



**OFFICE OF
EQUITY,
DIVERSITY &
INCLUSION**
CITY OF MEMPHIS



EDI Service Center Continuity Plan

Purpose & Scope

The purpose of this document is to provide the City of Memphis applicants, employees and contractors with the business continuity strategies for the range of services provided by the Office of Equity, Diversity and Inclusion in response to the coronavirus (COVID-19) pandemic.

The Service Center continuity plan will be executed immediately by proclamation of the Mayor, pursuant to his powers under City of Memphis Ordinances 9-8-4 and 2-58-7, and will remain in effect until further notice.

EDI Employee Directory

Name	Title	Telephone Number	Email Address
Phyllis Thomas	EDI/Safety Officer	901.573.1824	Phyllis.Thomas@memphistn.gov
Kimberly Taylor	Interim HRBP Manager	901.410.6459	Kimberly.Taylor@memphistn.gov
Gregory Bethel	EEO/LR Coordinator	901.568.9925	Gregory.Bethel@memphistn.gov
Lakesha Becton-Robinson	Civil Service Coordinator		Lakesha.Becton@memphistn.gov
Lashunda Horton	EDI Specialist		Lashunda.Horton@memphistn.gov

Access to office email address: EDI@memphistn.gov



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Procedures

CIVIL SERVICE PROCESS

To file an appeal, the employee must meet the criteria below and:

- Must be a full-time employee;
- The appeal must be filed within 10 calendar days after receiving notification in writing regarding a (i.e. termination, demotion, or suspension).

To obtain an Appeal Form:

- Form can be found on www.memphistn.gov under “Forms”
- The form is fillable and can be submitted to EDI@memphistn.gov
- After completed form is received, the Civil Service Coordinator or designee will notify the employee, electronically, acknowledging receipt of appeal form.

After an appeal has been filed:

- Reference PM-38-04 Appeals to Civil Service Commission.

EMPLOYEE RELATIONS PROCESS

To file a complaint:

- Contact Kim Taylor or Greg Bethel via phone or at the e-mail address indicated above.
- You will be contacted for an intake interview to determine the nature of the complaint and alignment with a Title VII violation as indicated below:

Race/Color	Sex
Equal Pay	Religion/Creed
Age	Disability
Political Affiliation	Pregnancy
National Origin/Ethnicity	Sexual Harassment
Retaliation	Sexual Orientation
Genetic Information	Gender Identity



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NOTE:

Intake interviews afford the EDI Representative an opportunity to clarify the issues involved and also allow the employee filing the complaint an opportunity to present the complaint in more detail.

- If complaint meets Title VII criteria, employee will be instructed to obtain an Internal Complaint Form at www.memphistn.gov under “Forms” to complete.
- Once form is completed, scan and attach applicable documentation sustaining charges, and return the form to EDI@memphistn.gov.
- After completed form is received, the assigned EDI representative will notify the employee, electronically, acknowledging receipt of complaint form.

After a complaint has been filed:

- The assigned EDI representative launches an investigation to include:
 - reviewing and obtaining electronic copies of relevant documents such as personnel files, attendance reports, etc.;
 - interviewing co-workers and supervisors, via phone; and other actions considered necessary in order to obtain relevant information.

NOTE:

Investigations are conducted within 30 – 45 business days. However, dependent upon case complexity, additional time for investigating may be necessary.

After an investigation is complete:

- The assigned EDI representative drafts a final report, which includes a summary of the facts and recommendations to be taken by division management. A copy is submitted electronically to the Division Director or designee and via mail/email to employee.

LABOR RELATIONS

How to file a grievance:

- A represented employee may elect to file a grievance. Refer to applicable Memoranda of Understanding located at https://www.memphistn.gov/government/careers/hr_documents, under Memorandum of Understanding.



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How to file an Informal Appeal:

- Refer to PM-38-03 Employee Complaints/Informal Appeals located at https://www.memphistn.gov/government/careers/hr_documents, under Personnel Policies and Procedures.

NOTE:

Labor Relations issues may include, but are not limited to: a disagreement regarding department work rules or regulations affecting work conditions.

References to Related Policies and Procedures

- PM-38-04 Appeals to Civil Service Commission
 - Civil Service Desk Procedures
- PM-30-01 Respectful Workplace
- PM-30-02 Transgender and Gender Identity Employment Policy
- PM-30-03 Sexual Harassment
- PM-30-04 Americans with Disabilities Act Amendments Act
- PM-30-05 Personal Relationships
- PM-30-06 Lactation Breastfeeding Policy
- PM-30-08 Workplace Violence
- PM-38-03 Employee Complaints/Informal Appeals
- Memorandums of Understanding
 - AFSCME
 - Crafts
 - CWA
 - IAFF
 - IAMAW
 - IUOE
 - MPA