



FAMILY ASSISTANCE PROGRAM

EMPLOYEE POLICY MANUAL

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The policies and procedures in this manual are not intended to be contractual commitments by Family Assistance Program.

The policies and procedures are intended to be guides to management and are merely descriptive of suggested procedures to be followed. Family Assistance Program reserves the right to revoke, change or supplement these guidelines any time without notice.

This agency adheres to the “at-will” California employment rule. Employment at-will means that the employment relationship may be terminated, with or without cause and with or without advance notice at any time by the employee or the Agency. Employment with our agency will never entail an “implied contract” specifying that an employment may only be terminated for “good cause”. No policy is intended as a guarantee of continuity of benefits or rights. No permanent employment or employment for any term is intended or can be implied from any statements in this manual.

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Introduction to the Agency

Mission Statement

Family Assistance Program envisions a community where each person has a loving, nurturing home life. We provide the tools necessary to create healthy interpersonal relationships, economic empowerment, and stable housing.

Agency History

We are a 501 (c)(3) non-profit, community service organization working for domestic violence victims and their children. Established in 1985, we have provided services to thousands of women and their families throughout the San Bernardino County area. It has maintained shelter homes in confidential locations in the High Desert. The agency also has a Public Family Center and Administrative Offices in Victorville, California.

Services we Provide

- Emergency Domestic Violence Shelter at confidential location
- 24 hour, 7 day per week Domestic Violence Hotline
- Homeless/Runaway Youth Shelter
- Peer/Professional Counseling
- D.V. Temporary Restraining Order assistance
- Parenting Classes
- Court-Mandated Supervised Visitation

| [Needs to be updated.](#)

Affirmative Action

Family Assistance Program shall make every effort to provide equal employment opportunities for minorities and women. In addition, the Agency shall make every effort to employ residents of the area and shall keep a record of the positions that have been created directly or as a result of this program.

Family Assistance Program agrees to comply with the provisions of the Affirmative Action Compliance Program of San Bernardino County, and the rules and regulations adopted pursuant thereto.

We shall comply with Executive Orders 11246, 11375, 11625, 12138, 12432, 112250, Title VII of the Civil Rights Act of 1964, the California Fair Housing and Employment Act, California Public Code 2000 and County M/WBE Policy No. 11-15, as well as other applicable federal, state and county law, regulations and policies relating to equal employment and contracting opportunities, including laws and regulations hereinafter enacted.

MANAGEMENT SUPPORT: The Executive Director, Executive Board Members, Supervisors and Coordinators, support this policy in its entirety and the Affirmative Action Program derived from it. They will require all employees to support its implementation. Appropriate corrective or adverse action shall be taken if an employee engages in action that is contrary to the intent of this policy.

As positions become available within the company, prior to outside recruitment, management shall determine the availability within the agency as appropriate.

The Executive Director or designee will screen all applicants, conduct interviews, and hire staff. The Board of Directors will hire the Executive Director.

Ninety-Day New Hire Period

All new employees are required to submit to a ninety (90) day introductory period, beginning on the first day of employment with Family Assistance Program. Management staff has a 6 month introductory period, if determined by the board of directors to be necessary, to ensure the quality of services offered and that the new manager is a good fit within the organization.

At the conclusion of this period, or anytime therein, management will evaluate job performance. If the employee is found to be unsuited for the position for which they were hired, they may be required to continue under a Performance Improvement Plan (PIP) status, may be relocated to another position if suitable and available, or may be terminated at will, without notice. Completion of introductory period does not change employee's status as an "at will" employee. Benefits (other than government mandated benefits) are not accrued during this period.

Employee Conduct

Employees are expected to conduct themselves in a professional, business-like and courteous manner and to be familiar with the mission, policies, and procedures of Family Assistance Program. This high standard of personal conduct must extend to relationships to the courts, law enforcement, and other social services agencies as well as the public, clients and other staff and Board members. Conduct during or outside of duty hours which adversely affects the employee's job performance or the operation of the agency shall be considered good cause for discipline or termination. Employee may not solicit or accept, either directly or indirectly, any special privilege or gift by means of his/her employment, the acceptance of which would convey the appearance of

having influence on the delivery of services, policies, and procedure, or would cast an adverse reflection on the agency.

No Solicitation of Contacts

Under no circumstances may ~~you~~ staff members use client, donor, or board member information for ~~your~~ their own personal use. Contacts with the donors, board members and clients must only be made for business reasons. Under no circumstances is it appropriate for you to ask for any donations for your personal use. All requests for donations must be made on behalf of our clients only.

Comment [PF1]: Wasn't in the draft for our discussion....looking for feedback on this

Donations

Our agency often receives donations from businesses as well as individuals. It is the responsibility of the Executive Director to determine if there is an overabundance of items that may be shared with staff. Under no circumstances may staff take any donations intended for our clients without the prior and express permission from the Executive Director. Those items shared with staff will be the exception and not the rule.

Comment [PF2]: Wasn't in the draft for our discussion....looking for feedback on this

Off-Duty Conduct

While The Agency does not seek to interfere with the off-duty and personal conduct of its employees, certain types of off-duty conduct may interfere with our legitimate business interests. For this reason, employees are expected to conduct their personal affairs in a manner that does not adversely affect the Family Assistance Program's or their own integrity, reputation or credibility. Off-duty conduct by an employee that directly conflicts with The Agency's essential mission and disrupts operations will not be tolerated.

Comment [PF3]: Did you want to add this? There was some discussion about off-duty conduct.

Confidentiality of Agency Information

All employees are asked to sign an oath of confidentiality at the time of employment. Employees knowingly breaching this confidentiality agreement are subject to immediate dismissal and possible fines and court actions. This includes reading and signing the county policy regarding Personally Identifiable Information.

Visitors to confidential shelter must also sign this oath, and must be approved through the Executive Director.

Information contained in client files is confidential and may not be divulged for any reason without permission of the Executive Director. Executive Director is the keeper of these files and takes responsibility for them regarding subpoena or court proceedings.

Employee Orientation

All new employees will be provided with an orientation briefing during their initial weeks of employment with the agency. The employee orientation goals are:

- To establish lines of communication, to reduce the anxieties of a new environment and new responsibilities, to build teamwork, to provide information about benefits and to explain participation eligibility dates, and to assist the employee in performing the assigned job and the skills required for efficient job performance.
- New employees will receive basic information on pay and leave policies, benefits, and working hours, and are required to complete all new hire employment forms, benefit applications, and enrollment forms on their first day of work.
- All employees are mandated reporters of child abuse. The orientation will include training regarding what is a reportable allegation and how to report allegations/concerns.
- Orientation also covers PII (Personal Identifiable Information) and the rules, regulations and procedures for protecting that information.

Employee Training

All Domestic Violence Advocates and volunteers who have contact with Domestic Violence victims are required to complete mandated 40-hour Domestic Violence Advocate Training. This training is provided by the agency and will be held biannually. A certificate of completion will be awarded. Any new employee who holds a certificate of completion from another domestic violence agency may submit it to the Executive Director for consideration. Executive Director will determine what portions of the training the employee will be required to repeat.

All employees and volunteers who work with the Runaway Shelter are required to complete the Childcare Advocate Training. This training is provided by the agency and will be held biannually.

Comment [PF4]: Do you want the rest of the above paragraph included here as well?

I think we should eliminate this section since it is different for each department.

Employee Safety

Family Assistance Program strives to provide its employees with a safe and healthful workplace environment. To accomplish this goal, both management and employees must diligently undertake efforts to promote safety.

All job-related injuries or illness must be reported to your supervisor **immediately**, regardless of severity. In the case of serious injury, an employee's reporting obligation will be deferred until circumstances reasonably permit a report to be made. Failure to report an injury or illness may preclude or delay the payment of any benefits to the employee and could subject Family Assistance Program to fines and penalties. Please review workman's compensation posters for contact information. Contact your supervisor immediately to obtain forms.

Security

The Agency has developed guidelines to help maintain a secure workplace. Be aware of persons loitering for no apparent reason in parking areas, walkways, entrances and exits, and service areas. Report any suspicious persons or activities to your supervisor. If you feel you may be in personal danger, call 911 immediately. Secure your desk or office at the end of the day. When called away from your work area for an extended length of time, do not leave valuable and/or personal articles in or around your workstation that may be accessible. The security of facilities as well as the welfare of our employees depends upon the alertness and sensitivity of every individual to potential security risks. You should immediately notify your supervisor when unknown persons are acting in a suspicious manner in or around the facilities, or when keys, security passes, or identification badges are missing.

Comment [PF5]: Did you want to add this?

Employment Classifications

There are two classifications of employees: Full-time and Part-time. Your position will be classified and identified upon hire. In some situations, an employee may move from a part-time position into a full-time position.

Full-time - An employee who regularly works 40 hours per workweek.

Part-time - An employee who regularly works less than 40 hours per workweek.

If you are uncertain of your status, please contact your supervisor.

Use of Controlled Substances

Family Assistance Program is a drug free workplace. All sites will remain drug free. The use, possession, transfer, or sale of drugs or alcohol on company premises is prohibited. Any employee who begins work while impaired or who becomes impaired while at work is guilty of a major violation of company rules and is subject to severe disciplinary action, including suspension, dismissal, or any other penalty appropriate under the circumstances. Employees who are taking prescription drugs which may impair their ability to successfully perform the duties of their position shall report this to the supervisor. This is for the protection of the employee and for the safety purposes in case of an adverse reaction to the drug while at work, or so the employee is not falsely accused of taking an illegal substance.

Alcoholic beverages shall not be served or used on Family Assistance Program premises at any time without permission of the board of directors. (Social activities held off-premises and paid for on a personal basis are not affected by this policy.)

New hires may be asked to conduct a drug test before employment.

Nothing contained in this section shall eliminate or modify the company's right to terminate any employee at any time for any reason.

Smoking

No smoking will be allowed inside Family Assistance Program facilities or vehicles at any time. This policy is for the health and safety of all employees and clients. Smoking will be allowed only in designated outdoor areas. Please be considerate of others in keeping these areas clean and safe.

Your cooperation is requested, as this policy must be rigidly enforced to comply with the agency health and safety requirements.

Compensation

Equal Pay

Family Assistance Program will not pay wages to any employee at a rate less than the company pays employee of the opposite sex for work that is substantially equivalent comparable skills.

Job Descriptions

Job descriptions are maintained at the Family Center for all positions in the agency. Also, job descriptions are maintained at the place the work is to be performed. These may include:

- Job identification;
- Essential job qualifications;
- Full-time or Part-time classification;
- Assigned responsibilities or duties: and
- Supervisor

Position descriptions are used to determine employee selection, job requirements, performance appraisals, and organizational structure. Agency management periodically reviews all positions to ensure equity and consistency.

Workday, Payday, and Overtime

Workday and Workweek

Specific workday and workweek hours for each employee will be determined by management based on the operational needs of the agency. Every employee is expected to report to work on time and stay until the end of their shift. In the case of an emergency the employee must notify their direct supervisor immediately. When an employee is going to be late to work they must notify their supervisor and when calling off sick the employee must notify their supervisor at least four hours before the beginning of their shift. Supervisors will attempt to

notify employees of any changes in workdays or workweek hours two weeks in advance of the effective date of any such change.

Workweeks are from Sunday, 12:01 am, through Saturday at midnight. Each pay period consists of 2 workweeks.

Payday

Employees are paid every two weeks 26 times annually. Paydays are the Thursday after the close of the pay period. All employees are encouraged to sign up for direct deposit. If the employee does not have a bank account, Family Assistance Program will help them open one to receive the direct deposited pay; otherwise paychecks will be available in the Family Assistance Program offices.

Time cards are to be submitted to your supervisor by close of business the Monday preceding the company payday. All employees have access to view/print their paystubs online. Please review your stub and inform your supervisor of any errors immediately.

Overtime Compensation

Non-exempt employees will be paid at the rate of one and one-half times their regularly hourly rate of pay for all time worked in excess of 8 hours in any 24 hour period or in excess of 40 hours in one workweek.

Non-exempt employee will receive double their regular rate of pay for hours worked in excess of 12 in a single 24 hour period.

Overtime is never at the employee's direction. It shall only be incurred at the request of the agency through the employee's supervisor. Supervisors shall ensure that no unauthorized overtime hours are worked. Unauthorized overtime hours worked must legally be paid, but employee may be reprimanded for working overtime without authorization.

Employees must record their own time at the start and at the end of each work period. Employees must clock out for their meal period(s) and record the start and end of each meal period.

Employees are not allowed to work "off the clock." Working off the clock violates company policy. Any work performed before or after a regularly scheduled shift must be approved in advance by your supervisor. If you perform any off-the-clock work, please report the work to your supervisor and/or to the Executive Director.

Comment [PF6]: Please review.

Employees who miss work due to illness, natural disaster, etc. may not automatically "make up" the shift missed. Employees must have pre-approval to work any hours worked outside their regular shift. "Make up" work is not guaranteed.

Meal Periods

During a shift of 6 hours or longer, employees must take a minimum of a 30-minute unpaid meal break. This policy applies to all office staff.

Due to the nature of working in a shelter, meal breaks are not normally possible. Shelter staff are encouraged to eat with the clients. If work duties make this difficult, the employee may bring his/her own food and eat when it is convenient. Under these circumstances, staff will be paid during their meal time. Shelter staff may take an unpaid meal break and leave the property, but only with permission from their supervisor.

Payroll Deductions

Federal income tax, Social Security FICA tax, and applications city and state taxes are mandatory deductions from every employee's gross wages.

Employees must sign and complete a federal withholding allowance certificate, IRS Form W-4, on or before their first day of employment. This form must be completed in accordance with federal regulations. The employee may fill out a new W-4 at anytime when their circumstances change. Employees who paid no federal income tax for the preceding year and who expect to pay no income tax for the current year may fill out an Exemption From Withholding Certificate, IRS Form W-4E. Employees are expected to comply with the instructions on Form W-4.

Other optional deductions include the portion of group health insurance not paid by the company, which is deducted from each payroll check.

Each employee will receive an annual Wage and Tax Statement, IRS Form W-2, for the preceding year on or before January 31. Any employee, who believes that their deductions are incorrect for any pay period, or on Form W-2, should consult the office immediately.

Family Assistance Program participates in the Child Support Compliance program. All wages will be reported to the county and state. If an employee owes child support or taxes, these will be withheld at the legally required rate once the withholding order is received. This will not jeopardize the employee's employment or reflect negatively on evaluations.

Performance Reviews

Salary adjustment does not automatically follow a performance review. Employee and/or supervisors may request performances reviews as needed, but shall be conducted at a minimum of annually. Areas reviewed may include but are not restricted to: Job performances, attendance, initiative, commendations or grievance, etc.

Performance Improvement

Performance improvement may be suggested whenever management finds an employee's performances less than satisfactory and feels it can be resolved through adequate counseling. If corrective counseling is

implemented, it may be terminated at any step at the discretion of management. Management may warn, reassign, suspend, or discharge any employee at will, whichever it chooses and at any time.

The supervisor and/or Executive Director will determine the course of action best suited to the circumstances. The steps in performance improvement may include:

Verbal Counseling - Supervisor will review job requirements with the employee to ensure their understanding of them. The supervisor will consider the severity of the problem, the employee's previous performances appraisals and all circumstances of the case. Supervisor will indicate the seriousness of the performance or misconduct by stating that a written warning, Performance Improvement Plan (PIP), or possible termination could result if the problem is not resolved. The supervisor may document the verbal counseling for future reference.

Written Counseling - If unacceptable performance or behavior continues, the next step may be a written warning. Certain circumstance, such as violation of a widely known policy or safety requirement, may justify a written warning without first using verbal counseling. The written warning defines the problem and how it may be corrected. The seriousness of the problem is again emphasized, and the written warning shall indicate that a Performance Improvement Plan (PIP) or termination or both may result if improvement is not observed. Written counseling becomes part of the employee's personnel file.

Performance Improvement Plan (PIP) - If the problem has not been resolved through written counseling or the specific circumstances warrant it, the individual will be placed on a PIP. A PIP is a serious action in which the employee is advised that termination will occur if improvement in performance or conduct is not achieved within the PIP period. The supervisor and Executive Director will review the employee's corrective counseling documentation to determine the length of the PIP (typically at least two weeks and no longer than 90 days, depending on the circumstances.) A written PIP plan for the employee is prepared by the supervisor. The supervisor will meet with the employee to discuss the plan. The employee should acknowledge receipt by signing the plan. (If the employee refuses to sign, the supervisor may sign attesting that it was delivered to the employee and identifying the date of delivery.) The PIP plan becomes part of the employee's personnel file. At the conclusion of the PIP period (or anytime therein), the employee and supervisor will meet to review the employee's progress. A written summary of this meeting will be prepared with copies provided to the employee and the Executive Director. Executive Director and the supervisor will meet to determine whether the employee has achieved the required level of performance and to consider removing the employee from plan, extending the period of plan, or taking further action. The employee is to be advised in writing of the decision.

PROHIBITED CONDUCT

Employees are expected to conduct themselves in a manner to further the agency's mission. The following conduct is prohibited and will not be tolerated by the Agency. This list of prohibited conduct is illustrative only; other types of conduct that threaten security, personal safety, employee welfare and agency operations also may be prohibited and will result in disciplinary action up to and including termination.

1. Falsification of employment records, employment information or other company records (note that employment information includes Social Security Numbers and any other documents used to verify identity and ability to work in the United States);

2. Inefficient or careless performance of job responsibilities or inability to perform job duties satisfactorily;
3. Disclosure of confidential agency information or shelter location to unauthorized persons;
4. Recording the work time of another employee or allowing any other employee to record your work time, or falsifying any timecard or sheet, either your own or another employee's;
5. Theft, deliberate or careless damage or destruction of any agency property or the property of any employee or client;
6. Removing or borrowing company property without prior authorization;
7. Unauthorized use or misuse of agency equipment, time, materials, or facilities;
8. Provoking a fight or fighting during working hours or on agency property;
9. Participating in horseplay or practical jokes on agency time or on agency premises;
10. Carrying firearms or any other dangerous weapons on agency premises at any time;
11. Engaging in criminal conduct whether or not related to job performance;
12. Causing, creating or participating in a disruption of any kind during working hours on agency property;
13. Failure or refusal to obey the orders or instructions of a supervisor or member of management, or the use of abusive or threatening language toward a supervisor or member of management;
14. Using threatening or intimidating language at any time on The Agency premises;
15. Failure to notify a supervisor when unable to report to work;
16. Unreported absence of three (3) consecutive scheduled workdays (absences protected by state or federal law do not count as violations of this policy);
17. Failure to obtain permission to leave work for any reason during normal working hours;
18. Gossiping, spreading rumors or promoting drama;
19. Failure to observe working schedules, including rest and meal periods, or coercing or forcing another employee to fail to observe the same;
20. Failure to provide a physician's certificate when requested or required to do so;
21. Sleeping or malingering on the job;
22. Failure to keep personal telephone calls to an absolute minimum;
23. Working overtime without authorization or refusing to work assigned overtime;
24. Wearing extreme, unprofessional or inappropriate styles of dress or hair while working;
25. Violation of any safety, health, security or agency policy, rule or procedure or violation of the agency's drug and alcohol policy;
26. Committing a fraudulent act or a breach of trust under any circumstances;
27. Committing, or involvement in, any act of unlawful harassment of another individual;
28. Failure to promptly report any work-related injury or illness;
29. Failure to keep any friends or relatives coming to visit you at work to an absolute minimum; and
30. Violating the privacy of the Agency's customers.

This statement of prohibited conduct does not alter The Agency's policy of at-will employment. Either you or The Agency remain free to terminate the employment relationship at any time, with or without reason or advance notice.

Termination

Either the employee or employer can terminate the employment relationship with the agency any time and for any reason. The agency subscribes to the policy of employment at will. Continued employment with the agency is at the sole and exclusive option of management.

Terminations are to be treated in a confidential, professional manner by all concerned, and management shall provide thorough, consistent, and evenhanded termination procedures. This policy and its administration will be implemented in accordance with the agency equal opportunity pay. Unused sick time will be forfeited.

While employment at the Agency is “at will”, and employees may be terminated at any time with or without reason, termination normally occurs through one of the following actions:

Resignation - voluntary termination by the employee;

Dismissal - involuntary termination for substandard performance or misconduct; or

Layoff - termination due to reduction of the work force, end of grant-funded period, or elimination of a position

Layoff

When a reduction in staff is necessary or if one or more positions are eliminated, employees will be identified for layoff after evaluating the following factors:

1. Review of Grant Budgets for specific positions
2. Agency work requirements;
3. Employee’s abilities, experience, and skill;
4. Employee’s potential for reassignment within the organization; and
5. Length of service.

The immediate supervisor will notify employees of a layoff. The employee will receive advance notice of termination date when possible, or will be terminated immediately and will receive payment in lieu of notice. The payment will be based on each employee’s regular workweek at the employee’s straight time rate or salary.

Termination Processing Procedures

A termination notice is prepared by the supervisor with concurrence and/or review by the Executive Director. The employee is notified of the termination by the supervisor and will be directed to report to the Family Center Office for completion of termination documentation.

Comment [PF7]: Is this the right title?

The supervisor will notify the Outreach-Administration Office, which will direct and coordinate the following termination procedure:

Comment [PF8]: And here?

- Collect all keys and agency property from the employee.
- Conduct an exit interview with the employee (if appropriate)
- Coordinate arrangements for delivery of final paycheck.

Employee Benefits

Insurance

Family Assistance Program has selected a health coverage plan designed to meet employees' needs. To minimize costs, the agency financially subsidizes a portion of the cost.

All employees who work 30 hours or more per week (during the previous 12-month period) are eligible for health insurance benefits after 60 days of employment.

Spouses and dependents of the employee are eligible for coverage for health insurance; however, all costs for dependents are the responsibility of the employee.

Family Assistance Program reserves the right to change insurance companies or to modify or terminate eligibility requirements, benefits, or coverage at any time.

Employees will be given a brochure that describes the plan. An administrative staff member is available to answer specific insurance questions. During new employee orientation, the cost, coverage, eligibility requirements and privileges of the plan will be explained in detail. The terms and conditions of the insurance policy itself will supersede any inconsistent descriptions contained in this manual.

Holidays

Family Assistance Program provides the following paid holidays each year.

New Year's Day
Martin Luther King's Day
President's Day
Memorial Day
Independence Day

Labor Day
Veteran's Day
Thanksgiving Day
Day After Thanksgiving
Christmas Day

Non-shelter staff-

Agency offices will be closed on the holidays listed above. If the holiday falls on a weekend, it will be observed either the Friday before or the Monday after.

Shelter staff-

Due to the nature of the shelter's schedule, staff members are required to work their regularly scheduled days regardless of the holiday unless time off is requested and approved. Shelter staff will receive an

additional 8 hours of pay for each holiday, regardless of whether the day is worked. Holiday pay is not considered "hours worked" for overtime calculations.

All staff-

If a designated holiday falls within an employee's vacation period, the holiday is not considered a vacation day. Employees may take religious holidays not designated as an agency holiday without pay. Prior approval must be obtained from the employee's supervisor.

Employees on disability or a leave of absence will not be paid for holidays.

Only full-time employees are eligible for holiday pay.

Vacation

After the completion of 90 days employment, employees begin earning vacation at the rate of 1.54 hours per pay period. This equals 40 hours or 1 week per year. On the employee's first anniversary, the rate increases to 3.08 hours per pay period. This equals 80 hours or 2 weeks per year.

The employee's supervisor is responsible for approving vacations. Vacation entitlement is administered by the administrative office. Employees are responsible for planning ahead of vacation and working out a complete schedule with their supervisor in advance. Thirty-day advance written notice for vacation is expected and necessary to ensure that your shift is covered during your vacation period. Vacation requests that are not submitted thirty-days in advance may not be granted.

Vacation time can accrue up to a maximum of 80 hours. After an employee has accrued 80 hours, vacation time will no longer be earned until the balance falls below the maximum.

Employees are permitted to sell up to 50% of their annually accrued vacation hours to the agency at the discretion of the Executive Director and within the limits of the current budget. This may be done annually and requires prior permission from the Executive Director.

Sick or Personal Leave

Employees begin accruing paid sick leave at the commencement of employment. Sick leave is accrued at the rate of one (1) hour per every 30 hours worked, up to a maximum of 48 hours. Sick leave is not accrued during a period of layoff of service or leave of absence. Any balance of unused sick leave may be carried over to the next year until the maximum balance of 48 hours of sick leave is accrued. Employees may begin using accrued sick leave after completing 90 days of employment.

An employee must contact his or her supervisor to be approved for sick leave. Employees should keep their supervisors informed as to their condition and anticipated return date. Employees should notify their supervisor

at the beginning of each work day during illness or injury as to their current condition. (Supervisors may make an exception to this if the employee has a serious accidental injury, long-term illness or hospitalization of an extended duration.)

Upon written or oral request, employees may use sick leave for the following purposes:

1. Diagnosis, care, or treatment of an existing health condition, or preventive care for, an employee or an employee's family member; or
2. For an employee who is a victim of domestic violence, sexual assault, or stalking.

"Family member" means any of the following:

1. A child, which means a biological, adopted, or foster child, stepchild, legal ward, or a child to whom the employee stands in loco parentis, regardless of age or dependency status.
2. A biological, adoptive, or foster parent, stepparent, or legal guardian of an employee or the employee's spouse or registered domestic partner, or a person who stood in loco parentis when the employee was a minor child.
3. A spouse.
4. A registered domestic partner.
5. A grandparent.
6. A grandchild.
7. A sibling.

Family Assistance Program management reserves the right to require proof of doctor's release for any absence stated as "sick leave". A Medical Release Statement may be required before the employee returns to work in the following situations:

- Three or more consecutive workdays of absence due to illness or injury;
- In a case of work-related injury when the employee has been unable to work after the time of the injury;
- When returning from medical leaves of absence.

Although routine doctor or dentist appointments should be scheduled outside the normal workday, if necessary, the employee may take time off for such appointments. Arrangements for such appointments must be made with the employee's supervisor prior to the time off.

Unused sick will continue to accrue during the time of employment. Accrued but unused sick leave is not paid out upon termination.

Return to Work after Serious Injury/Illness

As joint protection to the employee and the agency, employees who have been absent from work because of serious illness or injury are required to obtain a doctor's release specifically stating that the employee is capable of performing his or her normal duties or assignments. A serious injury or illness is defined as one that results in the employee being absent from work for more than 3 consecutive days or one which may limit the employee's future performance of regular duties or assignments. Family Assistance Program management reserves the right to require proof of doctor's release for any absence stated as "sick leave".

Family Assistance Program management strives to ensure that employees who return to work after a serious injury or illness are physically capable of performing their duties or assignments without risk of re-injury or relapse.

If the cause of the employee's illness or injury was job-related, the employee's supervisor/manager will make every reasonable effort to assign the returning employee to assignments consistent with the instructions of the employee's doctor until the employee is fully recovered. A doctor's written release is required before the employee's regular duties may be resumed.

Leave of Absence / Military Leave of Absence

Leave of absence is time off from work in a non-pay status. Employees must submit a request for leave of absence in writing to their supervisor. Supervisors will then forward the request for final approval to the Executive Director along with the supervisor's recommendation (if any). Employees are expected to request leaves of absence with as much advance notice as possible (usually thirty days). The duration of the time off is at the discretion of the Executive Director. Any unused vacation or sick leave should be utilized for such absences. Employees on disability leave will be allowed to continue to participate in group health insurance coverage for up to a maximum of three months during disability leave (if such insurance was provided before the leave was taken) at the level and under the conditions that coverage would have been provided if the employee had continued in employment continuously for the duration of the leave. Payments for the employee contributions must be received when the regular payroll deductions would be made.

Types of leave granted:

- Medical (including pregnancy-related)
- Personal
- Military – Family Assistance Program supports the United States and in that regard, those of its employees who are members of the armed forces or military reserves. The agency will grant such unpaid leave as may be required in order to enable its employees to comply with required reservist activities. Such leave will be granted in accordance with applicable laws and regulations of the United States, including those laws and regulations that control matters such as re-employment and continuation of benefits.

In accordance with federal and state law, the Agency offers eligible employees the following unpaid leave of absences: Civil Air Patrol Leave; Domestic Violence, Sexual Assault or Stalking Leave; Jury Duty or Witness Leave; Literacy Leave; Military Family Leave, Military Leave; Parent's Leave for Children Suspended from School; Parent's Leave for School or Day Care Activities; Personal Leave; Pregnancy Disability Leave; Time Off For Voting; Victims of Crime Leave; and Volunteer Civil Service Personnel Leave. Also, paid Organ and Bone Marrow Donor Leave is available for eligible employees.

The employee must keep their supervisor advised of the leave situation and to contact their supervisor at least two weeks before the expiration of the approved leave to discuss their return to work.

If the employee desires voluntary terminations, this should be reported as soon as possible. The agency will make a reasonable effort, consistent with good business practices and the agency's needs, to reinstate the employee to their previous position, or a similar position, in cases of approved leaves of absence. When leaves of absence extend beyond 30 days, however, the agency cannot guarantee availability of the same or similar position. The agency reserves the right to offer the employee another position, if one is available, at the appropriate compensation rate for such a position. An exception to this rule occurs when an employee is guaranteed re-employment rights under federal or state laws.

- Employees are not eligible to receive pay for any holiday during the leave period.
- Vacation hours are not earned during the leave period.
- Sick time will not be accumulated during the leave period.
- In cases of medical or military leave, the employee may choose to use all earned vacation before beginning the unpaid leave of absence.
- In the case of personal leave, the employee must use all earned vacation before beginning the unpaid leave of absence.
- Insurance benefits will only continue during the leave period if the absence is approved for medical reasons. The employee must pay the full cost of health insurance while on leave.

Notwithstanding the above, an employee on leave of absence who fails to return will be terminated effective his or her last day of work (or last day of paid leave, i.e. vacation or sick pay), whichever is later.

Pregnancy-Related Disability Leave

Any female employee planning to take pregnancy disability leave should advise your supervisor as early as possible. The individual should make an appointment with her supervisor to discuss the following conditions:

- Duration of pregnancy disability leave will be determined by the advice of the employee's physician, but employees disabled by pregnancy may take up to four months. Part-time employees are entitled to leave on a pro rata basis. The four months of leave includes any period of time for actual disability caused by the employee's pregnancy, childbirth, or related medical condition. This includes leave for severe morning sickness and for prenatal care.
- The company will also reasonably accommodate medical needs related to pregnancy, childbirth, or related conditions or temporarily transfer you to a less strenuous or hazardous position (where one is available) or duties if medically needed because of your pregnancy.
- Employees who need to take pregnancy disability must inform your supervisor when a leave is expected to begin and how long it will likely last. If the need for a leave, reasonable accommodation, or transfer is foreseeable, employees must provide reasonable advance notice at least 30 days before the pregnancy disability leave or transfer is to begin. Employees must consult with your supervisor regarding the scheduling of any planned medical treatment or supervision in order to minimize disruption to the operations of the Company. Any such scheduling is subject to the approval of the employee's health care provider;
- If 30 days' advance notice is not possible, notice must be given as soon as practical;

- Failure to give reasonable advance notice may result in delay of leave, reasonable accommodation, or transfer;
- Pregnancy leave usually begins when ordered by the employee's physician. The employee must provide the company with a written certification from a health care provider for need of PDL, reasonable accommodation or transfer. The certification must be returned within 15 calendar days. Failure to do so may, in some circumstances, delay PDL leave, reasonable accommodation or transfer. The certification indicating the need for disability leave should contain:
 - A statement that the employee needs to take pregnancy disability leave because she is disabled by pregnancy, childbirth or related medical condition.
 - The date on which the employee became disabled due to pregnancy;
 - The probable duration of the period or periods of disability; and
 - If the employee needs a reasonable accommodation or transfer, a medical certification is sufficient if it contains all of the following: a description of the requested reasonable accommodation or transfer; a statement that describes the medical advisability of the reasonable accommodation or transfer because of pregnancy; and the date on which the need for reasonable accommodation or transfer became/will become medically advisable and the estimated duration of the reasonable accommodation or transfer.
- Leave returns will be allowed only when the employee's physician sends a release;
- An employee will be required to use accrued sick time (if otherwise eligible to take the time) during a pregnancy disability leave. An employee will be allowed to use accrued vacation or personal time (if otherwise eligible to take the time) during a pregnancy disability leave; and
- Leave does not need to be taken in one continuous period of time and may be taken intermittently, as needed.

If intermittent leave or leave on a reduced work schedule is medically advisable the employee may, in some instances, be required to transfer temporarily to an available alternative position that meets the employee's needs. The alternative position need not consist of equivalent duties, but must have the equivalent rate of pay and benefits. The employee must be qualified for the position. The position must better accommodate the employee's leave requirements than her regular job. Transfer to an alternative position can include altering an existing job to better accommodate the employee's need for intermittent leave or a reduced work schedule.

Upon submission of a medical certification that an employee is able to return to work from a pregnancy disability leave, an employee will be reinstated to her same position held at the time the leave began or, in certain instances, to a comparable position, if available. There are limited exceptions to this policy. An employee returning from a pregnancy disability leave has no greater right to reinstatement than if the employee had been continuously employed.

Employees on pregnancy disability leave will be allowed to continue to participate in group health insurance coverage for up to a maximum of four months of disability leave (if such insurance was provided before the leave was taken) at the level and under the conditions that coverage would have been provided if the employee had continued in employment continuously for the duration of the leave.

In some instances, an employer can recover from an employee premiums paid to maintain health coverage if the employee fails to return following pregnancy disability leave.

PDL may impact other benefits or a seniority date. Please contact your supervisor for more information.

You may request personal leave for baby bonding (maternity/paternity leave). Please discuss your request with your supervisor.

Lactation Policy

If you desire to express breast milk for your infant child during the workday, upon request, you will be granted a reasonable amount of rest period time, to run concurrently, if possible, with break time already provided. Rest period time for this purpose that exceeds rest period time already provided will be unpaid. If you desire such rest period time you should contact your Supervisor who will assist in providing appropriate time(s) and location.

Bereavement Leave

The agency will provide time off for employees for funeral attendance and bereavement leave. Supervisors will approve whatever period of time is necessary and appropriate under the circumstances. Amount of paid leave, however, will not exceed three (3) days at regular straight-time wages. Such leave is in addition to all other paid leave time.

Typically, paid leave is reserved for the death of immediate family members, including parents, spouse, children and parents-in-law. Leave for attendance at the funeral of a non-immediate family member or person with an especially close relationship may be granted without pay. The employee's supervisor will make the determination after consultation with the Executive Director.

JURY DUTY

Time off for mandatory jury duty required as result of a valid subpoena or court order is excused and paid at full salary for full time employees, provided that proof of duty is verified by the employee's supervisor. This paid period shall not exceed two (2) working days.

It is the employee's responsibility to keep his or her supervisor periodically informed about the amount of time required for jury duty or court appearances. The employee is expected to report for work when it does not conflict with court obligations. An employee who reports for jury duty but is then excused during their regular workday should contact their supervisor for instruction on whether or not to return to work that day. Employees will not be paid for time off to attend personal court proceedings.

VOTING

Family Assistance Program encourages all employees to vote. Employees are encouraged to take advantage of polling hours outside their regular workday. If this cannot be arranged, the supervisor may approve unpaid time off to vote (not to exceed two (2) hours) either at the beginning or end of the workday, provided that the employee gives at least one day's notice.

Employee-Incurred Expenses and Reimbursement

Family Assistance Program will pay only approved actual and reasonable business-related expenses incurred by employees in the performance of their job responsibilities. Unless an emergency arises, employees shall acquire pre-approval by their supervisor before making purchases.

Receipts must be turned in to the supervisor as soon as possible following the purchase. Supervisors will approve for payment or reimburse from petty cash as applicable. Unapproved purchases will not be paid and will be considered donations to the agency.

Mileage Reimbursement

While Family Assistance Program maintains a vehicle for agency use, staff is occasionally required to use their personal vehicles for agency purposes. The employee assumes liability for his or her vehicle. All employees must verify current driver's license and vehicle liability insurance in at least the minimum amounts required by state law.

Mileage is reimbursed at the standard IRS rate. You are required to make smart use of your time and miles when driving. You must track your miles, they must be approved business-related activities, and they need to be approved by your supervisor in advance. Mileage between employee's home and their assigned work location are not reimbursable.

Mileage reimbursement policies are subject to change with grant availability. Some staff positions may be covered by grants that pay specifically for mileage. If a position includes mileage pay, the supervisor will explain any additional reporting and reimbursement request procedures.

Travel Reimbursement (Conferences, etc.)

- Travel-related expenses are to be kept in detail, including all receipts and documents.
- Employees, who use their personal vehicles for agency business travel, including trips to the airport, will be reimbursed at the established mileage rate, provided that the time and distance involved is reasonable under the circumstances.
- All parking expenses and highway tolls incurred as a result of business travel will be reimbursed.
- All travel must be approved in advance by the employee's supervisor with concurrence by the Executive Director.

Reimbursement for food and other incidental travel expenses is referred to as per diem expenses. Per Diem is defined on the basis of the hours spent in travel, generally measured from point of departure to point of return. If you have meals provided as part of your conference, the agency will not provide additional reimbursement for those meals. Per Diem will be paid at the government approved rate for the area where you are traveling.

- Travel reimbursement requests are due on the last working day of each month

External Employee Education

Some employees may desire to attend training programs, seminars, conferences, lectures, meetings or other outside activities for the benefit of the Agency or the individual employees. Attendance at such activities, whether required by the Agency or requested by individual employees, requires the written approval of the general manager. To obtain approval, any employee wishing to attend an activity must submit a written request detailing all relevant information, including date, hours, location, cost, expenses, and the nature, purpose, and justification for attendance. Attendance at any such event is subject to the following policies on reimbursement and compensation.

For attendance at events required or authorized by the Agency, customary and reasonable expenses will be reimbursed upon submission of proper receipts. Acceptable expenses generally include registration fees, materials, meals, transportation, and parking. Reimbursement policies regarding these expenses should be discussed with your supervisor or the Executive Director in advance.

This policy does not apply to an employee's voluntary attendance, outside of normal working hours, at formal or informal educational sessions, even if such sessions generally may lead to improved job performance. While The Family Assistance Program generally encourages all employees to improve their knowledge, job skills, and promotional qualifications, such activities do not qualify for reimbursement or compensation under this policy unless prior written approval is obtained as described previously.

Miscellaneous Policies

Electronic and Social Media

This policy is intended to protect the Agency's computer systems and electronic information.

For purposes of these policies, the following definitions apply: "Computers" are defined as desktop computers, laptops, computer software/hardware and servers.

The Agency also uses various forms of "electronic communication." "Electronic communications" includes e-mail, text messages, telephones, cell phones and other handheld devices (such as cell phones, Blackberries or smart phones or writing tablets or iPads), fax machines, and online services including the Internet.

"Electronic information" is any information created by an employee using computers or any means of electronic communication, including but not limited to, data, messages, multimedia data, and files.

The following general policies apply:

- Computers and all data transmitted through The Agency servers are Company property owned by the Agency for the purpose of conducting Company business. These items must be maintained according to company rules and regulations. Computers must be kept clean and employees must exercise care to prevent loss and damage. Prior authorization must be obtained before any Company property may be removed from the premises.
- All electronic communications also remain the sole property of The Agency and are to be used for company business. For example, email messages are considered company records.
- Electronic information created by an employee using any computer or any means of electronic communication is also the property of The Agency and remains the property of The Agency.

- Information stored in company computers and file servers, including without limitation customer lists, client lists, donor information, grant information, proposal and contracts, vendor lists, and research data is the property of the Agency and may not be distributed outside the Agency in any form whatsoever without the written permission of the Executive Director.
- Violation of any of the provisions of this policy, whether intentional or not, will subject employees to disciplinary action, up to and including termination.

Monitoring of Company Property

The Company reserves the right to inspect all company property to ensure compliance with its rules and regulations, without notice to the employee and at any time, not necessarily in the employee's presence. The Agency computers and all electronic communications and electronic information are subject to monitoring and no one should expect privacy regarding such use. The Agency reserves the right to access, review, copy and monitor electronic files, information, messages, text messages, e-mail, Internet history, browser-based webmail systems and other digital archives and to access, review and monitor the use of computers, software, and electronic communications to ensure that no misuse or violation of company policy or any law occurs. E-mail may be monitored by the Agency and there is no expectation of privacy. Assume that e-mail may be accessed, forwarded, copied, read or heard by someone other than the intended recipient, even if marked as "private."

Employee passwords may be used for purposes of security but the use of a password does not affect the Agency's ownership of the electronic information or ability to monitor the information. The Agency may override an employee's password for any reason.

Employees are not permitted to access the electronic communications of other employees or third parties unless directed to do so by management.

Prohibited Use

All existing company policies apply to employee use of computers, electronic communications, electronic information, and the Internet. This includes policies that deal with misuse of company assets or resources. It is a violation of company policy to use computers, electronic communications, electronic information, or the Internet, in a manner that: is discriminatory harassing or obscene; constitutes copyright or trademark infringement; violates software licensing rules; is illegal; or is against company policy. It is also a violation of policy to use computers, electronic communications, electronic information, or the Internet to communicate confidential or sensitive information or trade secrets.

The display of any kind of sexually explicit multimedia content, message, or document on any company computer is a violation of The Agency's policy against sexual harassment.

Employees may not delete any agency information without prior approval from your supervisor.

This description of prohibited usage is not exhaustive and it is within the discretion of The Agency to determine if there has been a violation of this policy. Employees that engage in prohibited use will be subject to discipline and/or immediate termination.

This Electronic and Social Media policy is not intended to limit the ability of employees to discuss with other employees the terms and conditions of their employment, including such topics as wages, job performance, workload, supervisors, or staffing.

Computer and Internet Use Options

The Company provides computers, electronic communications, electronic information, and information technology resources, including the Internet, to its employees to help them do their job. Generally, these company resources should be used for business related purposes. However, the Agency recognizes that occasional personal use of these company resources and property may occur during working time. Under no circumstances may you print personal documents that are over 10 pages in length without prior approval. The Agency allows such occasional personal use as long as the usage does not interfere with the employee's work performance, take away from work time, consume supplies, slow other users, slow the servers or computer systems, or tie up printers or other shared resources, or violate any company policy, including policies against harassment, discrimination and disclosure of confidential or trade secret information.

This policy is not intended to limit the ability of employees to use Company email systems to communicate with other employees regarding the terms and conditions of their employment, including such topics as wages, job performance, workload, supervisors or staffing.

All policies relating to monitoring usage of company property apply. The Agency reserves the right to adjust this policy on a case by case basis as it deems appropriate.

Social Media

Social media is a set of Internet tools that aid in the facilitation of interaction between people online. If you have specific questions about which programs the Agency deems to be social media, consult with your supervisor. The Agency recognizes that occasional personal use of social media using company resources may occur during working hours. The Agency allows such occasional personal use as long as the usage does not interfere with the employee's work performance, take away from work time, consume supplies, slow other users, slow the servers or computer systems, or tie up printers or other shared resources, or violate any company policy, including policies against harassment, discrimination and disclosure of confidential or trade secret information. We ask that all employees act professionally, thoughtfully and in a manner that reflects well on the Family Assistance Program while online. All policies relating to monitoring usage of Company property apply. The Agency reserves the right to adjust this policy on a case by case basis as it deems appropriate. Employees can use their own personal devices to engage in social media during breaks and meal periods; however, all other company policies against inappropriate usage, including the Agency's no tolerance for discrimination, harassment or retaliation in the workplace, and protection of confidential or trade secret information, apply.

Nothing in the Agency's social media policy is designed to interfere with, restrain or prevent employee communications regarding wages, hours or other terms and conditions of employment.

Employee-owned Devices

Family Assistance Program recognizes that occasional use of the employee's own computers (including hand held devices) and electronic communications may occur during the work day. The Agency allows such personal use as long as the usage does not interfere with the employee's work performance, take away from work time or violate any company policy. The Agency will provide a phone stipend to all employees who have to use their personal phone for business-related purposes. All other company policies, including the Agency's no tolerance for discrimination, harassment or retaliation in the workplace apply. The Agency reserves the right to adjust this policy on a case by case basis as it deems appropriate.

Workplace Violence

The Company provides a safe workplace for all employees. To ensure a safe workplace and to reduce the risk of violence, all employees should review and understand all provisions of this workplace violence policy.

We do not tolerate any type of workplace violence committed by or against employees. Employees are prohibited from making threats, even those made in apparent jest, or engaging in violent activities. All such acts will be taken seriously, and may lead to discipline, up to and including termination. Employees are prohibited from having weapons in the workplace, including but not limited to firearms, knives, brass knuckles, and explosives.

A threat includes, but is not limited to, any indication of intent to harm a person or damage property. Threats may be direct or indirect, and they may be communicated verbally or nonverbally. This list of behaviors, while not inclusive, provides examples of conduct that is prohibited.

- Causing physical injury to another person;
- Making threatening remarks;
- Aggressive or hostile behavior that creates a reasonable fear of injury to another person or subject another individual to emotional distress;
- Intentionally damaging employer property or property of another employee;
- Possession of a weapon while on company property, while on company business or at a company-sponsored event;
- Committing acts motivated by, or related to, sexual harassment or domestic violence.

It is every employee's responsibility to assist in establishing and maintaining a violence-free work environment. Therefore, each employee is expected and encouraged to report any incident which may be threatening to you or your co-workers or any event which you reasonably believe is threatening or violent. You may report an incident to any supervisor or manager.

All reported incidents will be investigated. Reports or incidents warranting confidentiality will be handled appropriately and information will be disclosed to others only on a need-to-know basis. The Company will actively intervene at any indication of a possibly hostile or violent situation.

Grievance Procedure

Family Assistance Program recognizes the value of a grievance procedure that provides for the timely review of employee grievances in a fair yet workable manner. A grievance is considered to be any dispute between an employee and the agency, which impacts on an employee's ability to perform his or her job.

Although purely personal matters between employees would not ordinarily give rise to a grievance subject to this grievance procedure, any matter that adversely affects an employee's ability to perform his or her job would be the subject of a grievance. Use good individual judgment and common sense as your guide.

To encourage informal resolution, an employee should bring his or her grievance to the other party to discuss the matter. If it cannot be resolved through discussion, it should be brought to the attention of the supervisor. No written grievance form would need to be completed. The supervisor and employee would discuss the grievance and determine a plan to resolve it. The supervisor and employee will then implement the plan. The grievance should be raised within 30 days following the events or circumstances giving rise to it, and the employee and their supervisor shall endeavor to resolve it within 5 days thereafter. If this is not successful or if the grievance is against an employee's supervisor, an employee may submit a written grievance to the Executive Director,

who will convene a meeting between all parties involved. The Executive Director's decision will be put into writing, a copy given to the employee and supervisor, with the original kept by the Executive Director. A copy will be filed in the employee's personnel file when appropriate.

Employees have the right to the inclusion of their written response to any reprimand or charge placed in their personnel file.

An employee having an unresolved grievance after exhausting the normal supervisory channels may address said grievance to the Board of Directors in writing. A Board designee will notify the employee within fourteen (14) days after receipt of the complaint if a hearing is deemed necessary.

In the event of a demotion, dismissal, or suspension, an employee may submit a written request for a hearing to the Board of Directors within fourteen (14) days of said action. The Board will schedule a hearing not less than fourteen (14) days after receipt of the request. The employee may present any pertinent documentation regarding the disciplinary action at the hearing. The Board shall notify the employee in writing within seven (7) days of the hearing of a final decision which shall be considered binding.

No employee will be subject to retaliatory action or reprisal as a result of filing a formal or informal complaint or grievance. Nothing in this procedure precludes employees from filing a complaint with other compliance agencies or the courts.

Employees shall complete a grievance form to submit a grievance. Attach any additional information that may be necessary to fully state the grievance. Forms are available at all agency facilities.

Employee Privacy

Family Assistance Program believes that nothing should be placed in an employee's personnel file unless there is a clear business reason for doing so. Our employee privacy philosophy is further reflected in the following statements:

- Personnel files will include only job-related information pertinent to your employment.
- Employees may see information in their personnel files. If an employee disagrees with the information, he or she may submit written comments that will be attached to the information.
- When asked to do so by an employee, the agency will explain its need for certain personal information.
- Personnel files are open only to agency personnel on a business-related, need-to-know basis unless the agency is legally to release them by court order or subpoena.
- We may share employee information with select third parties for quality assurance purposes, recordkeeping, and data back-up and storage.
- Employees must give their written permission before there will be external disclosure of their personal information, with the exception of the following information when requested by a perspective employer:
 - Verification of dates of employment,
 - positions held, and
 - salary.

Family Assistance Program will maintain a confidential personnel file on each employee to include:

1. Resume, application
2. Position Description
3. Performance Evaluation
4. Disciplinary Actions
5. Salary Records
6. Vacation summary
7. Letters of accomplishment
8. Education & Training
9. Oath of Confidentiality
10. Child Abuse Reporting Statement
11. Background Information
12. Fingerprint Card/Interim card
13. Receipt of employee policies
14. Medical Information

Release of Information

The agency is concerned with its employee's privacy, especially when matters regarding medical and personal information are involved. As long as the information is not needed for police or security purposes, the agency shall maintain employee medical and personal information in confidence and release this information to authorized agency personnel on a "need to know" basis. An exception to this policy is when the employee signs a release for the transfer of such information on forms acceptable to the agency to designated persons or agencies.

Telephone

Agency telephones are for business use. Personal calls of short duration, i.e., two or three minutes, may be received as necessary. No long distance calls will be tolerated without prior permission from a supervisor. No personal calls for staff or clients should be initiated or received from the telephone designated as the crisis hotline. Personal telephone call privileges are subject to change or termination at any time. If agency telephone lines become overloaded with calls or an employee is found spending more than just limited time on personal calls, this privilege will be revoked either generally or specifically as to the offending employee. This applies to use of personal cellular telephone (phone calls, texting, emails, apps, etc.) use during working hours as well.

Dress Code

Employee dress should be neat in appearance and in a manner consistent with a professional atmosphere. The impression made on clients, visitors, and other employees and the need to promote agency and employee safety should be kept in mind. Good individual judgment is the best guideline. Check with your supervisor for specific requirements for your individual work location.

Visitors

~~Visitors are not allowed on shelter property without prior approval of the Shelter Manager.~~

~~Social Service Workers, Law enforcement or government officials, including health or fire inspectors, shall be directed immediately to the Outreach Office, which shall determine proper governmental authority, review court orders or subpoenas, and assist the persons in question in a manner which provides full cooperation with minimal disruption to agency operations and confidentially.~~

Comment [PF9]: Family Center Office?

~~Visitors to any shelter or transitional housing locations must be approved in advance from the supervisor of the location. Visitors must remain considerate of the location and that they are visiting someone else's "home".~~

Emergency Closing

Except for regularly scheduled holidays, Family Assistance Program Center will be open for business on Mondays through Friday during normal business hours. The Shelters do not observe holidays and does not close (except in case of an emergency) during the calendar year. The agency recognizes that circumstances beyond its control, such as inclement weather, national crisis, or other emergency, do occur. On such occasions, the Agency Offices may close for all or part of a regularly scheduled workday.

In such event, the agency will endeavor to notify all supervisor personnel for the purpose of contacting employees. Employees may also contact their supervisor or agency offices. In the event an employee cannot perform job duties due to national emergency, inclement weather, or other natural disaster, employee shall notify their supervisor as soon as possible. Any closing longer than one full work shift may be assessed against employee's sick leave or vacation time, whichever may be applicable and, if none, the closing shall be regarded as unpaid personal leave.

Parking

Family Center - Parking is designated in the fenced area. Under no circumstances should any employee park in areas that might block access to agency's facilities.

Shelters - Employees need to park in the rear parking area. The Agency vehicle needs to be parked in the rear of the shelter at all times. Employee vehicles shall not impede emergency vehicle access at any time. Short-term visitors may park along the street.

Under no circumstances will the agency be responsible or liable in any way for property damage to employee-owned cars while parked on agency parking lots. It is the employee's responsibility to ensure that his/her vehicle is securely locked and no keys have been left inside the vehicle.

Use of Agency Vehicles

Employees may be required to use agency-owned vehicle(s) during the course of their workday.

Employees are covered by agency-held insurance while driving the vehicle, but must also show proof of personal insurance and a valid driver's license to show acceptable driver status.

Drivers and clients being transported must wear proper seatbelt restraints at all times and children must be in safety seats. If client does not have proper safety seats, driver must inquire of supervisor to obtain one.

Child Care

Family Assistance Program recognizes that some employees may have problems with childcare at times; however, please remember it is your responsibility to provide for proper childcare services for your children during work hours. Employees' children are never allowed on the property of the confidential shelter.

Our agency only provides childcare services for our clients at the shelter when they have outside appointments and/or are looking for employment. Our Family Center only provides childcare services for our clients while they are attending counseling and/or parenting classes.

Re-Hire

Applications received from former employees will be processed using the same procedures and standards that govern all applications for employment. In addition, management will review the former employee's performance records and the circumstances surrounding termination of previous employment with the agency. Only staff responsible for screening and interviewing applicants will receive this information. Family Assistance Program is under no obligation to re-hire former employees.

Relatives

Relatives of Family Assistance Program employees may apply, and if qualified, will be considered for employment. Relatives will not be allowed to supervise or evaluate each other. Relatives will not work in the same department or under the same supervisor. No orientation or training of the new employee may be done by his/her relative. The current employee shall notify the Executive Director if a relative or domestic partner has applied for a position with Family Assistance Program.

A relative is defined as any person related to the employee by blood, marriage or adoption in the following degrees: parent, child, grandparent, grandchild, brother, sister, brother-in-law, sister-in-law, aunt, uncle, niece, nephew or first cousin.

Discrimination Policies

Anti-Harassment

The Company is committed to providing a work environment free of harassment, disrespectful or other unprofessional conduct. Company policy prohibits conduct that is disrespectful and unprofessional as well as harassment based on sex (including pregnancy, childbirth, breastfeeding or related medical conditions), race, religion (including religious dress and grooming practices), color, gender (including gender identity and gender expression), national origin (includes language use and possession of a driver's license issued to persons unable to prove their presence in the United States is authorized under federal law), ancestry, physical or mental disability, medical condition, genetic information, marital status, registered domestic partner status, age, sexual orientation, military or veteran status or any other basis protected by federal, state or local law or ordinance or regulation. **All such conduct violates company policy.** The Company's anti-harassment policy applies to all persons involved in the operation of the company and prohibits harassment, disrespectful or unprofessional conduct by any employee of the company, including supervisors and managers, as well as vendors, customers, independent contractors, and any other persons. Applicants, employees, unpaid interns, volunteers and independent contractors are all protected from harassment. It also prohibits harassment, disrespectful or unprofessional conduct based on the perception that anyone has any of those characteristics, or is associated with a person who has or is perceived as having any of those characteristics or is associated with a person who has or is perceived as having any of those characteristics.

Prohibited harassment, disrespectful or unprofessional conduct includes, but is not limited to, the following behavior:

- Verbal conduct such as epithets, derogatory jokes or comments, slurs or unwanted sexual advances, invitations or comments;
- Visual displays such as derogatory and/or sexually-oriented posters, photography, cartoons, drawings or gestures;
- Physical conduct including assault, unwanted touching, intentionally blocking normal movement or interfering with work because of sex, race, or any other protected basis;
- Threats and demands to submit to sexual requests as a condition of continued employment, or to avoid some other loss and offers of employment benefits in return for sexual favors;
- Retaliation for reporting or threatening to report harassment; and
- Communication via electronic media of any type that includes conduct that is prohibited by state and/or federal law, or by company policy.

Sexual harassment does not need to be motivated by sexual desire to be unlawful or to violate this policy. For example, hostile acts toward an employee because of his/her gender can amount to sexual harassment, regardless of whether the treatment is motivated by any sexual desire.

If you believe that you have been the subject of harassment or other prohibited conduct, bring your complaint to your own or any other company supervisor as soon as possible after the incident. You will be asked to provide details of the incident or incidents, names of the individuals involved, and names of any witnesses. It would be best to communicate your complaint in writing, but this is not mandatory. All inquiries, complaints and investigations are treated confidentially. Information will be revealed on a strict need-to-know basis.

Information in a formal complaint will be kept as confidential as possible. However, the identity of the complainant is usually required to be revealed to the respondent and any witnesses. Supervisors must refer all complaints involving harassment or other prohibited conduct to the president of The Company. We will immediately undertake an effective, thorough, and objective investigation of the allegations.

If we determine that harassment or other prohibited conduct has occurred, effective remedial action will be taken in accordance with the circumstances involved. Any employee determined by The Company to be responsible for harassment or other prohibited conduct will be subject to appropriate disciplinary action, up to and including, termination. A company representative will advise all parties concerned of the results of the investigation. The Company will not retaliate against you for filing a complaint and will not tolerate or permit retaliation by management, employees or co-workers. Any employee who feels that he or she has been retaliated against for reporting a complaint or participating in an investigation should immediately report such conduct to the President so remedial action can be taken.

The Company encourages all employees to report any incidents of harassment or other prohibited conduct forbidden by this policy **immediately** so that complaints can be quickly and fairly resolved.

A complaint of sexual harassment may also be filed within one year of the harassment with the California Department of Fair Employment and Housing (“DFEH”). The DFEH can be contacted toll free at (800) 884-1684; or for the hearing impaired, (TTY) (800) 700-2320; or visit the department’s website at www.dfeh.ca.gov.

A complaint of sexual harassment also may be filed within 300 days of the harassment, with the federal Equal Employment Opportunity Commission, which can be contacted at 1801 L Street, N.W., Washington, DC 20507, or an EEOC field office by calling toll-free (800) 669-4000 or for the hearing impaired, the EEOC’s toll-free TDD number is (800) 800-3302.

Equal Employment Opportunity

The Company is an equal opportunity employer and makes employment decisions on the basis of merit. We want to have the best available persons in every job. Our policy prohibits unlawful discrimination based on race, color, creed, gender (including gender identity and gender expression), religion (all aspects of religious beliefs, observance or practice, including religious dress or grooming practices), marital status, registered domestic partner status, age, national origin (includes language use and possession of a driver's license issued to persons unable to prove their presence in the United States is authorized under federal law), ancestry, physical or mental disability, medical condition, sex (including pregnancy, childbirth, breastfeeding or related medical condition), genetic information, sexual orientation, veterans status, or any other consideration made unlawful by federal, state or local laws. It also prohibits unlawful discrimination based on the perception that anyone has any of those characteristics, or is associated with a person who has or is perceived as having any of those characteristics. Discrimination can also include failing to reasonably accommodate religious practices or qualified individuals with disabilities where the accommodation does not pose an undue hardship.

All such discrimination is unlawful.

The Company is committed to compliance with all applicable laws providing equal employment opportunities. This commitment applies to all persons involved in Company operations. The Company prohibits unlawful discrimination against any job applicant, employee or unpaid intern by any employee of the Company, including supervisors and coworkers.

If you believe you have been subjected to any form of unlawful discrimination, submit a written complaint to your supervisor or your supervisor. Your complaint should be specific and should include the names of the individuals involved and the names of any witnesses. If you need assistance with your complaint, or if you

prefer to make a complaint in person, contact your supervisor. The Company will immediately undertake an effective, thorough and objective investigation and attempt to resolve the situation.

If we determine that unlawful discrimination has occurred, effective remedial action will be taken commensurate with the severity of the offense. Appropriate action also will be taken to deter any future discrimination. The Company will not retaliate against you for filing a complaint and will not knowingly permit retaliation by management employees or your co-workers.

To comply with applicable laws ensuring equal employment opportunities to qualified individuals with a disability, the Company will make reasonable accommodations for known physical or mental limitations of an otherwise qualified individual with a disability who is an applicant or an employee unless undue hardship would result.

Any applicant or employee who requires an accommodation in order to perform the essential functions of the job should contact your supervisor and discuss the need for accommodation. The Company will engage in an interactive process with the employee to identify possible accommodation, if any, that will help the applicant or employee perform the job. An applicant or employee who requires an accommodation of a religious belief or practice (including religious dress and grooming practices, such as religious clothing or hairstyles) should also contact your supervisor and discuss the need for an accommodation. If the accommodation is reasonable and will not impose an undue hardship, the Company will make the accommodation.

No English-Only Rule

Any language may be spoken between staff and clients that best accommodates the situation. If one member of the conversation does not speak the language, it is best to communicate in a language everyone speaks.

A rule requiring employees to speak only English at all times on the job may violate Title VII, unless an employer shows it is necessary for conducting business. If an employer believes the English-only rule is critical for business purposes, employees have to be told when they must speak English and the consequences for violating the rule. Any negative employment decision based on breaking the English-only rule will be considered evidence of discrimination if the employer did not tell employees of the rule.

Acknowledgment of Receipt

Comment [PF10]: Did you want to add something like this?

I have received my copy of the Family Assistance Program's employee handbook. I understand and agree that it is my responsibility to read and familiarize myself with the policies and procedures contained in the handbook.

I understand that except for employment at will status, any and all policies or practices can be changed at any time by the company. The Agency reserves the right to change my hours, wages, and working conditions at any time. I understand and agree that other than the Executive Director of the Family Assistance Program, no manager, supervisor, or representative of the Agency has authority to enter into any agreement, express or implied, for employment for any specific period of time, or to make any agreement for employment other than at will; only the Executive Director has the authority to make any such agreement and then only in writing.

I understand and agree that nothing in the employee handbook creates or is intended to create a promise or representation of continued employment and that employment at the Agency is employment at will; employment may be terminated at the will of either the Agency or myself. My signature certifies that I understand that the foregoing agreement on at will status is the sole and entire agreement between the Agency and myself concerning the duration of my employment and the circumstances under which my employment may be terminated. It supersedes all prior agreements, understandings, and representations concerning my employment with the Family Assistance Program.

I understand that the Family Assistance Program is committed to fulfilling its obligations to prohibit discrimination against qualified individuals with disabilities. As part of this commitment, the Agency wishes to make reasonable accommodations for individuals with known physical or mental disabilities, consistent with its legal obligations to do so. The Agency also invites all individuals with disabilities to participate in a good faith, interactive process and identify reasonable accommodations that can be made without imposing an undue hardship. I understand my employer's desire to participate in an interactive process and make reasonable accommodations in order to comply with any applicable legal requirements. I agree to provide any information necessary to achieve this goal if I wish to receive accommodations now or in the future as a result of a physical or mental disability.

By my signature below, I acknowledge that I have received a copy of this Employee Handbook. I also acknowledge that I have read and understand the contents of the Employee Handbook, and I (check one) do do not want to discuss the handbook or any particular policies, benefits or procedures described in it with my Supervisor or another Agency official.

Employee's Signature _____

Employee's Printed Name _____

Date _____

We have this as part of the employee file.