

WINTER HAVEN POLICE DEPARTMENT

GENERAL ORDER 22.1

COMPENSATION, BENEFITS AND CONDITIONS OF WORK

ACCREDITATION STANDARDS: CALEA - 22.1.3, 22.1.5, 22.1.9, 22.2.2

EFFECTIVE DATE: March 1, 1996

RESCINDS: G.O. 22.1, April 14, 2021 and all applicable Amended/Temporary Orders prior to June 25, 2025

LAST REVISED DATE: June 25, 2025

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POLICY

It shall be the policy of the Winter Haven Police Department to make all members aware of the conditions of work benefits and compensation plans. These conditions and benefits allocated to the members of this Department are outlined in the City of Winter Haven Personnel Policy and Procedures Manual.

PURPOSE

The purpose of this General Order is to establish and provide information on the Department's compensation and benefit programs and will outline and clarify specific aspects of work conditions.

SCOPE

This General Order shall apply to all Department members.

DISCUSSION

The nature of work performed by law enforcement agencies requires that special attention be given to compensation for this work and benefits offered to members if agencies are to compete successfully in the labor market and retain highly skilled staff.

PROCEDURE

I. Salary

- A.** The salary plan for the City of Winter Haven is directly related to the classification plan (as outlined in General Order 21.1) and provides the basis for compensating members. The salary plan is constructed to reflect the following:
 - 1.** Relative difficulty and responsibility existing between the various classes of work within city employment.
 - 2.** Competitive rates of pay for reasonably similar types of work in the labor market where the City recruits for members.
- B.** The salary plan is used to reward members for job performance, to develop incentives for members, and to improve their quality of work.
- C.** The salary plan includes the salary schedule, which indicates pay grades, salary ranges and the compensation attached to each. Each class title in the position classification plan is assigned a specific salary range.
- D.** The Salary Plan lists:
 - 1.** Entry-level salaries for all police members.
 - 2.** The salary differentials within and between ranks.
 - 3.** Differential salary levels for members with special skills may be added with the approval of the Chief of Police and the City Manager.
 - 4.** The City Manager, upon approval of the City Commission, may amend the salary plan.

II. Overtime

- A.** The Fair Labor Standards Act (FLSA) is applicable to most members, with the exception to those positions noted in the Classification Plan (these do not qualify for overtime pay or compensatory time).
- B.** The City of Winter Haven utilizes a bi-weekly pay period which is fourteen consecutive days in duration beginning on Monday at 0001 hours and ending on Sunday at 2359. The standard daily work hours and weekly work schedule shall be published monthly via a shift/work schedule.
- C.** Overtime is considered to be all hours worked on the job in excess of below listed work periods.
 - 1.** Civilian Members: Any actual work time in excess of 40 hours in a single work week (Monday-Sunday). Hours worked by a civilian in the first work week of the

bi-weekly pay period do not carry over to the second work week of the pay period.

- a. If a civilian member is required to flex time off to prevent overtime, the flex time off must be in the same week the overtime was earned.
 2. Sworn Members: Any actual work time in excess of 86 hours in a 14-day work period shall be paid as overtime to the sworn member.
 3. Per FLSA, members classified as exempt are excluded from overtime pay except as provided in section 6.05 of the City of Winter Haven Personnel and Policy Manual.
- D. Overtime hour's compensation will be at the rate of time and one half of the member's hourly pay rate.
1. For the purpose of computing overtime, holidays, annual leave, sick leave, compensatory time, or other granted leave shall not be considered as time actually worked on the job.
 2. The member shall submit comments on their electronic timecard explaining the reason for the overtime to their supervisor prior to being awarded any overtime pay.
- E. Holiday Overtime Pay: Non-exempt members required to work on a City observed or actual holiday shall be paid as outlined below.
1. All full time members shall receive a holiday pay benefit, which is paid at straight pay of their normal hourly rate and normally schedule work day (e.g. eight hours, twelve hours) whether the member worked the holiday or was off-duty on the holiday.
 2. Members required to work on an actual holiday shall be paid at the rate of time and one-half their regular rate of pay for hours worked on the actual holiday regardless of the total number of hours worked in the work period.
 3. Members required to work a City observed holiday shall be paid time-and-one half for all hours worked on the holiday, regardless of the total number of hours worked in the work period.
 4. If a member is required to work both the City observed and actual holiday, the member shall be paid at the overtime rate for hours worked on the actual holiday only. In no case shall overtime be paid for working both the City observed and actual holiday, nor shall a double payment of the holiday benefit hours be permitted.

III. Other Pay

- A. Salary augmentation is provided in the following manner:
1. Added responsibility pay-paid to personnel who have been assigned additional responsibilities or duties. For example: to training officers during Field Training periods.

2. Educational incentive paid to sworn personnel who have completed requirements specified by the Florida Department of Law Enforcement Standards and Training Commission for completion of educational degrees or career development courses. (CALEA 22.1.3)
 3. Incentive pay for designation as an Officer First Class or a Master Police Officer shall be in accordance with General Order 16.7.
 4. Other pay as agreed to in a collective bargaining agreement (e.g. canine care pay, shift differential, etc.).
- B.** Call Back Time: An off-duty member called back from off City premises to work (e.g. detective callout, traffic homicide, ERT, shift help, etc.) will receive a minimum credit of two hours pay. The member shall be considered on-duty and will be paid any time worked in excess of the two hours. Call back time will start when the member is called to come out. Call back pay shall be paid at the member's regular/straight time pay; however, the time shall count towards the member's overall time for overtime as outlined in this general order.
1. Exempt members are not eligible for call back pay.
 2. If a non-exempt member is called back on a City observed holiday, the call back pay and any time in excess of the two hours call back pay shall be at time and one half rate.
- C.** Subject to Call Pay: Non-exempt members informed in advance by their supervisor that they will be subject to being called in to work on a non-scheduled workday or City authorized holiday will be paid \$50.00 for each applicable subject to call day.
1. The \$50.00 subject to call pay on a non-scheduled workday will not be deemed a part of any member's base rate of pay; however, such will be factored into any necessary or applicable overtime rate of pay.
 2. In addition to the \$50.00, non-exempt members subject to call on a non-scheduled workday and are actually called in to work, shall receive two hours of Call Back Time as outlined in this general order.
 3. If called in to work on a City observed holiday, the member will receive the \$50.00, a minimum of two hours call back pay at the time and one half rate, and all hours worked in excess of the two hours worked on the holiday will be paid at the overtime rate.
- D.** If a member is called on the telephone by a supervisor for a work related issue, the member shall be compensated in quarter hour increments as listed below. The member shall document in their electronic time card the date/times of the call, the supervisor that called and the reason for the call.
1. 1-15 minutes: Member will be paid 15 minutes
 2. 16-30 minutes: Member will be paid 30 minutes
 3. 31-45 minutes: Member will be paid 45 minutes
 4. 46-60 minutes: Member will be paid 60 minutes or 1 hour

IV. Administrative Leave

- A.** The City of Winter Haven provides the following administrative leave programs:
- 1.** Personal Leave- regular full time members who are eligible for sick leave may take up to three (3) days of the paid sick leave earned in the year as personal leave, for which no explanation is required. Personal time shall be requested in advance so as not to disrupt public service. Requests for personal leave time shall be made through the appropriate supervisor. Refer to the City of Winter Haven's Personnel Policy and Procedures Manual, section 5.05 for complete explanation of Personal Leave Time.
 - 2.** Bereavement Leave –as outlined in the City of Winter Haven's Personnel Policy and Procedures Manual, section 5.08.
 - 3.** Court Leave – as outlined in the City of Winter Haven Personnel Policy and Procedures Manual, section 5.09.
 - 4.** Conference Leave – as outlined in the City of Winter Haven Personnel Policy and Procedures Manual section 5.10.
 - 5.** Military Leave – as outlined in the City of Winter Haven Personnel Policy and Procedures Manual section 5.13.
 - 6.** Leaves of Absence – as outlined in the City of Winter Haven Personnel Policy and Procedures Manual section 5.11.
 - 7.** Family and Medical Leave – as outlined in the City of Winter Haven Personnel Policy and Procedures Manual section 5.12.
 - 8.** Domestic Violence Leave – as outlined in the City of Winter Haven's Personnel Policy and Procedures Manual, section 5.14.
- B.** All regular full-time members shall accrue sick leave from the date of employment at the rate of eight (8) hours per month. The unused portion of sick leave may be accumulated to a maximum of 200 days or 1600 hours. Other provisions of the sick leave policy, sick/personal leave benefit option and sick leave sharing program are outlined in the City of Winter Haven Personnel Policy and Procedures Manual sections 5.04, 5.06, and 5.07.
- C.** All regular full- time members will accrue annual leave as follows:
- 1.** Date of hire through 5th year anniversary of service; 12 days.
 - 2.** Day after 5th year anniversary of service through 15th anniversary of service; 18 days.
 - 3.** Day after 15th anniversary through 20th anniversary; 12 hours per month plus a total of 8 hours per year for each year beyond 15 to a maximum accrual of 280 hours.
- D.** A members-with less than one year of service will not be eligible to receive annual leave time off from work. A member will accrue annual leave benefits monthly beginning on

the date of hire; however, this benefit cannot be used until the Member's first anniversary date has been reached.

- E.** Annual leave may be taken only after the approval of the supervisor. The scheduling of annual leave shall be done on the basis of staffing needs and length of service. Other provisions of the annual leave benefit program are outlined in the City of Winter Haven Personnel Policy and Procedures Manual section 5.03.
- F.** Military deployment and reintegration plan: The below actions shall be initiated when a member is provided orders for military activation that will exceed ninety days for pre-deployment, deployment and post deployment. (CALEA 22.1.9)
 - 1.** The bureau commander of the deploying member shall be designated as the Department point of contact. (CALEA 22.1.9a)
 - 2.** The City of Winter Haven Human Resources Division Director shall be the human resources point of contact for appropriate information and services. (CALEA 22.1.9b)
 - 3.** Before the member reports for military activation, the Chief of Police or their designee shall conduct an exit interview with the member. (CALEA 22.1.9c)
 - 4.** Department owned equipment shall be stored at the police department during the member's deployment. This equipment shall include but is not limited to: (CALEA 22.1.9d)
 - a.** Department owned/issued firearms and less lethal weapons
 - b.** Department issued vehicle
 - c.** Department issued computer
 - 5.** When the member returns from deployment, the Chief of Police or their designee shall conduct an interview of the returning member. (CALEA22.1.9e)
 - 6.** If due to the member's deployment, that member exceeds the time frame of any mandatory annual training or qualifications, the member shall complete all training and qualifications before they are reintegrated into their position. (CALEA 22.1.9f)
 - 7.** Deployed member's City of Winter Haven email address shall remain active so that communication between the member and Department remains open. The Department point of contact shall keep the deployed member up to date on City news, Department news, promotions, transfers, promotional opportunities and any significant events. (CALEA 22.1.9g)

V. Holiday

- A.** The following holidays and any such other days as the City Commission may declare shall be observed per section 5.02 City of Winter Haven Personnel Policy and Procedures manual.

1. New Years Day, January 1
2. Martin Luther King Day, Third Monday in January
3. President's Day, Third Monday in February
4. Memorial Day, Last Monday in May
5. Juneteenth, June 19
6. Independence Day, July 4
7. Labor Day, First Monday in September
8. Veterans Day, November 11
9. Thanksgiving Day, Fourth Thursday in November
10. Day after Thanksgiving, Fourth Friday in November
11. Christmas Eve, December 24
12. Christmas, December 25

- a. It will be the responsibility of the supervisor to make sure that sufficient personnel will be on duty during holidays to ensure that the daily operation of providing services will be maintained.

VI. Pension

- A. The City of Winter Haven provides a Pension Plan for all sworn police officers through local ordinance enactment. Details of the plan are available from the Chairman of the Board of Trustees of the City of Winter Haven Police Officers' Retirement system. Each person employed by the City of Winter Haven Police Department as a full-time Police Officer becomes a member of the Plan as a condition of employment. A Members participation in the plan initiates at the time of hire and is mandatory, unless noted otherwise in the respective plan document or as authorized by ordinance approved by the City Commission. (CALEA 22.1.3a)
- B. The City of Winter Haven provides non-sworn members a retirement program which is administered by the City of Winter Haven General Employee's Pension Board. This pension plan is for regular full-time employees of the City of Winter Haven and is initiated at the time of hire and is mandatory, unless otherwise noted in the respective plan document or as authorized by ordinance approved by the City Commission. Details of the plan are available in the City of Winter Haven Personnel Policy and Procedures Manual from the City Personnel Division. (CALEA 22.1.3a)

VII. Insurance Benefits

- A. Deductions are taken from all members' pay on a bi-weekly basis and an equal amount is added to it by the City for all members covered by the Federal Old Age Survivors

Insurance Program (Social Security). Quotations of related benefits may be personally requested by the member at the local Social Security Office.

- B.** Medical and dental, insurance shall be offered to all regular full time members. Members may voluntarily elect to receive insurance coverage for themselves and their eligible dependents for a bi-weekly payroll deducted premium. The City of Winter Haven Human Resources Division should be contacted for further information concerning coverage and claims. (CALEA 22.1.3b)

- C.** The City of Winter Haven provides life and accidental death and dismemberment (AD&D) benefits to all regular full time members. Members should contact the City of Winter Haven's Human Resources Division for further information. (CALEA 22.1.3c, 22.1.5)
 - 1. In accordance with Florida State Statute 112.19, actively employed sworn members who have to meet State Minimum Standards are afforded a combined total of \$200,000 worth of additional life insurance paid by the City of Winter Haven.
 - 2. The City of Winter Haven provides liability insurance to protect members from acts or omissions leading to personal injury, death, or property destruction, which could lead to legal civil action against the member. The City of Winter Haven also purchases insurance coverage for Police Professional Liability administered through an appropriate insurance provider/administrator. (CALEA 22.1.3d)
 - 3. The Department provides educational benefits as outlined in and the City of Winter Haven Personnel Policy and Procedures Manual section 5.19.
 - 4. Other sources of benefits may be available from the following:
 - a. Federal Government-Public Safety Officers Benefits Act.
 - b. Federal Government-Social Security.
 - c. State of Florida-Law Enforcement Officers and Firefighters Death Benefit Act.
 - d. State of Florida-Workers' Compensation.
 - e. Police officers and general employees respective Pension Plans.

VIII. Administrative Liaison for Serious Injury or Death

- A.** In the event of serious injury or death of a Department member, the Chief of Police or their designee will appoint a Department member to act as liaison to the family. (CALEA 22.1.5)
 - 1. When a member is severely injured or killed in the line of duty, the "person to be notified in case of emergency" listed in the Records Management System shall be notified in person by the Chief of Police, or in their designee.
 - 2. The Chief of Police or their designee will appoint a member of the Department to act as liaison to the family. This member shall assist the family of the deceased or severely injured in such services as providing information on benefits and

support services available to the family, assist with funeral arrangements, maintain contact with the family throughout the criminal proceedings (if any), and maintain long term contact with the family, keeping the Department informed of their needs. (CALEA 22.1.5)

- a. The member or their family will also be directed to the Benefits Specialist in the City of Winter Haven Human Resources Division. In these circumstances, the Benefits Specialist would provide information to the family in regard to assistance and benefits to which they are entitled. (CALEA 22.1.5)
3. When a member is absent from duty due to illness or injury covered by the Florida Worker's Compensation Law, the member's Bureau Commander shall act as liaison and contact the member in order to update the member on Department policy and events. (CALEA 22.1.5)
 - a. The liaison will act as a link between the member and the Department, and shall report to the Chief of Police on the member's progress, needs or inequitable treatment.

IX. Employee Assistance Program

- A. The Employee Assistance Program is designed to assist in the identification and resolution of concerns or problems (personal or job related), which may adversely affect an employee's personal or professional well-being or job performance. These personal concerns may include, but are not limited to:
 1. Alcoholism/drug abuse;
 2. Family/marital counseling;
 3. Mental/Stress counseling;
 - a. Financial counseling;
 - b. Legal issues;
 - c. Health management issues; and
 - d. Personal problems.
- B. The goal of this program is to help individuals who have developed problems by providing services for consultation, treatment and rehabilitation in order to prevent their condition from progressing to a degree that it will prevent the employee from functioning effectively. This program is outlined in the City of Winter Haven Personnel Policy and Procedures Manual section 8.17.
 1. The City of Winter Haven contracts with a professional organization to administer the Employee Assistance and Wellness Program. The organization will retain the services of a professional counseling agency that specializes in the assessment of the above listed personal problems. Referrals to these services will include: the initial counseling session, treatment and if necessary additional sessions for follow-up care.

2. A member's referral may either be voluntary, in which the member elects to participate in the program, or;
 - a. A supervisor may recommend to a member voluntary participation in the program. A member has the option to refuse referral into the program and should be given the right to discontinue participation at any time.
3. The confidentiality of records along with appropriate and timely problem assessment services shall be considered for members admitted to the program, according to established agency directives, personnel guidelines and state and federal regulations. If the employee signed a waiver of confidentiality, then such other issues may be discussed with their supervisor.
4. Department supervisory personnel will receive training in the services offered by the program.

X. Definitions

- A. *Bi-Weekly Pay Period* – A pay period which is fourteen consecutive days in duration beginning on Monday at 0001 hours and ending on Sunday at 2359. A pay period is only for showing the hours worked, overtime accrued or leave time taken and not used to calculating any overtime pay.
- B. *Civilian Work Period* –The civilian work period is used to determine when a civilian member earns overtime pay. The civilian work period is one week beginning Monday at 0001 hours and ending on Sunday at 2359 hours.
- C. *Exempt Status* – Exempt status is a classification for workers that are not eligible for overtime per FLSA except as listed in City of Winter Haven Policy.
- D. *Non-Exempt Status* – Non-exempt status is a classification for workers that must be paid overtime per FLSA.
- E. *Sworn Work Period* – The sworn work period is a 14 day cycle. The 14 day work period is used to determine when a sworn member earns overtime pay.



APPROVED

**Vance Monroe Jr.
CHIEF OF POLICE**