

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.

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.

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.

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.

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.
- Personnel files are open only to agency personnel on a business-related, need-to-know basis unless the agency is legally required to release them by court order or subpoena.
- Agency may share employee information with select third parties for quality assurance purposes, recordkeeping, and contract compliance.
- Employees must give their written permission before 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.

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.

Visitors

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.

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 domestic partner.

Discrimination Policies

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.

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.

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.