

**(THE ORGANIZATION)**

**EMPLOYEE HANDBOOK**

## ACKNOWLEDGEMENT

This will acknowledge receipt of one (*THE ORGANIZATION*) Employee Handbook.

I understand that nothing in this handbook shall be deemed to create a contract of employment between the agency and myself. Further, statements contained in the handbook are subject to change by the Agency at any time and without notice.

I understand that it is my responsibility to read this handbook and obtain clarification from the Agency regarding any policy that I do not understand.

\_\_\_\_\_  
Name (Signature)

\_\_\_\_\_  
Name (Please print)

\_\_\_\_\_  
Date

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## EMPLOYEE HANDBOOK

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Welcome to *(THE ORGANIZATION)*! Our mission is to assist economically disadvantaged people whom may have special needs to reach their full human potential by providing integrated housing and support services.

We are a non-sectarian, not-for-profit human services organization serving lower Fairfield County, Connecticut and surrounding areas.

This handbook describes many employee benefits and policies. We urge you to use this handbook as a general reference. Additional information on benefit plans will be available in separate booklets provided by the carriers. Any questions you may have regarding benefits or policies should be referred to your department head and/or Human Resources Department.

***While (THE ORGANIZATION) intends to continue the benefits and policies indefinitely, we reserve the right to change, amend, or discontinue any and all of the plans and/or policies at any time with or without notice and with or without written notification.***

***Nothing contained in this handbook, or in any other written or oral communication by or with a representative of (THE ORGANIZATION) shall in any way be deemed to be or be construed as an employment contract with (THE ORGANIZATION). It is the express intent and policy of (THE ORGANIZATION) that no employment contract be offered or intended. In addition, all employment is at will. In other words, employees are free to terminate their employment by resigning at any time, without reason. (THE ORGANIZATION), too, retains the right to terminate an employee's employment at any time, without reason or notice.***

Executive Director

**(THE ORGANIZATION)  
HUMAN RESOURCE POLICIES  
JANUARY 2000**

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## EMPLOYMENT-AT-WILL

The intent of this policy is to provide for uniform treatment of all of its employees and to ensure that all employees are aware of the terms and conditions of their employment with (THE ORGANIZATION).

All employees.

- A. All employees are employees-at-will. This means that an employee of (*THE ORGANIZATION*) may terminate the employment relationship at any time, with or without cause, for any or no reason, with or without notice.
- B. No commitment for employment for any specified duration, including lifetime or permanent employment, shall be valid or binding on (*THE ORGANIZATION*) or the employee unless it is expressly set forth in a written document signed by the employee and, on behalf of (*THE ORGANIZATION*), by the Executive Director.
- C. No assurances of salary, benefits or terms and conditions of employment, including organizational responsibilities and job positions, can be created or set forth except in, or pursuant to, a written document signed by the Executive Director.

## EQUAL EMPLOYMENT OPPORTUNITY/AFFIRMATIVE ACTION

To provide equal employment opportunity to all employment applicants and to provide (*THE ORGANIZATION*)' employees equal employment opportunity without regard to race, gender, national origin, age, color, religion, sexual preference, and/or marital, veteran, and disability status or any other status protected by Federal, State, or local law.

All employees.

- A. Applies to all aspects of employment including, but not limited to:
  - 1. Recruitment
  - 2. Employment
  - 3. Compensation
  - 4. Benefits
  - 5. Training and Development
  - 6. Performance Evaluation
  - 7. Disciplinary Action
  - 8. Promotions and Transfers
  - 9. Demotion
  - 10. Layoff
  - 11. Termination

- B. The Equal Employment Opportunities Policy will be issued and communicated to all employees periodically, especially to those who have the responsibility for making employment-related decisions.
- C. EEO/AA posters will be displayed in prominent locations where they can be seen by both employees and employment applicants.
- D. The Executive Director, Department Heads and Supervisors have primary responsibility for the EEO/AA programs. This encompasses familiarizing employees with policies, monitoring performance, taking corrective action and disciplinary measures, reporting and record keeping.

**CODE OF CONDUCT**



All persons living, working, or visiting in *(THE ORGANIZATION)* buildings shall conduct themselves in a manner that assures the safety and security of all individuals and property. Each person shall treat others with dignity and respect at all times.



All employees.



It is a policy of *(THE ORGANIZATION)* to maintain a proper code of conduct at all times.

**CORE BEHAVIORS**



To provide every employee with an understanding of the critical on-the-job behaviors that are deemed essential to the effective daily operations of the agency.



All employees.



Core Behaviors have been identified and agreed upon by staff and management of (THE ORGANIZATION) as follows:

- Teamwork
- Service Orientation & Attitude
- Problem-Solving
- Decision Making
- Initiative
- Communication
- Personal Responsibility
- Professional Responsibility

### **CORE MANAGEMENT BEHAVIORS**

In addition to the above, management personnel have additional unique behavior requirements by virtue of the positions they hold. These include:

- Leadership
- Staff Development

### **CATEGORIES OF EMPLOYMENT**

The intent is to classify employees by the number of hours they have been hired to work on a regular basis.

All employees.

- A. Regular Full-Time Employees hired to work 40 hours per week and who are scheduled at 40 hours per week. Regular Full-Time employees are eligible for paid time off and insurance benefits.
- B. Regular Part-Time Employees hired to work from 20 to less than 40 hours per week and who are regularly scheduled on a weekly basis. Regular part-time employees are eligible for paid time off or insurance benefits.
- C. Limited Part-Time Employees hired to work less than 20 hours and are regularly scheduled on a weekly basis. Limited part-time employees are not eligible for paid time off and insurance benefits.
- D. Temporary employees and independent contractors are hired to work on an "on-call" or "as needed" basis. These employees are not eligible for paid time off or any other benefits.
- E. Special conditions of employment for employees in certain funded programs will be set forth in a letter of agreement between those employees and (*THE ORGANIZATION*) signed by the Executive Director.
- F. The length of an unpaid lunch break is determined by the needs of the individual program and should be scheduled with the supervisor to ensure adequate coverage.

## JOB POSTINGS

To communicate open positions to all employees for potential internal transfer, promotion or referral of external applicants.

All employees who have completed six months of service.

It is the policy of (*THE ORGANIZATION*) to promote from within whenever and wherever possible and feasible. Positions are posted until the position is filled or for a minimum of five weekdays. Employees who are interested in a posted position are expected to meet the minimum skill, experience, and education requirements of the position and performing at a satisfactory level in their current position for at least six months. Under certain circumstances and with the specific approval of his/her current supervisor, an employee may be able to apply for a posted position after three months of service in the current position. To apply for a posted position, employees should complete a "Job Posting Application" which is available from Human Resources.

## INTERNAL TRANSFER AND PROMOTION

To ensure that all employees are given the opportunity to seek alternative positions within (*THE ORGANIZATION*).

All employees after six months of employment.

- A. Employees who have been with (*THE ORGANIZATION*) for a minimum of six months (or three months with the specific permission of the current supervisor) may submit an internal job application to Human Resources for an open position. Employees may be considered for such jobs when they become available. The individual's supervisor must sign off on the internal job application indicating that the employee is performing at a satisfactory level.
- B. If the person(s) making the selection decision believes that internal and external candidates are equally qualified, then the position should be awarded to the internal candidate.
- C. Internal candidates who are not selected will be notified by Human Resources.

## UNLAWFUL HARASSMENT

The (*THE ORGANIZATION*)' policy has always been to ensure Equal Employment Opportunity and to prevent discrimination on the basis of race, gender, national origin, age, color, religion, sexual preference, and/or marital, veteran, and disability status or any other status protected by Federal, State, or local law. It is (*THE ORGANIZATION*)' policy that every employee has the right to work free of sexual and/or racial harassment, as well as any other form of unlawful harassment. Sexual harassment is a form of sex-based employment discrimination; racial harassment is intentional discrimination against persons on the basis of their race. All forms of unlawful harassment are in violation of the law and have no place in our work environment.

All employees.

- A. Sexual harassment refers to behavior of a sexual nature that is not welcome, is personally offensive, fails to respect the rights of others, lowers morale, and, therefore, interferes with work effectiveness. Forms of sexual harassment include, but are not limited to, the following:

Any (a) unwelcome sexual advances, requests for sexual favors, verbal suggestive comments or jokes of a sexual nature, sexual propositions, threats; (b) sexually suggestive objects or pictures, graphic commentaries, suggestive or insulting sounds, lewd whistling or obscene gestures; (c) unwanted physical contact, including touching, pinching, brushing the body, pushing and all actions of a sexual nature; or (d) any similar types of conduct that have the purpose or effect of substantially interfering with an individual employee's work performance or creating an intimidating, hostile or offensive working environment.

- B. Racial harassment is intentional discrimination against persons on the basis of their race. Forms of racial harassment include, but are not limited to, the following:

Any (a) racial name-calling, (b) derogatory racial jokes, (c) robust language or curses of a racial nature or (d) any similar types of conduct that have the purpose or effect of substantially interfering with an individual employee's work performance or creating an intimidating, hostile, or offensive working environment.

- C. All employees have the duty to report all instances of unlawful harassment by their fellow employees or other employees and/or clients to their Supervisor, any representative in Human Resources, or the Executive Director. The incident will be thoroughly investigated by Human Resources and appropriate action taken, such investigation to begin no later than 72 hours after filing of the complaint. Every effort will be made to resolve the complaint as soon as possible.
- D. Any employee who believes that he/she, another employee, or a client has been unlawfully harassed should follow the procedure outlined in the Internal Complaint Policy without fear of retaliation and with the maximum assurance of confidentiality to the extent possible and discretion consistent with the internal investigation of the complaint.

## INTERNAL COMPLAINT

To provide an internal method of investigating and resolving complaints of alleged employment discrimination, unlawful harassment or other complaints raised by employees of (*THE ORGANIZATION*). The use of the complaint procedure will serve a two-fold purpose of (1) assuring compliance with the (*THE ORGANIZATION*)' policy of Equal Employment Opportunity and (2) allowing for the proper and timely resolution of complaints for any reason.

Any employee of (*THE ORGANIZATION*) who feels that he/she has been discriminated against or harassed in any aspect of employment on the basis of race, sex, national origin, age, color, religion, sexual preference, and/or marital, veteran or disability status. This process should also be followed if an employee believes that a client has been the victim of unlawful discrimination by another employee. It is further available to any employee making a complaint for another reason.

Should an employee raise a complaint, every effort will be made to resolve the matter promptly as follows:

- A. An employee, who believes that he/she has been subject to any form of discrimination in employment, or has a complaint for another reason, should report the incident immediately to his/her Supervisor, Human Resources, or the Executive Director.

Human Resources will conduct a prompt and thorough investigation and prepare related documentation with copies to Executive Director. Every effort will be made to resolve the complaint as soon as possible.

- B. When there is no foundation supporting the allegation, no record will be made in the personnel file of the accused individual(s).
- C. Where there is evidence to support the complaint of an EEO violation, the immediate Supervisor, a representative from Human Resources, and the Executive Director will decide appropriate redress for the aggrieved employee and appropriate discipline for the offending employee; or such appropriate action as warranted, if the complaint is for another reason. Discipline for complaints proved to be valid may range from a written warning up to, and including, termination of employment.
- D. All records and data assembled in connection with the investigation of a complaint will be kept confidential to the maximum extent possible and will be kept separate and apart from the individual's personnel file. The Human Resources Department will retain such records of complaints. However, any records of disciplinary action resulting from a complaint of discrimination will be included in the personnel file of the disciplined employee(s) in accordance with Agency policy.
- E. All information resulting from complaints filed under this policy will be confidential, except to the extent such complaints must be divulged in connection with the investigation.
- F. This policy is designed to allow for the confidential investigation of complaints and their resolution. As such, there will be no retaliation or sanctions taken by the (*THE ORGANIZATION*) or its employees, against any employee (or former employee) because the person chooses to utilize the provisions of this policy.

## WORK YEAR

To define the Work Year.

All employees.

The work year coincides with the fiscal year of the organization that is July 1 to June 30.

## PERSONNEL FILE

To maintain a confidential personnel file for each active employee.

All employees.

- A. A confidential personnel file for each active employee will be maintained and will include application, résumé, letter of employment, and any other personnel documents which require employee's signature, performance appraisals and any other written document pertinent to the employee's employment status or performance. It will be accessible only to the Executive Director, Human Resources Representative, Chief Financial Officer and the employee's immediate supervisor.
- B. Special provisions will be made by the Executive Committee of the Board of Directors for the confidential handling of the personnel file of the Executive Director.
- C. Any employee may examine his/her personnel file in the presence of the Executive Director, Human Resources Representative, or Chief Financial Officer.
- D. Individuals wishing to review a personnel file must make an appointment to do so and sign a log that will be maintained in Human Resources.
- E. An employee may request in writing the correction or removal of inaccurate, irrelevant, outdated, or incomplete information in his/her file. If upon inspection of the personnel file an employee disagrees with any of the information contained in the file or records, removal or correction of the information may be agreed upon by the employee and *(THE ORGANIZATION)*. If the employee and *(THE ORGANIZATION)* cannot agree upon the removal or correction then the employee may submit a written statement explaining his/her position. The statement shall be maintained as part of the employee's personnel file or medical records and shall accompany any transmittal or disclosure from the file or records made to a third party.
- F. Personnel files will be retained in accordance with current State and Federal law.

## PERFORMANCE APPRAISALS

To ensure that each employee receives at least one performance appraisal a year.

All employees.

- A. Performance appraisals are generally done on the employee's anniversary date.
- B. Managers are expected to maintain ongoing communication with employees so that expectations and standards of performance are clear and mutually agreed upon.
- C. The performance review meeting is a formal discussion of individual performance with regard to those standards and an opportunity to develop goals for the next review period.
- D. The completed review form should contain signatures of the employee, supervisor, department head, and Executive Director. Once it is complete, it should be forwarded to Human Resources to be placed in the employee's personnel file.
- E. Any dispute regarding information contained in the review should be discussed with a representative in Human Resources.

## SEPARATION OR TERMINATION PROCEDURE

To define the ways in which an employee of (*THE ORGANIZATION*) may or will permanently depart.

All employees.

### A. Voluntary Termination

1. Written notice of resignation by an employee is requested as follows:
 

Executive Director	2 months
Department Heads/Senior Staff	1 month
Program & Operations Staff	2 weeks
2. (*THE ORGANIZATION*) reserves the right to substitute pay in lieu of notice at its discretion.
3. An employee who works through to the end of his/her notice period may expect to be paid for any time worked on the next regular pay date. Included in the final check will be compensation for any earned and unused PTO hours.
4. An exit interview is required for an employee who voluntarily terminates employment, and will be conducted by a representative from Human Resources.
5. Employees who participate in the health plans and terminate are eligible to continue their insurance coverage with (*THE ORGANIZATION*) group plan. This continuation will be at the employee's expense to the time limit allowable by law.

### B. Involuntary Termination

1. All employees are employees-at-will; therefore, (*THE ORGANIZATION*) may terminate the employment relationship at anytime, with or without cause, for any reason or for no reason, with or without notice.
2. No written notice of separation is required from (*THE ORGANIZATION*) to an employee. Should written notice be given, terms and conditions of that notice will be at the discretion of the Executive Director or his designee.
3. Should an employee be terminated without notice, he/she may expect to receive a final paycheck within 24 hours or on the next business day. Any monies owed (*THE ORGANIZATION*) by the employee at the time of termination will be deducted from the final paycheck with the signature of the employee. Included in the final check will be compensation for any earned and unused PTO hours.
4. Employees who are involuntarily terminated with notice may have an exit interview with the appropriate Department Head and a representative from Human Resources.

5. Employees who participate in the health plan and are terminated are eligible to continue their insurance coverage with *(THE ORGANIZATION)* group plan under certain conditions. This continuation will be at the employee's expense to the time limit allowable by law.
6. The authority to hire and fire employees in the organization rests with the Executive Director or his designee.
7. All involuntary terminations must be reviewed by the Executive Director prior to notifying the employee. Appropriate documentation regarding the cause for the recommendation should be provided. If a situation is such that it involves a danger or risk to employees or clients, criminal behavior or legal risk to the organization, the individual employee can be asked to leave the premises while the process takes place.

## CONFLICT OF INTEREST

To define conflict of interest.

All employees and prospective employees.

- A. All employees having other employment shall in their respective capacities avoid any conflict or appearance of conflict between their own interests and those of *(THE ORGANIZATION)* and shall advise the Human Resources Manager of additional employment or any other situation which might cause a potential conflict of interest.
- B. No person serving on the Board of Directors of *(THE ORGANIZATION)* or having a member of the immediate family serving on the Board may be employed by the organization.
- C. No member of the Board of Directors may obtain any interest in any contracts associated with any program funded by state or city grants or by *(THE ORGANIZATION)*.
- D. No employee may be supervised by a member of his/her immediate family (husband, wife, brother, sister, son, daughter). Immediate family members seeking similar positions in the same department would be subject to an administrative decision prior to an offer of employment to determine if a conflict of interest could develop over time.
- E. A client cannot be employed in any capacity that would have influence on their client status in any way or could create a potential conflict of interest for *(THE ORGANIZATION)*. Employment of any client requires the written approval of the Executive Director.

## HANDLING OF MONEY AND SUPPLIES

Proper stewardship of money and supplies.

All employees.

- A. Anyone handling money shall take appropriate safeguards to avoid loss or shortages. These employees are covered by a bonding clause in the casualty and liability insurance policy of *(THE ORGANIZATION)*. Any loss must immediately be reported to the Chief Financial Officer.
- B. Similar care should be exercised in handling equipment and supplies.
- C. *(THE ORGANIZATION)* property, food and/or supplies cannot be taken off the premises, or used for personal purposes unless approved by the department head with the express purpose of facilitating work-related duties off premises.

## BENEFITS

To provide benefits that are competitive in the marketplace and enhance our ability to recruit qualified candidates.

Varies according to specific benefit (details are provided below).

- A. All employees are covered by the Federal Social Security Act and its amendments (the Federal Old Age and Survivors Insurance Program) which are financed by a tax on the employee and *(THE ORGANIZATION)*.
- B. All employees are covered by Worker's Compensation Insurance.
- C. After three months of satisfactory employment, employees hired to work for 20 hours or more per week are entitled to participate in the *(THE ORGANIZATION)*' benefits program which may include the Employee Assistance Program, medical, dental, and/or life insurance coverage. Regular part-time employees will be required to contribute to insurance premium payments in the form of a payroll deduction. The amount of their payment will be based upon the percentage of time worked in a 40 hour week, e.g., an employee who is hired to work 20 hours per week will pay 50% of his/her insurance premium; the remaining 50% will be paid by *(THE ORGANIZATION)*. This arrangement applies to Individual Coverage only.

Employees may elect Family Coverage if they pay the difference, through payroll deduction, between their combined Individual Coverage costs and the Family Coverage costs.

- D. The medical plan at (*THE ORGANIZATION*) includes a \$500 co-pay per hospital admission. The Agency provides reimbursement of this hospital co-pay for employees who have completed 1 year of service at the time of the hospital admission. However, employees must return to work in order to be eligible. This reimbursement is only available to employees (not dependents) who are covered under (*THE ORGANIZATION*) Medical plan and is limited to one per calendar year.
- E. Insurance benefits are non-convertible to cash.
- F. Any employee who may be requested to use his/her own vehicle to conduct business for (*THE ORGANIZATION*) will be reimbursed at the IRS rate. Proof of license, automobile registration and insurance must be provided to Human Resources. It is the responsibility of the employee to advise Human Resources of any changes.
- G. Flex Plan, a flexible spending account, allows employees to pay for certain medical and dependent care expenses as well as dependent health premium contributions using pre-tax dollars.
- H. (*THE ORGANIZATION*) sponsors a 403(b) Plan to enable staff to save for their retirement years. Employees are eligible to participate from the date of hire and can enroll at any time. Employees can contribute amounts up to the limit imposed by the IRS, on a pre-tax basis. Additional information and enrollment forms are available from Human Resources.

## PAID TIME OFF (PTO)

Paid Time Off, referred to hereafter as "PTO," covers ALL authorized absences from work. It becomes effective for the employee after six months of employment. PTO is an all-inclusive category of leave covering an employee's national holiday, illness, emergency, vacation, and all other time away from the job. The use of PTO for any purpose is at the discretion of the employee's supervisor in keeping with the convenience of the Program operation. Personnel earn PTO annually in accordance with the following schedule and calculated from date of hire.

<b>Completed Service</b>	<b>Program / Operations Staff PTO Hrs Earned Per Hour</b>	<b>Dept. Heads / Senior Staff PTO Hrs Earned Per Hour</b>
6 Months	.1076	.1269
3 Years	.1192	.1384
5 Years	.1346	.1538
10 Years	.1538	.1731

All full-time employees and all part-time employees whose standard work week is 20 hours or more per week that have completed six months of continuous employment are eligible. Supplemental, temporary employees, and independent contractors are not eligible.

- A. PTO is based on continuous employment and is earned and accrued in conjunction with the Agency's pay period. It is based on the number of hours an employee has been hired to work, but it does not include overtime hours.
- B. PTO begins to accumulate on the first day of the seventh month of employment. For example, an employee hired on May 16th will begin to accumulate PTO on November 16. When an employee transfers from a position that is not eligible for PTO accumulation to a position that is eligible; PTO accumulation begins on the first day of the seventh month after the transfer. For example, an employee who transfers on May 16<sup>th</sup> will begin to accumulate PTO on November 16th.
- C. Employees with less than six months of service will be paid only for legal agency holidays if they would have regularly been scheduled to work on that day. All other time away from work will be unpaid. Legal holidays include:
  - New Year's Day (January 1)
  - Memorial Day (4th Monday May)
  - Independence Day (July 4)
  - Labor Day (1st Monday September)
  - Thanksgiving Day (4th Thursday November)
  - Christmas Day (December 25)

- D. PTO must be approved by the appropriate Manager. All requests are subject to management discretion to assure that the operating needs of the agency are being met. A PTO Request Form must be submitted for approval at least one week in advance, except in the case of short-term illness or emergency. Department Managers who determine eligibility for PTO according to the nature of the situation handle short-term illness or emergency on a discretionary basis. For a PTO request of five (5) days or more, a Request Form must be submitted for approval at least one month in advance.
- E. PTO used for vacation purposes may be granted in increments of up to two weeks at one time. The appropriate Department Manager may grant exceptions to this.
- F. (*THE ORGANIZATION*) may be closed up to 12 days for holiday closings during each fiscal year. At a minimum, (*THE ORGANIZATION*) will be closed New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Friday after Thanksgiving, Christmas Eve, Christmas Day, and New Year's Eve. If the holiday falls on the weekend, it will be scheduled on the weekday closest to it. If, in the case of Christmas or New Years, both days fall on a weekend, one weekday will be scheduled as closed. The schedule will be announced at the beginning of each fiscal year. All staff will automatically be charged for the designated holidays off against their PTO time.
- G. PTO hours are calculated during the (*THE ORGANIZATION*)' fiscal year, which is July 1 through June 30. PTO for each employee can be carried forward from year to year. The maximum amount that can be carried forward into the next year is the amount of PTO hours that can be earned by that employee in one year. This maximum is based on that employee's standard weekly hours of work and does not include overtime.
- H Supervisors and/or Program/Department Managers schedule annual vacations using PTO hours for the employees under their supervision. All employees, to the maximum extent practicable, will take PTO vacation each year for rest and relaxation. Unused PTO may not be carried over from fiscal year to fiscal year. (Use it or lose it.)
- I. If employment terminates, employees may not receive payment for any unused PTO hours as of their last date of employment.
- K. PTO records of time accumulated and used are maintained by the Financial Services Department based upon Time Sheets or Absence Reports submitted by the employee and approved by the employee's supervisor.
- L. The definition of Department Heads/Senior Staff is the following positions:

Executive Director

## ATTENDANCE BONUS

To reward our staff for perfect attendance.

All non-exempt employees.

The bonus is available to non-exempt employees who are eligible for PTO and who have perfect attendance. Perfect attendance is defined as having taken no unscheduled PTO. All PTO must be scheduled in advance according to the policy. Employees will receive \$25.00 the first quarter, \$50.00 the second quarter, \$75.00 the third quarter and \$100.00 the fourth quarter for a grand total of \$250.00 for the year.

## EDUCATION BONUS

To reward our staff for continuing education and development and to recognize their efforts.

All employees.

Employees completing a certificate or degree program will be eligible for bonus if all of the following eligibility requirements are met:

- Degree or certification must be pre-approved by the Executive Director. It is the employee's responsibility to notify the Office of the Executive Director in writing, that he/she is in the process of pursuing further education.
- Degree or certification must be directly related to the employee's current position. It is the decision of the Executive Director, with input from Human Resources, as to whether or not the education has job relevance.
- Employee must have the recommendation of their Division/Department Head.
- Net bonus will not exceed \$500. Generally, certificates will be worth \$400 and degrees will be worth \$500.
- Bonus will be paid out in two installments. Fifty percent will be paid upon completion of the certificate or degree and 50 percent after six months.
- Employee must be employed at the time the bonus payments are payable and must be in good standing. Good standing is defined by an acceptable rating on the employee's last evaluation and no disciplinary measures taken in the last year.

## FAMILY AND MEDICAL LEAVES OF ABSENCE

To give employees the opportunity to care for themselves and/or family members in accordance with the Connecticut and Federal Family and Medical Leave Acts.

All employees who have been in the employ of (*THE ORGANIZATION*) for at least 12 months and who have worked for at least 1,000 hours during the 12-month period preceding the first day of the leave of absence.

- A. A Leave of Absence (LOA) for up to 16 weeks will be granted to any employee in any 12-month period but not to exceed 28 weeks in any two year period. For the purpose of counting the 16-week entitlement, Federal family and medical leave will run concurrently with leave provided by Connecticut State law. Intermittent leave of the same duration will be granted. For an intermittent LOA, (*THE ORGANIZATION*) may require employees to furnish date and duration of planned treatments if applicable. Non-consecutive leaves may result in transfer to an alternative position to better accommodate such a leave.
- B. The reasons for a LOA shall include: employee's documented serious health condition; birth, adoption or foster care placement of a child; or documented serious health condition of a child, spouse, or parent.
- C. The LOA will be unpaid except PTO must be used to the extent it has accrued and is available. PTO will not accrue during the leave period. Worker's compensation leave is counted as medical leave under this policy.
- D. (*THE ORGANIZATION*) requires that a request for leave in order to care for the spouse, child or parent of an employee due to a serious health condition or because of the employee's own serious health condition, be supported by certification issued by the appropriate health care provider. (*THE ORGANIZATION*) requires 30 days prior notice of a leave that can be foreseen. This notice shall be given to the employee's supervisor and the Human Resource Department. In the event of an unanticipated leave, management must be advised within two days of when the need for the leave becomes known.

- E. (*THE ORGANIZATION*) shall continue to provide the employee's health insurance benefits as they were covered while still at work. If the employee does not return to work at the termination of the leave, (*THE ORGANIZATION*) reserves the right to request reimbursement of health insurance premiums paid during the LOA.
- F. Leave to care for child after birth, adoption, or foster care placement must be completed within the 24-month period following the birth or placement of the child with the employee.
- G. During a leave for an employee's own serious health condition or that for a covered family member, the employee should contact Human Resources at regular intervals (but not more frequently than every 30 days) to provide an update regarding his/her condition and intent to return to work. The Agency requires two weeks notice of intent to return to work. If notice is not provided and if the employee does not return to work on the specified day, it will be considered a voluntary resignation.
- H. With some possible exceptions, e.g. job elimination during leave, eligible employees who return to work within the allowable leave period will be restored to their current position or an equivalent position at the conclusion of the leave. Exceptions may also apply to certain highly compensated "key" employees.
- I. A medical release will be required for the employee to return to work if the leave has been caused by a medical condition of the employee. A copy of the release must be presented to the Human Resources Department.

## **EMPLOYEE REFERRAL BONUS**

To reward our staff for referrals who are subsequently hired as full-time (*THE ORGANIZATION*).

All full-time and part-time employees with the exception of Directors, Human Resources staff, temporary (limited part-time) employees and those directly involved in the hiring process are not eligible to participate.

To refer a candidate employee, you must complete the Employee Referral Form, attach the referred candidate's resume or employment application and submit to Human Resources. For each referral that results in hire, the employee will be awarded a \$100 cash bonus. The cash bonus of \$100 will be awarded as follows:

Both the applicant and the employee must remain employed by (*THE ORGANIZATION*) for a period of 90 days for the employee to be receive an initial payment of \$50. If both the applicant and the employee remain employed for a period of 180 days, a second payment of \$50 will be awarded. No referral bonus will be paid for ex-employees or relatives of employees.

## MATERNITY LEAVE

To allow a woman the opportunity to adequately care for herself and her child during the pre- and post-delivery period associated with childbirth.

All female employees.

- A. Maternity leave will be granted to all female employees and will be without pay. Persons who take leave must use accumulated PTO towards their leave. Such leaves are subject to the applicable sections of the Connecticut and Federal Family and Medical Leave Acts. If the employee is not subject to the Connecticut and Federal Family and Medical Leave Acts, the duration of the maternity leave will be determined by medical documentation supporting her disability (generally 6 weeks for a normal delivery and 8 weeks for a Cesarean section from the date of the birth.)
- B. A person who intends to exercise rights to maternity leave must give 30 days advance notice in writing, this notice to include the requested start date of the leave and the intended date of return. The employee must provide a medical certification as required by Connecticut and Federal law.
- C. PTO will not continue to accrue during the leave period.
- D. *(THE ORGANIZATION)* shall continue to provide the employee's health insurance benefits as they were covered while still at work. If the employee does not return to work at the termination of the leave, *(THE ORGANIZATION)* reserves the right to request reimbursement of health insurance premiums paid during the maternity leave.
- E. If an employee desires to work part-time during her leave, she may do so if she is able to exercise the responsibilities of her position and provides a medical release from her physician. She must request the part-time status in writing and the Executive Director must approve it. Regardless of this, the position she held at the start of her maternity leave will remain open for her return from her leave. During her leave, the agency retains the right to hire a substitute for her.
- F. The employee will notify the Human Resources Department confirming her intention to return to work 14 days prior to the conclusion of her leave. If notice is not provided and the employee does not return to work on the intended day, she will be considered to have voluntarily resigned from her position.
- G. A medical release will be required for the employee to return to work. A copy of the release must be sent to the Human Resources Department.

## BEREAVEMENT

To give time off when there is a death in the family.

All employees who have completed six months of employment.

Eligible employees are entitled to two days paid leave in case of a death in his/her immediate family, namely: mother, father, spouse, child, brother, sister, grandparents, grandchild, mother-in-law, or father-in-law. This will be granted provided that such leave is taken during the inclusive period between the date of death and the day following burial. The employee may be required to furnish valid proof of death and the relationship. Bereavement leave is in addition to accrued Paid Time Off.

## WORK RELATED EDUCATION AND TRAINING

To encourage job-related education, training, and development that will enhance one's career potential with *(THE ORGANIZATION)*.

All employees.

- A. Time-off for job-related study and training will be accommodated during work hours within scheduling limitations. The employee must submit plans to his/her Department Head for consideration and approval.
- B. Time spent during working hours for approved job-related study and training will be considered part of the job and not deducted from paid time off.

## OVERTIME PAY

To ensure that all salary and wage payments to employees comply with applicable Federal and State laws.

All employees who are classified as "Non-Exempt" under the Fair Labor Standards Act (Wage and Hour Law).

- A. An employee's eligibility for overtime pay will be determined by the Executive Director in conjunction with the Human Resources Department pursuant to the Fair Labor Standards Act and will be stated in the employee's Job Description.
- B. Overtime hours (hours worked over 40 in a workweek) must be scheduled and assigned by the employee's supervisor. Employees may not work overtime hours at their own discretion. An overtime authorization form must accompany any time sheet with overtime hours when it is submitted to accounting to be processed for payroll.
- C. Overtime pay will be calculated at 1\_ times the hourly rate which was in effect for the employee when the overtime hours were worked. For an employee who works overtime hours in another position, the overtime hours will be paid using the base pay for the position in which the hours were worked, and an overtime premium which is calculated using a weighted average hourly rate.
- D. Overtime pay is calculated on a work week basis (Sunday through Saturday, midnight to midnight).
- E. Overtime pay will only be paid in cases where the total number of hours worked in the workweek exceeds 40.
- F. Non-exempt employees who are scheduled by their supervisor to work on the following days:
  - New Year's Day (January 1)
  - Memorial Day (4th Monday May)
  - Independence Day (July 4)
  - Labor Day (1st Monday September)
  - Thanksgiving Day (4th Thursday November)
  - Christmas Day (December 25)
 will be paid 1\_ times the hourly rate that was in effect for the employee on the day (s) without regard to the total hours worked that week.
- G. An exempt employee who is required to work on days listed in "Section F" above will receive eight (8) additional PTO hours. This is subject to pre-approval by the Executive Director.

## DISCIPLINARY/COUNSELING ACTION

To promote and develop a productive employee team. Additionally, to help ensure compliance with State and Federal laws governing fair employment and non-discriminatory practices.

All employees.

A. The provisions of this policy are generally applied to, but not limited to, the following:

1. Unsatisfactory job performance/incompetency
2. Absenteeism
3. Tardiness
4. Insubordination
5. Violation of (*THE ORGANIZATION*) rules and policies
6. Employee conflicts
7. Physical conflicts

B. When unsatisfactory performance or misconduct occurs, it is recommended that Supervisors take corrective action, as follows:

<u>Occurrence</u>	<u>Action</u>
First	Oral reprimand (with documentation) Recommendation of EAP program
Second	Written reprimand (may include probationary period) with employee signature acknowledging the written reprimand
Third	Up to, and including, termination

C. Exceptions to the above procedure and instances requiring only the third action (above) include, but are not limited to the following:

1. Refusal to follow a Supervisor's instruction resulting in, or any action which result in, the possible endangerment to persons and/or property/equipment.
2. Violation of the basic rules of conduct (e.g. physical assault, child abuse, sexual harassment). A suspension or period of suspension during investigation of the alleged violations may be enforced.
3. Theft.

D. Notwithstanding anything contained in the foregoing, all employees, including supplemental and temporary employees, are employees-at-will; therefore, (*THE ORGANIZATION*) may terminate the employment relationship at any time, with or without cause, for any reason or for no reason, with or without notice.

## ALCOHOL AND DRUG USE

*(THE ORGANIZATION)* is committed to providing its employees with a drug-free workplace in accordance with the Drug-free Workplace Act of 1988.

All employees.

- A. While working, or on any *(THE ORGANIZATION)* premises, no employee shall be under the influence of alcohol or drugs.
- B. Employees shall not manufacture, use, possess, sell/receive or otherwise distribute drugs, drug paraphernalia, alcohol or other controlled substance while working or on any *(THE ORGANIZATION)* premises. When any of the above is an illegal activity, or results in illegal activity, *(THE ORGANIZATION)* may advise and assist law enforcement agencies in detection and prosecution of the offender.
- C. An employee may be requested to undergo a medical examination which includes drug and alcohol testing at *(THE ORGANIZATION)* expense if there is a reasonable belief that the employee is under the influence of drugs or alcohol while working on *(THE ORGANIZATION)* premises. This judgement will be made by the Executive Director based on, but not limited to, an employee's performance, disruptive behavior or functioning in an unsafe manner.
- D. If an employee submits to the appropriate test and the test results are positive, then at management's sole discretion, the employee may be placed on probation and will be required to follow a planned rehabilitation program. *(THE ORGANIZATION)* will make a reasonable attempt to accommodate an employee during the rehabilitation program. Due to the potential damage and impact on *(THE ORGANIZATION)* and other employees, *(THE ORGANIZATION)* retains the right to suspend, assign to other duties, or terminate immediately an employee who tests positive for drugs or alcohol.
- E. If the employee refuses or fails to take tests as requested under this policy or is tested a second time and the results are positive, the employee may be terminated.
- F. An employee will notify *(THE ORGANIZATION)* Human Resources Department in writing of his/her conviction for a violation of a criminal drug statute occurring in the workplace no later than three calendar days after such conviction.
- G. *(THE ORGANIZATION)* reserves the right to search on *(THE ORGANIZATION)* premises the person, vehicle and personal property of employees, as well as any *(THE ORGANIZATION)* property, if the sale or possession of drugs, drug paraphernalia or alcohol is suspected.

- H. Any employee who believes that he/she has a drug/alcohol use problem should seek help from the Employee Assistance Program, the appropriate manager, the Executive Director or from one of the resources listed at the end of this policy. Any discussion of this matter, as well as testing and rehabilitation, will remain confidential. No employee will be disciplined for seeking assistance in connection with a drug or alcohol use problem provided that the request is not made in connection with a pending disciplinary action for violation of this policy. However, violation of the policy will not be excused or condoned because an employee has sought help.
- I. At *(THE ORGANIZATION)* off-site functions, employees who are on-call or who must report or return to *(THE ORGANIZATION)*' premises for work may not drink any alcoholic beverages. Employees who violate this policy are subject to disciplinary action up to and including discharge.
- J. Supervisors shall complete an education program on substance abuse and its detection.

*(THE ORGANIZATION)* premises:

All *(THE ORGANIZATION)* owned or leased property, including parking lots.

All *(THE ORGANIZATION)* owned or leased property used by employees such as vehicles, lockers, desks, cabinets, bins, closets, etc.

### **Drugs**

Drugs that cannot be legally obtained e.g. marijuana, cocaine, heroin, morphine, as well as other barbiturates and amphetamines, or legal drugs that are not being used for their intended purpose or as prescribed by a medical doctor.

### **Testing**

Blood tests, urinalysis or other drug/alcohol tests to determine the chemical or drug content in a person's system.

### **Under the Influence**

For the purposes of this policy, an employee shall be deemed under the influence if the employee is affected by alcohol or other drugs or the combination thereof in any detectable manner. The presence of influence is not confined to obvious impairment of physical or mental ability, such as slurred speech or difficulty in maintaining balance or physical coordination but may also be established by a professional opinion, a scientifically valid test, and in some cases such as alcohol, by a lay person's direct observation.

(*THE ORGANIZATION*) Employee Assistance Program - Managed by Work-Family Connection - Phone 324-3167  
 Liberation and Meridian Partners in Recovery Program - Phone 324-7511  
 State or City Department of Health  
 Religious Counselor  
 Private Doctor or Therapist  
 Alcoholics Anonymous (contact local association) - Phone 323-3115  
 Al-Anon (contact local association) - Phone 327-7907  
 American Council for Drug Education - Phone (301) 294-0600  
 Cocaine Hotline - Phone 1-800-COCAINE or 1-800-662-HELP  
 Family Services of America - Phone 1-800-221-2681  
 Narcotics Anonymous - Phone (213) 764-4880  
 National Federation of Parents for Drug-Free Youths - Phone 1-800-544-KIDS  
 National Institute on Drug Abuse Workplace Helpline - Phone 1-800-843-4971

## **SMOKING**

To define (*THE ORGANIZATION*) smoking policy, and to ensure compliance with state of Connecticut law.

All employees.

All (*THE ORGANIZATION*) facilities are designated non-smoking.

## **COMPUTER AND ELECTRONIC COMMUNICATION USAGE**

This policy provides directions for employees and others outside the agency who may use the systems and are expected to be aware of and support this policy. All of these systems are operated and managed based upon this policy.

All employees.

(*THE ORGANIZATION*) provides electronic communication systems to maintain superior communications with internal and external customers. These systems include computers, software, electronic mail (e-mail), copiers, fax machines, telephones, voice mail, surface messengers, communication tools and various on-line services.

These systems and other informational, software, or retrieval services that the company provides are company tools to be used for business purposes only. Employees are encouraged to learn about these tools and how to use them. Any use of these tools (including, but not limited to, Internet services and e-mail) for personal use is prohibited. Specifically, e-mail may not be used to solicit others for commercial ventures, religious or political causes, outside organizations, or other non-business matters.

The use of these systems is not private or confidential. (*THE ORGANIZATION*), as permitted by law, reserves, and intends to exercise, the right to review, audit, intercept, access and search these business systems at will, monitor data and messages within them at any time for any reason, and disclose selected contents without notice or other restrictions. Messages sent through these systems remain the property of (*THE ORGANIZATION*). Employees must not permit any proprietary or confidential information of (*THE ORGANIZATION*) to enter the public domain through electronic transmissions. Also, these systems shall not be used to receive copyrighted materials, trade secrets, proprietary information, or similar materials from outside (*THE ORGANIZATION*) without prior authorization.

(*THE ORGANIZATION*) purchases and licenses the use of various computer software for business purposes and does not own the copyright to this software or its related documentation. Unless authorized by the software developer, (*THE ORGANIZATION*) does not have the right to reproduce such software for use on more than the designated amount of computers.

Employees are prohibited from copying software from Agency computers and are prohibited from copying software from Agency computers or from loading any software onto the Agency's computers without prior written authorization.

Any messages or communications transmitted through this system are subject to (*THE ORGANIZATION*) anti-harassment, anti-discrimination, and non-solicitation policies. Employees are expected to carefully compose the wording, tone and content of communications prior to transmission. It is against Agency policy to use our computers and e-mail system in ways that are disruptive, offensive to others, harmful to morale or otherwise improper. For example, the display, transmission, or retention of sexual explicit images, messages, and cartoons is not allowed. Other such misuse includes, but is not limited to, ethnic slurs, racial comments, off-color jokes, or anything that may be construed as harassment or showing disrespect for others. **Employees violating this policy are subject to discipline, up to and including discharge.**

## **ON-THE-JOB INJURIES**

To ensure prompt attention to, and handling of, on-the-job work-related injuries.

All employees.

All work-related injuries must be reported immediately to the notify the Executive Director and Human Resources Department so that the appropriate paperwork can be completed and medical attention obtained when necessary. Failure to report injuries within 24 hours can jeopardize an employee's ability to receive payment through Worker's Compensation.

## **PERSONAL BUSINESS**

To maintain a professional and productive environment and limit the use of agency resources for personal business.

All employees.

We ask that employees not conduct personal business during work time or with agency equipment or resources. The agency's mail and telephone facilities should be used for *(THE ORGANIZATION)* business purposes only. Employees should have their personal mail delivered to their homes. Personal telephone calls should be kept to an absolute minimum and limited to emergencies. If you need to make a long distance call, please use your calling card number.

## **BUILDING SECURITY - VISITORS**

[REDACTED]

To protect the safety and security of our staff and clients.

[REDACTED]

All employees.

[REDACTED]

All visitors must sign in at the Front Desk guest log.

- A. All visitors must be let in by a staff member and must sign in.
- B. Visitors, clients, and guests should be met in the front lobby unless other arrangements have been made and the desk staff have been notified.

## **FIRE AND SECURITY ALARMS**

[REDACTED]

To evacuate the building quickly in the event of an emergency.

[REDACTED]

All employees.

[REDACTED]

- A. In the event of an alarm you are to proceed to the nearest emergency exit and leave the building.
- B. DO NOT re-enter any building until notified by a maintenance staff member.

## EMERGENCIES

To obtain immediate emergency attention when necessary.

All employees.

- A. In the event of any emergency situation call 911.
- B. Unless you are trained as part of your job, do not attempt to intervene in any situation which is potentially violent.

## POLITICAL ACTIVITY

To define political activity.

All employees and prospective employees.

- A. No person who is employed by (*THE ORGANIZATION*) shall engage in any paid political activity.
- B. No Federal or State appropriated funds will be paid by or on behalf of the organization to any person for influencing or attempting to influence an officer or employee of Congress or an employee or member of Congress in connection with the awarding of any General contract, the making of any Federal or State grant, the making of any Federal or State loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan or cooperative agreement.

## MANAGEMENT ACCESS AND AVAILABILITY

A system is in place that allows for access and availability of managers in order to assure that programs and services are operated in a safe, healthy and secure environment at all times.

All employees.

1. All programs and services will have emergency/contingency plans that are reviewed annually.
2. The work schedule for all management personnel will be available to all departments.
3. The established work week for the agency will be Monday through Friday 8 a.m. to 5 p.m. Managers who require alternative work schedules will request such in writing.
4. Any manager who "works from home" on any given day will have this approved in writing by the Executive Director.
5. There will be a manager on-site from each of the following groups Monday through Friday 8 a.m. to 5 p.m.

**Group 1**  
Executive Director

**Group 2**  
Executive Director

6. A senior manager will be on call for any emergency during non-business hours.