the Township, nor its supervisors, will take or recommend to the Township to take adverse personnel actions against an employee for disclosing information pursuant to the provisions of this policy.~~

~~The Township will not participate in any type of adverse personnel action that affects the rights or interests of an independent contractor in retaliation for the contractor’s disclosure of the information under this policy. The information will be disclosed to the appropriate entity having the authority to investigate, police, manage, or otherwise remedy the violation or act.~~

~~This policy, along with the Defense of Trade Secrets Act of 2016, protects employees and other persons who disclose information on their own motive in a written and signed complaint to a Township, state agency or federal government, or who are requested to participate in an investigation, hearing or other inquiry conducted by the Township, state agency or federal government. The provisions of this policy will not be applicable when an employee or independent contractor discloses information known to be false. Any employee who is subject to adverse personnel action has the right to report or file a complaint by contacting Human Resources.~~

~~The Township complies with the Illinois Whistleblower Act (740 ILCS 174/) and laws prohibiting retaliation against a whistleblower. The Township strives to conduct its business with the utmost integrity and in strict accordance with all applicable Federal, State, and local laws. Accordingly, the Township will not take retaliatory action or threaten retaliation against any employee for disclosing or threatening to disclose an improper activity, policy or practice of the Township that violates a State or federal law, rule, or regulation or poses a substantial and specific danger to employees, public health, or safety. Employees are encouraged to immediately or as soon as practicable, report any improper actions, including violations of Federal, State, or local laws, committed by Township employees or its officials to the Township Administrator or their designee.~~

All employees are responsible for reporting improper governmental actions, as well as reporting any retaliatory conduct resulting from that action.

The employee must exercise sound judgment to avoid baseless allegations. An employee who intentionally files a false report of wrongdoing will be subject to discipline. Employees making good faith complaints or reports that are protected by this policy will not be retaliated against. Any whistleblower who believes they are being retaliated against must contact the Township Administrator or designee immediately.

The goal of this whistleblower policy is to keep the confidentiality of the employee and protect said employee against retaliation. Where possible, the confidentiality of the employee will be maintained unless the employee's identity may have to be disclosed to conduct a thorough investigation, to comply with the law and to provide accused individuals their legal rights of defense.

### **12.4 Confidentiality Policy**

During the course of your employment, you may work with information that is confidential and proprietary, that may include: personal information and files on other employees, Township residents or anyone who utilizes our services; information that is prohibited from being disclosed by federal or state law, and other records that are exempt from disclosure by the Freedom of Information Act. Employees are prohibited from disclosing confidential information or records. Nothing in the policy is intended nor

should be interpreted as infringing in any way on any of your right to engage in concerted, protected activity or your rights under the First Amendment or any other rights.

Maintaining this confidentiality is an important part of Township services. You must protect this Confidential Information by safeguarding it when in use, filing it properly when not in use, and discussing it only with those who have a legitimate business need to know. Your supervisor or anyone authorized by the Township may access any files, information or other Confidential Information as defined in this policy, at any time, without notice to or permission by you. The duty to maintain confidentiality extends after your separation from the Township. Any employee who discloses Confidential Information to anyone in violation of this policy will be subject to discipline, up to and including immediate termination.

## 12.5 Workplace Pet Policy

*Pets make our lives better in so many ways. In the workforce environment, they can create fun, happiness, and encourage interactions among employees, and residents. Pets are also a duty, and the opportunity to have them at our workplace is a privilege all participants must respect. To take part in our pets-at-work option, employees must agree to honor this workplace pet policy. [For this policy, any reference to 'pet' is only referring to dogs.](#) Schaumburg Township is responsible for assuring the health and safety of all employees and residents.*

- A pet owner wishing to bring ~~their dog~~ [a pet](#) to the office should first obtain written permission from their immediate supervisor and provide that to Human Resources (the approval needs to be submitted on an annual basis).
  - Any decision to allow a pet to come to the office, or to exclude a pet from the office, will be made by the owner's immediate supervisor or Human Resources. *At any time the pet or owner fail to follow policy, the approval can be placed on hold or rejected.*
  - ◆ [DogPets](#) are permitted either 2 full days, or up to 4 half-day visits per week, as approved by the department's leadership. Visitations should be planned with consideration of avoiding scheduled meetings, events, and/or construction.
- If supervisor approval is obtained, the pet owner must also complete a Pet Profile and Waiver of Liability Form and submit the completed form to Human Resources.

There is an exception in cases involving *trained/certified therapy and service animals*, which should be referred to Human Resources:

An employee who requires the help of a service animal, defined by 28 CFR 36.104 as "Any dog that is individually trained to do work or perform tasks for the benefit of an individual with a disability", will be permitted to bring a service animal to the office, provided that the animal's presence does not create a danger to others and does not impose an undue hardship upon the Township.

*Pet Requirements: To participate, [dogpets](#) must be:*

- At least 3 months old.
- Up to date on vaccinations required by state law.
- Free of any communicable infections or any parasites such as fleas.

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- House-trained, clean and well-groomed. Obedient, well-socialized, and with no history of biting, excessive barking or other vocalization, chasing, or aggressive behavior.
- Microchipped, to help locate and return them in case they would run away while visiting these scenarios will be recorded.
- Spayed or neutered.
- Covered under their owner’s homeowners/renter’s insurance policy, which must cover dog bites.

*Pet Parent Responsibilities: To comply with our workplace pet policy, pet parents who want to bring their pets to work must agree to:*

- Review, execute and submit a Pet Profile and Waiver of Liability Form, as attached to this Policy,
  - This is required annually.
- Be 100% responsible and liable for their pet’s behavior, well-being, hygiene, and happiness the entire time it is visiting.
  - All ~~animals~~ dogs must be in the continuous full control and physical presence/ proximity of their owners.
  - The employee must be the official owner of the pet in the workplace.
- Maintain homeowners/renters’ insurance that covers dog bites, or injuries associated with any pet in the workplace.
- Provide annual proof of vaccination and health for their visiting pets.
- Keep their pet with them and controlled throughout the day.
  - All pets must be leashed at all times in community areas (main lobby, common areas).
  - Once in an office with a door or dog gate, the pet can be off leash *as long as those in the closed space agree that the dog or other pet can be loose.*
  - Owners are expected to clean up, completely and immediately, after any accidents by their animals.
- Provide and maintain required care items: leash/collar/harness, food/water dishes, chew toys (please no squeaky/noisy toys), pet bed/ blanket, and crate/gate, accident clean up materials.
- Ensure that their pet’s behavior does not interfere with other employees’ comfort or ability to do their work.
  - Be respectful of other employees, and their pets, to ensure everyone can be as successful and productive as possible at work.
- Keep pets out of pet-free areas (bathrooms, kitchen/break areas, offices designated as such).
- Take their pet home at any time if the pet’s behavior or health makes it a distraction, nuisance, or danger to anyone else, or if asked to do so by their manager.
  - Keep pets at home on days when the employee would be unable to fully manage the pet at work (e.g., an all-day meeting) or the pet is ill.

*Managing Issues: Any individual with a grievance regarding an animal at the office should bring the matter to the attention of the owner’s immediate supervisor or Human Resources.*

Concerns related to visiting pets or the workplace pet policy should be handled in the following way:

Talk with the pet parent and work to resolve issues mutually. If there are issues beyond a discussion

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with the pet parent, Escalate the issue to the pet owner’s supervisor. The supervisor will treat this issue as any other performance issue on the part of the pet owner. Accountability to the policy should mirror any other discipline, with coaching, verbal/written warnings, etc. Failure of the pet parent to align with the pet policy will result in the approval for that pet being revoked and further discipline to the pet parent employee as the situation requires.

Escalate the issue to Human Resources.

***An employee who brings an animal to the office is completely and solely liable for any personal injuries or any damage to personal property caused by the animal. Any repair or cleaning/maintenance costs incurred by an animal will be charged in full to the owner. Schaumburg Township shall not be liable for loss of, or injury to, any animal brought to the workplace.***



Township of Schaumburg  
Workplace Pet Policy  
Pet Profile and Acknowledgement and Waiver of Liability Form

Employee / Pet Owner's Name: \_\_\_\_\_  
Pet's Name: \_\_\_\_\_  
Breed: \_\_\_\_\_  
Age of Pet: \_\_\_\_\_  
How long have you owned him/her? \_\_\_\_\_  
Spayed or Neutered? Yes or No  
Male or Female? \_\_\_\_\_  
Microchipped? Yes or No  
Microchip Identification Code: \_\_\_\_\_

Is your pet potty-trained? Yes or No  
Any food restrictions?

Does your pet have any current health concerns?

Has your pet ever displayed any aggressive tendencies (growling, lunging, nipping, biting, scratching, etc.) towards humans or pets? If yes, please explain.

Do you anticipate chewing problems (wires, trash, food, etc.) Yes or No. If yes, please explain.

Did you disclose all pertinent health or behavioral concerns?

Please explain any other information that the Township should be aware of:

Homeowners Insurance Information (proof of insurance and pet coverage must be attached):

.....

**ACKNOWLEDGEMENT AND WAIVER OF LIABILITY:**

In consideration of being permitted to bring one's pet to the work place, I \_\_\_\_\_ (the pet owner) acknowledge that I have read and understand the Township of Schaumburg Workplace Pet Policy and agree to abide by its terms, and confirm that the information set forth in the Pet Profile set forth

above is true and correct, and do hereby unconditionally release, indemnify, waive, discharge and agree

to hold harmless the Township of Schaumburg and all of its officers and employees, from any loss, damage, liability and expense, including court costs and attorney fees, that may be incurred as a result of injuries, including death to persons or pets, or damage to property, directly or indirectly associated with the owner bringing his/her pet to the work place, whether caused by the negligence of other staff or guests, or otherwise.

Additionally, I am willing to accept that my pet may be the aggressor in a fight; willing and agree to accept responsibility for any costs incurred if my pet bites or injures another person or destroys individual or Township property, willing and agree to provide evidence of my homeowner's/renter's insurance policy if requested by management, and willing and agree to accept cues from co-workers about my pet's behavior, without defensiveness, if concerns are brought forward to me about my pet.

BY SIGNING THIS AUTHORIZATION AND RELEASE, THE PET OWNER EXPRESSLY ACKNOWLEDGES AND REPRESENTS that he/she has carefully read the foregoing terms and conditions, understands the contents thereof and signs voluntarily; he/she is at least eighteen (18) years of age and fully competent; and executes this Authorization and Release intending that he/she, his/her spouse and family members, and his/her heirs, assigns and personal representatives if deceased, be legally bound by same.

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Employee, Pet Owner

**Township of Schaumburg Employee ~~2025~~ Handbook Receipt**

This handbook is not intended to create nor be construed to constitute a contract between the Township and one or all of its employees. The contents of the Handbook are presented as a matter of information only. While the Township believes in the plans, policies, or procedures described herein, they are not conditions of employment. The Township reserves the right to modify, revoke, suspend, terminate, or change any or all such plans, policies, or procedures, in whole or in part, at any time, with or without notice.

I further acknowledge the at-will nature of my employment relationship, and that either the Township, or I can terminate my employment and compensation, with or without cause, and with or without notice, at any time.

I understand that it is my responsibility to read, and I have read the contents of the Township of Schaumburg Employee Handbook, and all updates to the Handbook, so that I am aware of the Township’s personnel policies. I also acknowledge my obligation as an employee to abide by all applicable policies and rules promulgated by the Township.

Employee’s Name: \_\_\_\_\_

Employee’s Signature: \_\_\_\_\_

Date: \_\_\_\_\_

\_\_\_\_\_

Please return this receipt to Human Resources for inclusion in your personnel file.