



**CITY OF MADISON POLICE DEPARTMENT
STANDARD OPERATING PROCEDURE
Restricted Duty
(Temporary Transitional Assignments)**



Eff. Date 09/05/2025

Purpose

The purpose of this Standard Operating Procedure (SOP) is to clarify expectations related to temporary transitional assignments, also referred to as “restricted/light-duty status.” This SOP applies to both commissioned and professional personnel. The City and the Madison Police Department (MPD) recognize that this process affords mutual benefit to both the organization and affected employees. However, it is expected that the MPD properly manage this process. Therefore, the MPD has established the following “restricted/light duty” procedure.

Restricted duty is intended to provide a temporary assignment to an employee who is unable to perform their essential job tasks due to a temporary injury, illness, or other condition. Frequent reoccurrence of the same medical condition is not considered “temporary.” Assignments filled by restricted/light duty personnel are to be temporary, and will not become permanent positions.

Providing a temporary restricted duty assignment to an employee is contingent upon the ability of the employee to perform meaningful work for the Department within their medical restrictions. Nothing in this SOP imposes a duty on the Department to provide a temporary restricted duty assignment for any employee.

The City of Madison also offers relief for ill or injured employees beyond the restricted duty process (APM 2-7). In addition to protections under Federal and State law related to the Family Medical Leave Act (FMLA), the City also offers support through temporary (APM 2-31) and extended medical leave provisions (APM 2-45), employee donated leave (APM 2-30), and wage insurance (Hartford Insurance Company).

Procedure

NOTIFICATION/DOCUMENTATION

All commissioned and professional personnel, regardless of rank or position, are subject to this process. If restricted/light-duty status is either anticipated or requested, it must be approved by the Human Resources Coordinator before the employee returns to the workplace in a restricted duty capacity.

Duty Related Injury

All personnel are required to notify a supervisor, commander, professional staff manager, or MPD’s Officer in Charge (OIC) immediately, and PD Medical, if injured while on duty. The employee must call the City’s external medical call-in line (Paradigm) to report the injury. In the case of significant emergencies (e.g. a critical incident), the employee’s supervisor will call this external line on the employee’s behalf.

- Contact Information for External Call-In Line (Paradigm): **844-847-8709**
- If the employee sought immediate treatment or scheduled a future appointment to treat injury, then a Medical Status Report form (<https://www.cityofmadison.com/employeeenet/finance/documents/WC-MedStat.pdf>) needs to be completed by the employee’s medical provider, to include the following:
 - The nature of any physical/medical restrictions (e.g., can’t bend, lift, push/pull, stand, or work full shifts, etc.).
 - The approximate length of time that the employee may require restricted/light-duty status.
 - Any upcoming appointments so PD Medical knows when to expect an update or the next MSR.
 - When appropriate, a date on which an employee may return to their regular, unrestricted duties.

A Medical Status Report form must be completed by a medical provider for every medical appointment that results from an on-duty injury.

Non-Duty Injury, Illness, or Medical Restriction

All commissioned employees must be in physical and mental condition to deploy for emergency field deployments and must be able to complete any and all assigned duties at a moment's notice. When an employee has an issue that precludes full participation in any assigned duties or operational readiness, the employee should notify the Human Resources Coordinator before returning to work. The employee is not required to identify the nature of a non-duty-related medical condition or illness.

Medical documentation is required for any change in the employee's work restrictions or status. To remain on restricted duty status, the employee's medical documentation must have dates that reflect the specific timeframes requested for restricted duty. Failure to have proper documentation may result in the employee's restricted duty status request being denied or revoked. Employees should provide the Department with as much advance notice as possible when they are undergoing a planned medical procedure. The Human Resources Coordinator will direct the restricted duty assignment and placement. Consistent with City APM 2-7, the Human Resources Coordinator shall exercise judgment and diligence in determining whether it is cost-effective and feasible to establish temporary transitional assignments for workers who are temporarily unable to perform their usual and customary assignments due to non-work-related medical restrictions. In making this determination, the Human Resources Coordinator shall consider such factors as availability of work at (or approximating) the level of the employee's current classification, the duration of the assignment, and the overall impact on the organization.

- When an employee is requesting to be placed on light duty due to a non-duty injury, they must submit medical documentation that includes the following:
 - The nature of any physical/medical restrictions (e.g., can't bend, lift, push/pull, stand, or work full shifts, etc.).
 - The approximate length of time that the employee may require restricted/light-duty status. This should include a start date and approximate end date or date of follow up appointment.
 - Any upcoming appointments so PD Medical knows when to expect an update.
 - When appropriate, a date on which an employee may return to their regular, unrestricted duties.

Pregnancy / Postpartum

The Pregnant Workers Fairness Act (PWFA), the PUMP for Nursing Mothers Act (PUMP Act), and the Family Medical Leave Act (FMLA), along with other state and federal legislation, intersect to provide protections under the law.

- For the purposes of this SOP, the eight (8) month time limit (referenced below) is reset when the birth parent is postpartum.
- Reasonable documentation is the minimum documentation that is sufficient to confirm the physical or mental condition is related to, affected by, or arises out of pregnancy, childbirth, or a related medical condition, and describes the change needed at work.
- Paid Parental Leave may be taken in the event of fetal loss that occurs at or beyond 24 weeks gestation. In such an event, a maximum of two weeks of Paid Parental Leave may be used and appropriate medical documentation is required. Time off is based on an employee's benefit full-time equivalent (FTE) percentage. Additional time may be used from sick leave balances – Medical documentation may be required.
- MPD employees who are pregnant / postpartum are encouraged to contact the MPD Human Resources Coordinator for further information.
- MPD employees may also work with the Occupational Accommodations Specialist on the City Human Resources team in cases where the Pregnant Workers Fairness Act (PWFA) and/or the PUMP for Nursing Mothers Act (PUMP Act) may apply.

Transmittal of Medical Documentation

Both work-related and non-work-related medical documentation is to be forwarded to [PD Medical](#) by either e-mail or via a secure fax line at (608) 261-9963. It is preferred that medical documentation is sent electronically. Employees may take a photo of the medical document and e-mail it directly to [PD Medical](#). Medical documentation should never be sent to, or copied by, the employee's supervisor, commander, or manager. If a supervisor receives medical documentation in error, they should not open the attachment, forward it to PD Medical immediately, and delete the email from their inbox.

An employee will not be allowed to return to work in a restricted/light-duty status or allowed to return to work in a full duty or unrestricted status until appropriate medical documentation is received, reviewed, and approved by the Human Resources Coordinator or their designee.

REVIEW AND APPROVAL PROCESS OF REQUEST FOR RESTRICTED DUTY

Once received, the Human Resources Coordinator will review the medical/physical restrictions identified in the medical provider documentation and will determine if the employee will be approved for restricted/light-duty status. The Human Resources Coordinator will then notify the affected employee by phone or e-mail as to the status of their restricted/light-duty request. The employee's supervisor, commander, or manager will also be notified by the Human Resources Coordinator that the employee will be in a restricted duty status.

The Human Resources Coordinator may collaborate with the Occupational Accommodations Specialist if there are additional accommodation requests ([APM 2-22](#)) beyond the light duty request itself. MPD employees may reach out to the Human Resources Coordinator or the Occupational Accommodations Specialist at any time with an accommodations request.

Responsibility of the Employee

All employees shall adhere to the medical restrictions that are identified by their medical provider. Employees may be allowed to operate an unmarked City vehicle for work-related purposes only, provided their doctor has not restricted the employee's ability to drive. Employees are not allowed to come to work if using prescription narcotics or medication that causes impairment. Commissioned employees will not be allowed to carry a firearm on duty while on restricted/light-duty status unless pre-approved by the Human Resources Coordinator. Such approvals may be made when there are threats made to the officer or in circumstances where there is a heightened risk of threat to law enforcement. Exceptions cannot be approved when the officer has an injury that inhibits the safe use of a firearm. If approved, the officer cannot be identifiable as law enforcement and firearms are to be concealed at all times.

Employees who receive a subpoena requiring them to appear in court during their restricted duty status shall contact the Victim Witness Unit at 608-266-9003 or DaneVWNotifications@da.wi.gov. Upon receipt of said subpoena, the employee should notify the Victim Witness Specialist of their restricted duty status and that they will be appearing in court unarmed-and in civilian clothes. Employees shall advise the Victim Witness Specialist assigned to their case whether their restricted duty status is for a personal medical reason or some other reason.

ASSIGNMENT/SCHEDULE

The Human Resources Coordinator shall be responsible for determining the employee's initial work assignment, schedule, and shift. Priority will first be given to organizational need(s). If no larger organizational need exists, then consideration will be given to assigning the employee to their district or work unit. The Human Resources Coordinator will determine if it is necessary to re-assign commissioned light-duty employees should a greater organizational need develop.

Commissioned employees re-assigned to restricted/light-duty status may not start earlier than the patrol 6:00 a.m. shift and no later than the patrol 3:00 p.m. shift. Commissioned employees must attend a shift within this timeframe that offers a Patrol or Detective Briefing. This guideline may be modified by a commander based on operational need and/or the employee's normal work assignment. If a commissioned employee's work shift

is changed by a commander, it is the responsibility of the commander or employee to make timely notification to [PD Payroll](#) of the change as shift differential pay may be a consideration. Professional staff employees will be afforded work assignments consistent with City [APM 2-7](#) and the Employee Benefits Handbook for General Municipal and Non-Represented Employees, subject to their specific medical work restrictions and current practice. All training/special assignments must be reviewed for approval by the Human Resources Coordinator to ensure that employees do not perform work that exceeds their medical/physical restrictions.

Any changes in work hours must be pre-approved by a commander or professional staff manager. If an employee has a medical appointment related to their on-duty injury, they are not allowed to adjust their work hours to include medical appointments during their regularly scheduled shift. However, if an appointment occurs during their regular workday, employees will be compensated for that time, by Workers Compensation (WC). Employees are encouraged to schedule medical appointments outside their work hours. Furthermore, if an employee has a medical appointment related to an off-duty injury, the employee must use their own leave to cover the time they are out of the office.

Commissioned employees, while on restricted duty, may not take police action or otherwise engage in any action that places the employee at undue risk, wear military-style uniforms, display badges, carry firearms, or operate marked police vehicles without authorization by the Human Resources Coordinator or in their absence, the Assistant Chief of Support and Community Outreach.

RETURN TO FULL DUTY ASSIGNMENT

In order to return from restricted duty to a full unrestricted duty status, medical clearance paperwork needs to be reviewed. For work-related injuries the employee must submit the *Medical Status Report Form*. For non-work/duty-related injuries, the employee must submit a note from a qualified doctor/physician indicating that the employee can return to work and perform all required duties without any restrictions. The Human Resources Coordinator must review the medical documentation and approve the return to duty before the employee may return to a full duty status.

In the absence of the Human Resources Coordinator, the MPD Finance Manager, or the Assistant Chief of Support and Community Outreach serves as an alternate contact and resource for restricted/light-duty.

If a commissioned employee, while on light duty, missed a firearms qualification or any mandatory training, the employee is required to contact the Training Team Sergeant for post-academy training in order to review training needs and to schedule a training officer to address the deficiencies in training. All training requirements are to be fulfilled before a return to full duty. Exceptions can be considered by the Captain of Training or their designee.

ADDITIONAL REQUIREMENTS

Employees who will likely request restricted/light duty status for more than two weeks, for non-duty related illnesses or injuries, may be required to submit FMLA paperwork. Employees will be required to have their medical provider update the status of their physical/medical restrictions when their restrictions change. If the approved restricted/light duty exceeds two months, employees are required to submit a note every two months regardless of whether their medical status changes. A new medical note (with specific physical restrictions) is to be submitted to [PD Medical](#).

Medical progress reports are not initially required for employees in a temporary restricted duty assignment due to pregnancy. A medical note requesting restricted duty from the pregnant employee's provider is required to process this request.

- Restricted duty assignments are limited to eight (8) months (35 weeks total). On a case by case basis, the Chief may approve an extension of four (4) months (17 additional weeks), not to exceed twelve (12) total months (52 weeks). This applies to personnel on light duty for a reason not related to a work injury. As referenced above, for the purposes of this SOP, the eight (8) month time limit is reset when the birth parent is postpartum.

- The length of an employee's non-duty restricted duty status will be measured by allotment, to include the time period where any extensions to the initial allotment are granted. This means that once an employee is approved for restricted duty status, their allotment will commence, to include re-occurrences of the same illness/injury, or any additional injuries/illnesses that may occur within the same timeframe. This provision will not interfere with or supersede any requirements mandated in APM 2-45. With the exception of FMLA, any leave taken during the period that the employee is in restricted duty status will not extend the employee's restricted duty allotment.

TELESTAFF

There are additional administrative guidelines that need to be followed daily while an employee is on restricted/light-duty status:

- It is important that the affected employee's Telestaff calendar reflects the actual shift worked by using either the appropriate "Out of Assignment-FTE Light Duty:Non-Duty" or the "Out of Assignment-FTE Light Duty:Workers Comp" work code; the entry must remain at 7.5, 8, 9.5, or 10 hours. Never add an "Adjust Work Hours" or "Regular Time:Full-Time" work code.
- Employees are required to also use Telestaff to document the work they perform. To accomplish this, employees will have to "edit" their "Out of Assignment-FTE" Work Codes while on restricted/light duty status. Employees are required to enter their assignment location in the Detail Code of the "Out of Assignment-FTE" Work Code. In the Note Field, employees shall type a brief description of the work they did that day.
- When an employee attends a medical visit for a work-related injury, on work time, they shall make a "Workers Comp Time Off-FTE" entry in Telestaff. The entry should be made for the duration of time the employee was away from their work assignment, including travel time to and from medical appointment.

AUDIT/COMPLIANCE VERIFICATION

- Once approved for restricted/light duty status, employees may be required to have an initial meeting with the Human Resources Coordinator. For extended light duty requests, monthly meetings may occur. The purpose of these meetings is to relay expectations to ensure compliance with this SOP and convey the intended purpose of City APM 2-7. It is also an opportunity to discuss the ongoing needs of the employee where FMLA and other City APMs may afford the employee additional benefits and assistance.
- Supervisors/commanders of the work units where employees are physically assigned are responsible for auditing the work that their restricted duty employees are performing to ensure that meaningful work is being accomplished, consistent with City APM 2-7. This audit process includes verifying that the employee's daily Telestaff record is accurate.
- When a work unit does not have meaningful work, the Human Resources Coordinator is to be contacted. The Human Resources Coordinator will determine whether there is meaningful work in a different unit and will reassign the employee as appropriate.
- Should an employee be approved for an extended period in a restricted/light duty status, the employee may be moved from their current work unit and reassigned. The purpose of this reassignment is to avoid creating a permanent restricted/light duty position.

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