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## **Famly360: Personnel, Policies, and Procedures Manual**

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## Section 1 – Welcome

### 1.1. Message from the President

Family 360 Counseling Center is currently a private, nonprofit organization supported by a variety of public and private awards and contributions. A common designation used to refer to organizations meeting prescribed federal criteria such as Family360 is, "501 (c)(3)," which essentially recognizes the agency as a tax-exempt charitable or philanthropic company. The founder and President of the agency, Dr. Desmond Maul, has filed documents with the Internal Revenue Service for Family 360 to become a for profit agency. The agency, currently headquartered in Conyers, Georgia, was incorporated in 2013. **Planned satellite offices will be in Rome, Suwanee, Augusta, Hiram, Jackson, Macon, and Fayetteville Georgia.** The organization was founded for the purpose of providing comprehensive community-focused child and family development programs such as outpatient mental health, case management, social services, medication management family life and social skills training and education to adults, children and youth to bring about self-sufficiency for Family 360 consumers. The President is the agency's chief administrator and is responsible for Family 360's managerial, operational, and fiscal performance.

Our objective as an organization is to promote, and facilitate where possible, the improvement of children and youth, individuals and families. For the most part, our consumers are individuals and families who have typically either existed or been relegated to the fringe of society, this is particularly noticeable when it comes to the enjoyment of economic benefits. In order to accomplish our aims, needs and organization with the right structure; an appropriate collective mindset; individual ingenuity, commitment and innovation; cooperative relationships at all levels; expertise in a broad range of academic, technical, and general content areas and; a spirit that seeks to extend the benefits of opportunity to everyone who needs our help. As a company, we must be responsible and highly effective if we are going to survive in the current economic and social climates.

Family 360 values the contributions of each staff member and strongly supports those individuals who maintain a consistently high level of effort, fulfill their position responsibilities, positively contribute toward achieving the agency's mission, and abide by the organizational principles and policies stated in this manual. The agency will also encourage and promote personal growth and development, hopefully resulting in a more rewarding experience for staff members. Family 360 views the relationship with its employees as a partnership and commits to maintaining an atmosphere that is conducive to high quality service delivery and continuous improvement.



## **1.2. Purpose and Use of This Manual**

This manual provides an essential framework of employee policies and procedures, as well as other specific information, that secure the organizational interests and operational effectiveness of Family 360 while maximizing the potential for high performance by staff and protecting individual rights. The agency does not believe that there is an inherent incompatibility between corporate and employee interests - in fact, Family 360 views these two fundamental concerns as inseparable. While this guidebook does place necessary restrictions on employee behavior and actions, the agency believes that it also offers ample opportunity for staff to use their ingenuity and discretion in fulfilling professional obligations to Family 360 consumers, the organization itself and the community.

The information contained in this manual should support your professional growth and development, and make you aware of specific/applicable rights, responsibilities, policies and procedures while you are employed with Family 360. It is extremely important that each employee understand their obligations and responsibilities, as well as their rights. In developing this manual, Dr. Maul worked diligently to strike an appropriate balance between policies and procedures that are absolutely necessary from a business standpoint (i.e. those that generally protect the agency, its clients and staff, and facilitate an adequately ordered environment) and those that allow or grant freedom to staff. The organization is committed to developing and maintaining a supportive atmosphere that engenders mutual cooperation and respect, and results in improved organizational efficiency and effectiveness. Staff generally finds that Family 360 is fairly liberal in terms of granting latitude to proven team members who develop creative or innovative solutions to the challenges facing the agency and its clients. However, the organization cannot allow violations of policies and procedures that have been designed to protect, not only the company, but employees and clients as well.

Family 360 encourages the discussion of agency policies and procedures with supervisory staff so that individuals can arrive at an acceptable level of understanding; however, each employee should be aware that simple disagreement with organizational policies does not constitute sufficient grounds to disrupt their application or attempt to subvert them in any manner. Family 360 and all employees shall follow all applicable federal, state and local laws, statutes, regulations, ordinances and codes. The Personnel Policies and Procedures Manual will be updated when required by changes in federal and state laws, or as it becomes administratively necessary. Furthermore, Family 360 reserves the right to change the specific policies, procedures, employee benefits and other provisions of this manual at the agency's discretion. All offices will be provided with updated sections and forms as they are developed. We believe that you will be more effective in your job if you have the



greatest access possible to Family 360's official personnel policies and procedures. To that end, each office will continuously maintain an up-to-date authorized copy of the manual which will be available for reference by all employees. In order to promote swift and cost-effective distribution, and increase accessibility for staff review, family 360 will also make arrangements to assure that the manual is available in a digital format and posted on the agency's official website.

On occasion, there may be a justifiable need for specific departures from the policies and procedures established herein. Inasmuch as the agency must rely on consistent interpretations in determining unique instances where individual circumstances merit accommodation, as well as the means for addressing the given situation, Family 360 must designate a single authority with responsibility for such issues. **The President is the only agency employee who is capable of authorizing actions and/or procedures that vary from those established in this manual.**

This manual will be reviewed every three to six months as needed.

God Bless,

Dr. Maul, President



### 1.3. At-Will Employment

Employment at Family360 is at-will. An at-will employment relationship can be terminated at any time, with or without reason or notice by either the employer or the employee. This at-will employment relationship exists regardless of any statements by office personnel to the contrary.

**Only the President, Dr. Maul,** is authorized to modify the at-will nature of the employment relationship, and the modification must be in writing. Employment at Family360 is based wholly on qualifications, competence, experience, training and fitness for the job. Because of the importance of our work in serving the community, we make every effort to fill vacancies in accordance with the above stipulations. **At the time of employment each person will receive a confirmation of employment letter which outlines job title, salary, etc.** Further, each person will receive a copy of the job description and Family360 Personnel Policies. When a job is available at Family 360 Human Resources is responsible for seeing that all staff members are informed about the opening.

### 1.4. New Employee Orientation

Orientation is a systematic procedure for introducing the new employee to the organization and their assigned area(s) of responsibility. The employee's immediate supervisor, or other designated member of the Human Resources department, will assist the new employee in completing the required employment forms and discuss the items listed on the Orientation Checklist (Evaluation). The orientation process should flexibly respond to the needs of incoming agency personnel, allowing significant interaction between the staff member(s) conducting the session and the new employee. After the orientation, the new employee must sign the checklist indicating that (s)he understands the items that were reviewed and discussed. Prior to executing the checklist, the person(s) conducting the orientation should address each question or area of concern indicated by the new staff member. In instances where specific information is not immediately available by the conclusion of the orientation, the supervisor conducting the session shall make every effort to respond to the new employee's request or question in a timely manner. The Orientation Checklist must be forwarded to the President as soon as completed.

Orientation of new employees will include the following:

- \_ Review of the employee's job description and core standards for evaluation
- \_ Review of these personnel policies and practices
- \_ Review of general policies and procedures of Family360.
- \_ Review of the employee's job title, salary and compensation agreements, work hours, time sheets and other record-keeping methods and pay practices, standards for employee conduct, attendance and punctuality, etc.





### **1.5. Probationary Period**

All new employees are required to serve a minimum 90-day probationary period during which employment may be terminated at the discretion of the agency without recourse to the standard procedure for termination specified in our policies. This period may be extended at the discretion of the supervisor. If the immediate supervisor and/or Manager find the probationary employee's work unsatisfactory, this should be indicated to the employee as early as possible in the probation period. No formal statement of cause is required but an informal explanation would normally be expected.

When the health, dental, disability and pension plans become available, employees will not begin to accrue leave and will not be entitled to join the Family 360 plans until the successful completion of the probationary period. The manager may authorize leave with pay for illness or other emergencies with the understanding that should the employee not continue with Family 360 after the 90-day probation (or long enough to earn the advanced leave), Family 360 would reduce the employee's last paycheck by said number of days.

### **1.6. Hours of Employment**

**Full-time work** is generally assumed to occur Monday through Friday between the hours of 9:00 a.m. and 5:00 p.m., with one hour lunch designated for lunch. At the discretion of the Manager, flexible hours may be arranged if these will not interfere with the accomplishment of the organization's task and goals. Employees who regularly work outside normal hours can arrange for adjusted hours. Employees who experience a delay or emergency which will require them to be more than 30 minutes late in arriving should notify a member of the management team of their expected arrival time.

### **1.7. Attendance**

Federal, State and City laws require Family360 to maintain accurate records of all employees' time and attendance. Each employee must complete and submit accurate time sheets daily. Falsification of time and attendance records may result in disciplinary actions.

### **1.8. Disciplinary Probationary Period.**

The disciplinary probationary employment period shall begin with the effective date indicated on the Notice of Probation form and remain in force for up to ninety (90) working days of continuous employment. A Probationary Employee Evaluation Report will be completed by the probationary employee's immediate supervisor five (5) working days prior to the end of the probationary period provided the person is recommended for continued employment. The completed form should be forwarded to the Executive Director for approval and inclusion in the employee's personnel file.



**1.9. Change-of-Position Probationary Period.** The change-of-position probationary employment period shall begin with the effective date of the position change and remain in force for up to ninety (90) working days of continuous employment. An employee may either resign or be discharged at any time during the change-of position probationary period with neither the employee nor Family 360 required to give the other party prior notification or cause. A Probationary Employee Evaluation Report will be completed by the probationary employee's immediate supervisor five (5) working days prior to the end of the probationary period provided the person is recommended for continued employment. The completed form should be forwarded to the Executive Director for approval and inclusion in the employee's personnel file.

## **Section 2 – Workplace Commitments**

### **2.1 Equal Opportunity Employment**

Family360 is an equal opportunity employer and does not unlawfully discriminate against employees or applicants for employment on the basis of an individual's race, color, religion, creed, sex, national origin, age, disability, marital status, veteran status or any other status protected by applicable law. This policy applies to all terms, conditions and privileges of employment, including recruitment, hiring, placement, compensation, promotion, discipline and termination. Whenever possible, Family360 makes reasonable accommodations for qualified individuals with disabilities to the extent required by law. Employees who would like to request a reasonable accommodation should contact Human Resources.

### **2.2 Non-Harassment Policy / Non-Discrimination Policy**

Family360 prohibits discrimination or harassment based on race, color, religion, creed, sex, national origin, age, disability, marital status, veteran status or any other status protected by applicable law. Each individual has the right to work in a professional atmosphere that promotes equal employment opportunities and is free from discriminatory practices, including without limitation harassment. Consistent with its workplace policy of equal employment opportunity, the company prohibits and will not tolerate harassment on the basis of race, color, religion, creed, sex, national origin, age, disability, marital status, veteran status or any other status protected by applicable law. Violations of this policy will not be tolerated. Discrimination includes, but is not limited to: making any employment decision or employment related action on the basis of race, color, religion, creed, age, sex, disability, national origin, marital or veteran status, or any other status protected by applicable law.

### **2.3 Harassment**

Harassment is generally defined as unwelcome verbal or non-verbal conduct, based upon a person's protected characteristic, that denigrates or shows hostility or aversion toward the person because of the characteristic, and which affects the person's employment opportunities or benefits, has the purpose or effect of unreasonably interfering with the person's



work performance, or has the purpose or effect of creating an intimidating, hostile or offensive working environment. Harassing conduct includes, but is not limited to: epithets; slurs or negative stereotyping; threatening, intimidating or hostile acts; denigrating jokes and display or circulation in the workplace of written or graphic material that denigrates or shows hostility or aversion toward an individual or group based on their protected characteristic.

#### **2.4 Sexual harassment**

Sexual Harassment is defined as unwelcome sexual advances, requests for sexual favors and other verbal, visual or physical conduct of a sexual nature, when:

1. submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment;
2. submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual; or
3. such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.

Examples of sexual harassment include: unwelcome or unsolicited sexual advances; displaying sexually suggestive material; unwelcome sexual flirtations, advances or propositions; suggestive comments; verbal abuse of a sexual nature; sexually oriented jokes; crude or vulgar language or gestures; graphic or verbal commentaries about an individual's body; display or distribution of obscene materials; physical contact such as patting, pinching or brushing against someone's body; or physical assault of a sexual nature.

#### **2.5 Reporting:**

Any company employee who feels that he or she has been harassed or discriminated against, or has witnessed or become aware of discrimination or harassment in violation of these policies, should bring the matter to the immediate attention of his or Human Resources, or the President. The company will promptly investigate all allegations of discrimination and harassment, and take action as appropriate based on the outcome of the investigation. An investigation and its results will be treated as confidential to the extent feasible, and the company will take appropriate action based on the outcome of the investigation. No employee will be retaliated against for making a complaint in good faith regarding a violation of these policies, or for participating in good faith in an investigation pursuant to these policies. If an employee feels he/she has been retaliated against, the employee should file a complaint using the procedures set forth above.

#### **2.6 Open Door Policy**

The company has an open door policy and takes employee concerns and problems seriously. The company values each employee and strives to provide a positive work experience. Employees are encouraged to bring any workplace concerns or problems they might have or know about to their supervisor or some other member of management.



**2.7 Employee Expenses. Professional and Personal Development.** Family 360 encourages individuals to take an active role in their own professional development. In certain instances, an activity or program may be available to staff that will impart some special knowledge or skills that are of particular benefit to Family 360. In these instances, the agency may consider allowing the individual to participate in the activity, as well as the possibility of providing financial support on behalf of the employee. Participation shall only be allowed in instances where Family 360 determines that the specific training, activity or program is consistent with organizational needs, the training or development regimen is of sufficient quality to reasonably ensure an expectation of improved knowledge or skills will result, and that the employee's participation will ultimately benefit the agency. If financial support is requested by the individual, Family 360, in addition to other factors, must have sufficient funds on hand prior to participation in the activity. If the determination is made to provide financial assistance, the agency may either pay all or a portion of the expenses prior to participation, or reimburse the employee for a pre-determined amount after completion. Proof of successful completion shall generally be required for reimbursement of expenses related to participation in developmental activities. The definition of "successful completion" shall be established prior to the individual's enrollment or participation in the activity or program. In situations where the agency advances funds in support of an individual's professional development activity or program and the employee fails to successfully complete the sponsored activity, the individual shall promptly remit payment to Family 360 for the amount of funds provided by the agency. Employees who terminate their employment with Family 360 during the period of participation in an authorized training or development activity will forfeit their right to reimbursement of related expenses, and owe the agency an immediate refund of any funds advanced for the specific activity or program. Family 360 is not obligated to provide a specific opportunity for any staff member, and reserves the right to limit, alter, restrict or deny any request for professional development support. Family 360 may also consider the implementation of specific employee development incentives and reward programs. These shall only be possible when financial support is available and an authorized plan is adopted prior to the applicable performance period. No awards, financial or otherwise, shall be given to employees who are on disciplinary probation, or provided to individuals who terminate their employment with Family 360 during the course of the award determination period. Family 360 reserves the right to recover specified expenditures from individual employees through allowable wage garnishment and payroll reduction measures. While the agency supports the individual pursuit of personal development, special work accommodations and financial support shall generally not be available for activities that do not provide specifically relevant benefits to the organization. Staff should be advised that the agency's approval and/or funding of a specific development activity does not constitute a guarantee of employment for a definite period, and does not affect the individual's at-will nature of employment with Family 360.



## **2.8. Personnel Recruitment and Selection.**

General Qualifications for and Conditions of Employment. As noted earlier, no employee, or person seeking employment with Family 360, shall be appointed, promoted, demoted, removed, or in any way favored or discriminated against because of their race, color, religion, sex, national origin, age or disability. Concurrent with solicitation of applicants from outside the organization, consideration will be given to upgrading existing Family 360 staff. Consideration will be given to providing employment for persons who have been or are members of the target population. The attainment of a high level of education and prior experience will be essential only in those positions where deemed necessary. The desired qualifications for positions within Family 360 should be included as part of the official job description for each position.

## **2.9 Criminal History and Background Checks**

**2.9.1. Employment with Children and Youth:** convictions of a felony crime or an offense involving moral turpitude may or may not, based upon the determination of Human Resources, disqualify a person for employment with Family 360. Additionally, any individual who has been convicted of, been placed on deferred adjudication for, or has any pending criminal charges against them for the following offenses is not eligible for employment in Family 360's child and youth oriented programs: • A felony or misdemeanor classified as an offense against a person or family. • A felony or misdemeanor classified as public indecency. • A felony or misdemeanor violation of any law intended to control the possession or distribution of any substance named as a controlled substance in the Georgia Controlled Substance Act. **All new hires for Family 360's child- and youth-oriented programs are subject to a thorough background and criminal record check as a condition of employment.** Evidence indicating a conviction for an applicable offense or class of offenses; pending or unresolved charges against an individual for an applicable offense or class of offenses; or information that evidences a history of criminal offenses, whether specified or not, shall disqualify the individual from employment with Family 360. **The criminal background check shall take place prior to the date of employment.** However, this does not preclude the agency from imposing a criminal background check at a later date if Human Resources determines that the nature of the employee's work responsibilities indicates such a need.

## **Section 3**

### **3.1. Pre-employment drug and alcohol testing**

Applicants for certain positions are subject to pre-employment drug and alcohol testing as a condition of employment. Applicants found to be in violation of the agency's Drug & Alcohol Use, Testing & Possession Policy shall not be considered for employment with Family 360. The test shall usually be administered during the time of orientation, but



nothing shall preclude the agency from requiring individuals to submit to drug and alcohol testing at an earlier or later date.

### **3.2. Health Examination and Tuberculosis Screening**

Certain positions require candidates to undergo health examinations and screening for tuberculosis. These assessments shall be carried out consistent with agency procedures. Compliance with these policies and procedures is a condition of employment and shall generally take place at, or be completed by, the time of orientation.

### **3.3. Direct Deposit Account**

Applicants for employment at Family 360 will need to have either a checking or savings account at a financial institution.

### **3.4. Posting of Position Vacancies**

Notices of position vacancies or new positions to be filled shall be posted in the employee information display of the main office and other appropriate agency worksites for an appropriate period before filling the vacancy or new position. In an effort to promote greater access to position vacancy and new position notices, Family 360 will place employment information on the agency's website and update the contents on a regular basis. In addition to posting position vacancy notices at agency worksites and virtual locations, notices may be placed in newspapers and other widely circulated media to provide a greater community distribution. The agency may also utilize other methods of informing potential applicants about position vacancies.

### **3.5. Application for Employment and Reference Checking**

Applications for employment will only be accepted if they are in response to, and in accordance with, specific solicited requests by the agency for available openings. Unsolicited letters, resumes, applications or other forms of communication will not be considered by Family 360 and they will be discarded accordingly. Applications should be submitted on the form prescribed and provided by Family 360. Consideration of an individual as an applicant for employment with Family 360 will require certification by Human Relations that the person has satisfied all requirements of the application process. Individuals will have satisfied said requirements for consideration as an applicant for employment if, in response to a solicited request from Family 360 regarding an identifiable position opening, they have: a) complied with all provisions of the solicitation process which shall include, but not be limited to, completing and signing Family 360's prescribed application form; and b) submitted the application, and any other requested materials, to the agency via U.S. mail, private carrier or facsimile transmission. Submission of resumes, letters of introduction, informal or formal discussions with Family 360 employees or other methods of communication do not constitute grounds for consideration by Family 360 of the individual as an applicant. All applicants will be subject to examination. In so far as possible and practical, the applicant's personal references and former employers and supervisors will be consult-



ed and academic accomplishments will be verified. Reference checks will be made either by telephone, mail or facsimile and documented on the appropriate reference check form. Completed reference check forms will be kept with the employee's application form and maintained in the applicant's confidential file. Applicant records shall be maintained by Family 360 only until the position that the individual was applying for has been filled. The agency may maintain a database of relevant information pertaining to individuals who have sought and not been selected for employment.

### **3.6. Responsibility and Authority for Hiring Employees**

The President shall approve, prior to implementation, all staff positions, organizational charts, promotions, demotions, position upgrades and administrative restructuring. The President or Human Resources has final and complete authority for the selection and hiring of all employees. The President or Human Resources shall approve all grants and contracts applied for/or granted to Family 360.

### **3.7. Employment Authorization Procedure and Notification of Employment**

**An Employee Action Notice** should be completely filled out by the Family 360 supervisor recommending the proposed employee, and forwarded to the President or Human Resources for approval. The President or Human Resources Manager must sign the Employee Action Notice signifying approval of the hiring prior to the individual actually being offered a position with the agency. Following approval, the form shall be included in the employee's personnel file.

### **3.8. Persons with Disabilities**

It is Family 360's policy and practice to reasonably accommodate qualifying persons who have disabilities that rise to the level of an "impairment" as specified in the Americans with Disabilities Act (ADA). Each situation shall be evaluated separately to determine the most appropriate action or accommodation necessary to achieve a successful outcome. In instances where an accommodation would present an undue hardship to Family 360, the agency reserves the right to exercise its options under Federal law. Employees seeking accommodation should provide written notification to their immediate supervisor at the earliest possible time. The supervisor, upon receipt of the notice, shall immediately request the employee to complete an ADA Disclosure form. The agency shall have ten working days from receipt of a properly completed ADA Disclosure to respond to the employee, at which point Family 360 may either communicate the company's official position or request additional information. Requests from clients for reasonable accommodation shall be carried out in a manner consistent with Family 360 policy and, as applicable, the mandates of the funding source.

### **3.9. Verification of Eligibility for Employment in the U.S.**

Family 360 adheres to Immigration Reform and Control Act (IRCA) regulations in determining the applicant's eligibility to work in the United States by completing an I-9 form.



Human Resources must request and review documents which attest to the person's identity and eligibility to work in the United States. Documents that establish both identity and employment eligibility are: • U.S. Passport. • A certificate of U.S. citizenship (INS Form N-560 or N-561). • A certificate of naturalization (INS Form N-550 or N-570). • An unexpired foreign passport which contains an unexpired stamp which reads "Processed for I-551. Temporary evidence of lawful admission for permanent residence. Valid until employment authorized." • An unexpired foreign passport which has attached a Form I-94 bearing the same name as the passport and contains an employment authorization stamp, so long as the period of endorsement has not yet expired and the proposed employment is not in conflict with any restrictions or limitations identified on the Form I-94. • An alien registration receipt card (INS Form I-151) or resident alien card provided it contains a photograph of the bearer. • A temporary resident card (INS Form I-688). • An employment authorization card (INS Form I-688A). Documents that establish identity only are: • A state-issued driver's license or state-issued identification card containing a photograph. If the driver's license or identification card does not contain a 12 photograph, identifying information should be included, such as name, date of birth, sex, height, color of eyes, and address. • A school identification card with a photograph. • A voter's registration card. • A U.S. military card or draft record. • An identification card issued by federal, state or local government agencies. • A military dependent's identification card. • A Native American tribal document. • A U.S. Coast Guard Merchant Mariner card. • A driver's license issued by a Canadian government authority. Documents that establish employment eligibility only are: • A social security number card, other than one which has printed on its face "not valid for employment purposes." (Note: This must be a card issued by the Social Security Administration; a facsimile (such as a metal or plastic reproduction) is not acceptable. • An original or certified copy of a birth certificate issued by a state, county, or municipal authority bearing an official seal. • An unexpired INS employment authorization. • An unexpired re-entry permit (INS Form I-327). • An unexpired refugee travel document (INS Form I-571). • A certification of birth issued by the Department of State (Form FS-545). • A certification of birth abroad issued by the Department of State (Form DS-1350). • A U.S. citizen identification card (INS Form I-197). • A Native American tribal document. • An identification card for use of resident citizens in the U.S. (INS Form I-179).

**3.9.1. Refusing to Comply with Policy. Individuals refusing to comply with the agency's Health Examination & Tuberculosis Screening Policy shall be terminated.**

## **Section 4 – Company Policies and Procedures**

### **4.1 Professional Conduct**

Family360 expects its employees to adhere to a standard of professional conduct and integrity. This ensures that the work environment is safe, comfortable and productive. Employees should be respectful, courteous, and mindful of others' feelings and needs.





General cooperation between coworkers and supervisors is expected. Individuals who act in an unprofessional manner may be subject to disciplinary action.

## **4.2 Dress Code**

An employee's personal appearance and hygiene is a reflection on the company's character. Employees are expected to dress modestly and appropriately for their individual work responsibilities and position. For example, no tights, halter tops, etc. is to be worn in the office or when seeing consumer. Business casual attire Monday through Friday.

**4.2.1. Personal Business and Personal Phone Calls: Must be kept to a minimum. Emergency phone calls are an exception during the business day.** While Family 360 employees are on duty, personal communications of all types shall be limited in frequency and duration to that which is both reasonable and necessary. This includes, but is not limited to, incoming and outgoing personal telephone calls, email, written or typed correspondence and all other forms of communication, electronic or otherwise, not specifically identified. Excessive personal communications or failure to abide by this policy will be grounds for disciplinary action, up to and including dismissal from employment with Family 360. Phones are provided for business use. The company requests that employees not receive personal calls while on duty. If urgent, please keep personal calls to a minimum and conversations brief. Personal long distance calls are not permitted. Employees are reminded that they should have no expectation of privacy in their use of company computers or other electronic equipment. Violations of these policies could result in disciplinary action.

## **4.3. Company Property**

Company property, such as equipment, vehicles, telephones, computers, and software, **is not for private use.** These devices are to be used strictly for company business, and are not permitted off grounds unless authorized. Company property must be used in the manner for which it was intended. Upon termination, employees are required to surrender any company property they possess. Company computers, internet and emails are a privileged resource, and must be used only to complete essential job-related functions. Employees are not permitted to download any "pirated" software, files or programs and must receive permission from a supervisor before installing any new software on a company computer. Files or programs stored on company computers may not be copied for personal use.

**Phones are provided for business use.** The company requests that employees not receive personal calls while on duty. If urgent, please keep personal calls to a minimum and conversations brief. Personal long distance calls are not permitted. Employees are reminded that they should have no expectation of privacy in their use of company computers or other electronic equipment. Violations of these policies could result in disciplinary action.



#### 4.4. Privacy

Employees and employers share a relationship based on trust and mutual respect. However, the company retains the right to access all company property including computers, desks, file cabinets, storage facilities, and files and folders, electronic or otherwise, at any time. Employees should not entertain any expectations of privacy when on company grounds or while using company property. **All documents, files, voice-mails and electronic information, including e-mails and other communications, created, received or maintained on or through company property are the property of the company, not the employee.** Therefore employees should have no expectation of privacy over those files or documents.

#### 4.5. Personnel Files

The personnel file on all employees will include information on the salaries they received in the positions held prior to joining Family 360. All such information will be treated as privileged information. Personnel files on all agency employees are the exclusive property of Family 360 and will only be made available to designated supervisory and administrative personnel as authorized by the President. Family 360 shall maintain a system of confidential personnel records. Human Resources will be responsible for the maintenance of personnel files on each employee. A separate personnel records file should be created at the time of employment and maintained for each employee. At time of termination, the employee's personnel records file should be transferred to an "inactive" section and retained as a permanent source of confidential information regarding the employee's employment history with Family 360. **All personnel records and files will be kept under lock and key.** Access to information contained in the personnel records should be limited to authorized personnel only, and otherwise opened only on a need-to-know basis subject to the specific approval of the Head of Human Resources. With the exception of TB test results, information regarding medical screenings and drug and alcohol tests will be maintained in separate locked files from an employee's official personnel file. The President has the authority to establish appropriate administrative, technical and physical safeguards to insure the security and confidentiality of records and to protect against any anticipated threats to their security which could result in substantial harm, embarrassment, inconvenience, or unfairness to any individual or to Family 360 on whom or by whom information is maintained. This may include, but is not limited to, requiring that persons given access to privileged personnel records sign a pledge to maintain the confidentiality of those records. An official Family 360 personnel file shall consist of the following specified items and information only: Personnel Records File Contents • Application for employment. • Orientation Checklist. • Telephone or Mail Reference Check form, letters and verification of previous employment. • Copies of any employment correspondence including notification of employment. • Current job description. • Record of all personnel appraisal reviews and evaluations, including changes in job, income, grade or tenure. • If employee is authorized to drive on Family 360 business, file will contain copy of employee's driver's license and verification of automobile insurance coverage. • Record of all formal disciplinary actions.



Employee Action Notice(s). • Training and career development plans, if any. • Letters/certificates of appreciation, etc., if any. • Any other documents indicated by Family 360 policy or required by regulation.

#### **4.6. Overtime**

Non-exempt employees are eligible to receive overtime pay if they work more than 40 hours in a given week. Holiday, vacation, and sick time are not included in hours used to determine overtime eligibility. Overtime pay equals 1.5 times an employee's regular hourly rate. **All overtime must be approved by Dr. Maul in advance.**

#### **4.7. Employment and Self-Employment outside the Agency.**

Authorization for outside employment must be approved in writing by the President or Human Resources. All written requests for permission to engage in outside employment should state: • the type of work to be engaged in, including an explanation of the actual tasks to be performed. • The hiring organization. • The hours of work. Outside employment may be authorized provided it does not affect or interfere with the employee's assigned job responsibilities, distract from or impair the employee's on-the-job performance and efficiency, produce a conflict-of-interest situation, or reflect negatively on Family 360 with unfavorable publicity or poor public relations. The decision as to how and whether outside employment affects Family 360 will be made by Human Relations and the decision will be final.

#### **4.8. Health Concerns and Positive Tuberculosis Test Results**

Health concerns identified either through the initial health examination or periodic check-ups shall be the responsibility of the affected individual. Family 360 shall not be responsible for further examination, testing and diagnosis, treatment or other aspects of the potential health condition beyond the employee's eligibility for coverage in agency administered insurance programs and applicable leave options available to the employee, if the individual is eligible for such benefits consistent with agency policy. Additionally, Family 360 will attempt to make reasonable accommodations for qualified individuals with an identified disability. Family 360 does not represent that the extent of the initial health examination, nor any periodic check-ups, mandated by the agency are sufficient in scope, depth, and detail to detect all medical concerns. Employees should be aware that the format of the agency's health examination has been designed to limit the personal intrusion while still capturing information that is necessary in evaluating the overall health of the individual and in making a reasonable assessment of their fitness for employment in the field of child development.

Employees are encouraged to seek the advice of their personal physicians in making health-related decisions and in the establishment and maintenance of a sound personal health program. Employees are required to notify Family 360 immediately if they have a positive TB screen or are otherwise diagnosed with tuberculosis. Additionally, staff should



be familiar with risk factors that are associated with an elevated incidence of active tuberculosis, and should seek a qualified medical opinion regarding their susceptibility as appropriate. In Family 360's attempt to remain in compliance with state and local health regulations and safeguard the health of children, staff and others, individuals whose initial TB screen is positive shall be prohibited from reporting to work until there is sufficient documentation to establish that they do not pose a threat of transmitting tuberculosis to others. Reinstatement on the job shall be subject to an acceptable written statement from a qualified physician, the local department of health, or other recognized health authority establishing that the individual is in good health and poses no threat of transmitting tuberculosis. Staff members who can definitively establish a personal medical condition that contraindicates tuberculin skin testing as a means of screening for TB must provide an otherwise medically acceptable and efficacious means of establishing and documenting their ongoing compliance with Family 360's TB screening policy.

## **Section 5 - Employment Classification**

Family360 assigns positions, determines wages and compensates employees for overtime in accordance with state and local laws and the Fair Labor Standards Act.

### **5.1. Exempt Employees**

Exempt employees are those that are excluded from the overtime pay requirements of the Fair Labor Standards Act. **Exempt employees are paid a salary and are expected to work beyond their normal work hours whenever necessary to accomplish the work of the company. Exempt employees are not eligible to receive overtime compensation. Supervisors, Department heads, Managers, and Directors are considered Exempt Employees.**

### **5.2. Non-Exempt Employees**

**Non-exempt employees are those eligible for overtime pay of 1.5 times the regular hourly rate of pay for all hours worked over 40 per work week. All overtime must be approved in advance.** Employees should consult with an administrator if they have questions regarding their classification as a non-exempt employee. Exempt Employee

### **5.3. Part Time, Full Time or Temporary Consultants**

Part-time or full-time status depends on the number of hours per week an employee works. Regular employees who work fewer than 40 receive part-time classification. Part-time employees are not eligible for employee benefits as described in this handbook. Regular employees who work 40 hours receive full-time classification.

From time to time the company may hire employees / **consultants** for specific projects or periods of time. Temporary employees /consultants may work either part-time or full-time, but generally are scheduled to terminate by a certain date. Temporary employees / consultants who remain on duty past the scheduled termination remain classified as temporary.



Only the President or Human Resources may change an employee's temporary status. Temporary employees are not eligible for employment benefits.

**5.4. Consultants** are allowed to work their own schedule from home or from the company office if space, time, personnel, and equipment are available. Consultants work in conjunction with Human Resources or the President. Consultants work by contracts, a copy of which should be on file in company office.

#### **5.5. Salaries**

Family360 is subject to a number of constraints in the determination of salaries. **Salaries of some positions are governed by the amounts proposed from consumers fees, proposals and contracts which are in turn derived from the "going rate" available from foundations and government agencies. Furthermore, all salary increases must be made conditional upon raising sufficient money to cover the projected budget.** Within these constraints, the normal procedure is that a salary range is established for each position created, Human Resources specifies a salary at the time of hiring, and salaries are reviewed annually by Human Resources at budget preparation.

Employees shall be paid at a rate no lower than Federal Minimum Wage. Subject to this minimum, the salary for each position will be sufficiently comparable to prevailing practices within Family 360 and the Social Services Field. All salaries are subject to any salary cap as promulgated by respective funding agencies.

**Salary Increases.** Salary structures are projected annually based on availability of funds. Salary increases are contingent upon an average or better evaluation on the employee's official anniversary. When additional responsibilities in sufficient quantity are added to a position on a permanent basis, a position may be upgraded to a higher level.

#### **5.6. Rewards, Favors, Gifts and Relationships with Vendors and Contractors, Code of Conduct**

The intent of this policy is that the agency and its employees remain free from the inappropriate influence of outside parties - interests that may stand to benefit financially, or otherwise, by exploiting an unfair advantage. It is the responsibility of each individual to conduct themselves appropriately and be mindful of situations that could jeopardize Family 360's integrity and the reliability of agency systems. **No reward, favor, gift, or other form of remuneration, in addition to regular compensation, should be accepted by any employee for performance or nonperformance from any vendor, contractor, individual, firm, or any other source having, or proposing to have, a relationship with Family 360.** In an effort to assure that conflicts of interest do not compromise the integrity of Family 360's operations and administration, any personal relationships that either exist or develop between Family 360 staff and agency vendors, contractors or service providers, must be disclosed to the President. Individuals who fail to report a



relevant personal association are subject to disciplinary action, up to and including termination of employment.

**Employees and officers engaged in the award and administration of contracts must disclose when there is a conflict of interest.** Such employees or officers shall be removed from the participation in the selection, award, or administration of the contract where any real or apparent conflict of interest is present. Such a conflict would arise when the employee or officer or any member of his or her immediate family or an organization which employs or is about to employ any of the parties indicated has a financial or other interest in the organization selected for an award. Employees and officers shall neither solicit nor accept gratuities, favors, or anything of monetary value from contractors, or parties to sub agreements. Any employee or officer not adhering to these codes of conduct shall undergo disciplinary action.

#### **5.7. Payday**

Paychecks are distributed the 16<sup>th</sup> and 1<sup>st</sup> of each month. If the pay date lands on a holiday, paychecks will be distributed on the closest business day before the holiday. The paycheck will reflect work performed for the two week period. Paychecks include salary or wages earned less any mandatory or elected deductions. Mandatory deductions include federal or state withholding tax, and other withholdings. Elected deductions are deductions authorized by the employee, and may include, for example, contributions to benefit plans. Employees may contact Human Resources to obtain the necessary authorization forms for requesting additional deductions from their pay-checks. Notify a supervisor if the paycheck appears to be inaccurate or if it has been misplaced. The company reserves the right to charge a replacement fee for any lost paychecks. Advances/loans on paychecks are permitted. Change in name, address, telephone number, marital status or number of exemptions claimed by an employee must be reported to Human Resources immediately.

Upon request by the agency for currently employed personnel, and at the time of employment for new personnel, staff must complete an authorization for direct deposit form and provide the agency with a voided check or deposit slip for the account that will receive the employee's electronically deposited payroll.

**5.8. Payroll Deductions.** The following deductions will be withheld from employee payroll checks or electronic transfer deposits:

**Mandatory:** Federal Income (Withholding) Tax Federal Social Security (FICA) Tax State Income Tax, if applicable Other legitimate garnishments that are imposed on the agency, including, but not limited to child-support payments, IRS judgments, student loan payments, etc. **VOLUNTARY:** Tax Sheltered Annuity/403(b) Retirement Account, if applicable 42 Insurance (Family Coverage)



### **5.9. Employee Advances/Loans**

There is no legal requirement for an employer to make a payroll advance to an employee for any reason. However, an employer may desire to do so out of altruism or to promote morale and loyalty. If the employer wants to publicize its willingness to consider payroll advances, then a policy such as this advises employees what to expect when requesting a payroll advance. This policy addresses the practice of making deductions from employee pay to recover the loan amount, but not what happens to the loan if the employment terminates. Both of these matters may be regulated by state law.

#### **Conditions of Loan**

**If agency funds are available**, after completion of six months of employment, if an unusual financial crisis arises, part-time and full-time employees may request an interest-free loan from Family 360 up to a maximum of \$500. It is to be paid back through payroll deductions at an amount equal to a minimum of 10 percent of gross salary per pay period.

#### **Eligibility**

Employees must have a clean work and absenteeism record, that is, no written advisories, warnings or suspensions in their personnel file that have been written within the past 6 months.

An employee who receives a loan will not be eligible for another loan until 6 months from the date the previous loan has been fully repaid. Employees may not request a loan while they are on any type of leave of absence.

#### **Procedure**

1. An employee requesting a loan must **complete the Loan Request Form** and forward it to the Human Resource (HR) department.
2. The Director of HR or designee will review the request and the employee's record, and will advise the employee if the loan is approved.
3. If the loan is approved, the request will be forwarded to the Accountant for preparation of the check. The Accountant will send the check to the Director of HR or designee, and the employee will be notified when the check is ready to be picked up in the HR department.
4. The Accountant will make payroll deductions from subsequent employee paychecks.
5. All loan balances will be repaid from final paycheck when an employee is terminated.

## **Section 6 – Attendance Policies**

### **6.1. General Attendance**

The company maintains normal working hours of 9:00am to 5:00pm weekdays. Hours may vary depending on work location and job responsibilities. Supervisors will provide employ-



ees with their work schedule. Should an employee have any questions regarding his/her work schedule, the employee should contact the supervisor.

The company does not tolerate absenteeism without excuse. Employees who will be late to or absent from work should notify a supervisor in advance, or as soon as practicable in the event of an emergency. Chronic absenteeism may result in disciplinary action. Employees who need to leave early, for illness or otherwise, should inform a supervisor before departure. Unauthorized departures may result in disciplinary action.

### **6.2 Tardiness**

Employees are expected to arrive on time and ready for work. An employee who arrives fifteen minutes after their scheduled arrival time is considered tardy. The company recognizes that situations arise which hinder punctuality; regardless, excessive tardiness is prohibited, and may be subject to disciplinary action.

### **6.3 Breaks**

When working conditions permit, and pending a supervisor's approval, employees are entitled to one fifteen minute break for every four hours worked. Lunch is 60 minutes.

### **6.4. Flex Time:**

The operating days and hours of Family 360 are Monday through Friday, 9:00 a.m. to 5:00 p.m. All employees are expected to be at work during these hours unless approval is granted for a flexible work schedule (flextime). **Flextime at Family 360 is a work schedule with time of arrival and departure that differs from the standard operating hours by not more than two hours.** For example, a typical flextime arrangement is arrival at 10:30 a.m. and departure at 7:30 p.m.

Supervisors approve flextime on a case-by-case basis. Employees who have completed at least six months of employment are eligible for flextime. The employee must first discuss possible flextime arrangements with his/her supervisor and then submit a written request using the Flextime Request Form. The supervisor will approve or deny the flextime request based on staffing needs, the employee's job duties, the employee's work record and the employee's ability to temporarily or permanently return to a standard work schedule when needed. A flextime arrangement may be suspended or cancelled at any time. Exempt employees must depart from any flextime schedule to perform their jobs. Non-exempt employees may be asked to work overtime regardless of a flextime schedule. **As of march 1<sup>st</sup>, 2016, All Work from home schedules are permanently rescinded.**





## Section 7 – Leave Policies

### 7.1. Vacation:

**The following is the vacation policy for all full-time employees of Family360:**

**Length of Service**

0-2 years  
2-4 years  
5-10 years  
10 + years

**Weeks of Vacation**

5 working days  
10 working days  
15 working Days  
20 working days

Part time employees accrue vacation on a pro-rated basis.

Vacation is to be used in the best interest of Family360. Schedules will be arranged on the basis of seniority. Vacation Leave. Vacation time will begin to accrue from the date of employment; however, the employee will be compensated for accrued leave only if retained beyond the initial probationary period. The employee will be eligible for vacation following six months of employment. Vacation can only be taken after six months of employment. **All employees must exhaust their vacation leave each year, on or before December 31st. No employee may carry unused vacation leave into the next calendar year. In simple terms, this is a “use it or lose it” policy.**

### 7.2. Sick Leave

**“Full-time employees accrue one day of paid sick leave at the end of each month, beginning with the first month of employment.** Sick leave may be taken for any bona fide reason. Sick leave may not be taken in increments of less than two hours. “Up to 12 days of unused sick leave may be carried over from one calendar year to the next. Each employee is allowed a maximum of 12 sick days in any calendar year. **Unused accrued sick leave will not be paid out upon termination.”** Abuse of this policy may result in disciplinary action. **Family 360 allows employees to donate unused leave to co-workers suffering from extended illness.**

### 7.3. Family and Medical Leave Act

The company offers leave consistent with the requirements of the federal Family and Medical Leave Act (FMLA). Under the FMLA, an employee may be eligible for an unpaid family and medical leave of absence under certain circumstances, if the employee works within a seventy-five (75) mile radius of fifty (50) or more company employees.



Under the federal FMLA, a person who has worked as an employee of this company for at least 1,250 hours for twelve months is eligible for FMLA leave. Up to twelve weeks of unpaid leave per year is available for the following reasons:

- The birth of a child and to care for the newborn child;
- Placement of a child into adoptive or foster care with the employee;
- Care for a spouse, son, daughter or parent who has a serious health condition; or
- Care for the employee's own serious health condition.

If the need for leave is foreseeable, employees should notify a supervisor 30 days prior to taking FMLA leave. If the need for FMLA leave arises unexpectedly, employees should notify a supervisor as soon as practicable, giving as much notice to the company as possible.

Employees may be required to provide: medical certifications supporting the need for leave if the leave is due to a serious health condition of the employee or employee's family member; periodic recertification of the serious health condition; and periodic reports during the leave regarding the employee's status and intent to return to work. Employees must return to work immediately after the serious health condition ceases, and employees who have taken leave because of their own serious health condition must submit a fitness-for-duty certification before being allowed to return to work. Leave may be taken on an intermittent or reduced schedule to care for an illness; yet, may not be taken intermittently for the care of a newborn or newly adopted child.

When leave is taken intermittently, the company may transfer the employee to another position with equivalent pay and benefits, which is better suited to periods of absence. Subject to certain conditions, the employee or the company may choose to use accrued paid leave (such as sick leave or vacation leave) concurrent with FMLA leave. The company will maintain group health insurance coverage for an employee on family and medical leave on the same terms as if the employee had continued work. If applicable, arrangements will be made for the employee to pay their share of health insurance premiums while on leave. The company may recover premiums paid to maintain health coverage for an employee who fails to return to work from family and medical leave.

If an employee would like the company to maintain other paid benefits during the period of leave, premiums and charges which are partially or wholly paid by the employee must continue to be paid by the employee during the leave time. Family and medical leave will not result in the loss of any employment benefit accrued prior to the date on which the leave commenced. However, **an employee on family and medical leave does not continue to accrue benefits (e.g., sick leave or vacation leave) during the period of family and medical leave.** Questions regarding particular benefits should be directed to Human Resources. Upon returning from FMLA leave, an employee will be restored to his/her original job or an equivalent job with equivalent benefits, pay, seniority, and other employment terms and conditions as provided by the Family and Medical Leave Act.



#### **7.4. Holidays (after March 1<sup>st</sup>, 2016)**

The company observes the following holidays:

- New Year's Day
- Martin Luther King, Jr. Day
- Memorial Day
- Independence Day
- Labor Day
- Good Friday
- Thanksgiving
- Christmas Day

Holidays are observed on a paid basis for all eligible employees. Full time employees are eligible for paid holiday benefits. **Holidays may not be carried over into the next year.**

#### **7.5. Jury Duty Time Off**

The company understands that occasionally employees are called to serve on a jury.

**Employees who are selected for jury duty must provide a copy of their jury summons to a supervisor. Time taken for jury duty is granted on a paid basis.** Employees released from jury duty with four hours remaining in the workday, are expected to return to work.

#### **7.6. Voting Time Off**

Employees are encouraged to participate in elections. The company grants incremental time off to cast a ballot in an election. Voting time off is granted on a paid basis. Should extenuating circumstances arise while voting, notify a supervisor as soon as possible.

#### **7.7. Military Leave**

Any employee who is a member of the armed forces and presents official orders requiring their attendance for a period of training, in the U.S. Armed Forces, State Reserve Corps, or State Guard will be entitled to military leave for a period not to exceed **two weeks or ten working days annually**. This provision is for mandatory training only and does not include assignments which are voluntary. **Military leave is leave with full pay (up to ten days per year) less that paid by the military service. If military pay is more than Family360's, no compensation from Family360 is due.** Any employee who has been called to active duty as a member of the U.S. Armed Forces, State Reserve Corps, or State Guard for any period will have the right to return to their position, or comparable position, as specified in federal law.

#### **7.8. Leave of Absence**

Regular full-time employees may request an unpaid leave of absence after the exhaustion of paid leave. A request for a leave of absence must be submitted in writing in advance to the employee's immediate supervisor.



Leave of absences that are granted are unpaid, and will not be considered until an employee has exhausted all appropriate accrued leave balances. Continuation of employee benefits during a leave of absence will be addressed on an individual basis, as required by law.

## **7.9. Personal Days**

**Employees are eligible for 4 paid personal days per calendar year.** New employees will accrue 1 personal day for every 3 months worked in the hired calendar year. Personal days may be used at the employee's discretion for religious holidays and personal matters. **Personal days cannot be carried over to the following year.**

**7.9.1. Bereavement Leave.** Bereavement leave will be granted based on the following schedule: **Employees are allowed up to three consecutive days off from regularly scheduled duty with regular pay** in the event of the death of the employee's spouse, child, father, father-in-law, mother, mother-in-law, son-in-law, daughter-in-law, brother, sister, step-father, stepmother, stepbrother, stepsister, stepson or stepdaughter. To be eligible for paid bereavement leave, the employee generally must attend the funeral of the deceased relative. ·

**Employees are allowed one day off from regular scheduled duty with regular pay** in the event of death of the employee's brother-in-law, sister-in-law, aunt, uncle, grandparent, grandchild or spouse's grandparent. To be eligible for paid bereavement leave, the employee generally must attend the funeral of the deceased relative. **Employees are allowed up to four hours** of bereavement leave to attend the funeral of a fellow regular employee or retiree of the company, provided such absence from duty will not interfere with normal operations of the company.

## **Section 8**

### **8.1. Company Expectations**

The company expects every employee to act in a professional manner. Satisfactory performance of job duties and responsibilities is key to this expectation. Employees should attempt to achieve their job objectives, and act with diligence and consideration at all times. Poor job performance can result in disciplinary action, up to and including termination.

### **8.2. Employee Evaluation.**

Employee evaluations are designed to improve the employee's understanding of the job, improve efficiency and to encourage employee development.



**Procedures for Employee Evaluation Frequency:** Employee evaluations will be conducted on the annual anniversary of employment, change of position, or when deemed necessary.

**Responsibility:** It shall be the responsibility of the President and Human Resources to see that a system is in place which assures that evaluations are conducted as intended. Accordingly, the President and Human Resources shall ensure that the system provides each employee with a fair performance review.

**Evaluation:** The employee evaluation should be conducted in the employee's presence, when possible. The evaluation should discuss the strong and weak points of the employee's performance as they relate to his/her job description and development needs. If the employee disagrees with the evaluation, a rebuttal is mandatory. The original copy of the employee's written rebuttal shall be included with the evaluation and remain in the individual's personnel file. **The Employee Grievance Procedure does not apply to evaluations.** **Evaluation Report:** The Performance Evaluation form will be completed and discussed with the employee and forwarded to the President or Human Resources for review. Following review, the evaluation will be placed in the personnel file, whether or not it is signed by the employee.

### **8.3. Insubordination**

Supervisors and employees should interact with mutual respect and common courtesy. Employees are expected to take instruction from supervisors or other persons of authority. Failure to comply with instructions or unreasonably delaying compliance is considered insubordination. Acts of insubordination are subject to disciplinary action, up to and including termination. If an employee disagrees with a supervisor, the employee should first try to mediate the situation by explaining their position. If possible, a compromise might be met and accusations of insubordination avoided.

### **8.4. Employee Recognition and Awards**

In recognition of special service to Family 360 or a component program of the corporation, the agency may provide tangible awards to an employee or group of employees. Rewards for special contributions or service may be granted in recognition of the employee's length of service to Family 360, participation on special projects and teams, a unique or innovative program or procedural improvement, an extra-ordinary accomplishment, outstanding leadership, as well as other significant achievements.

### **8.5. Personnel Records**

#### **General Considerations.**

The personnel file on all employees will include information on the salaries they received in the positions held prior to joining Family 360. **All such information will be treated as privileged information.** Personnel files on all agency employees are the exclusive proper-



ty of Family 360 and will only be made available to designated supervisory and administrative personnel as authorized by Human Resources. Family 360 shall maintain a system of confidential personnel records. Human Resources will be responsible for the maintenance of personnel files on each employee. A separate personnel records file should be created at the time of employment and maintained for each employee. At time of termination, the employee's personnel records file should be transferred to an "inactive" section and retained as a permanent source of confidential information regarding the employee's employment history with Family 360.

**All personnel records and files will be kept under lock and key. Access to information contained in the personnel records should be limited to authorized personnel only, and otherwise opened only on a need-to-know basis subject to the specific approval of the Human Resources Manager. With the exception of TB test results, information regarding medical screenings and drug and alcohol tests will be maintained in separate locked files from an employee's official personnel file.** The President has the authority to establish appropriate administrative, technical and physical safeguards to insure the security and confidentiality of records and to protect against any anticipated threats to their security which could result in substantial harm, embarrassment, inconvenience, or unfairness to any individual or to Family 360 on whom or by whom information is maintained. This may include, but is not limited to, requiring that persons given access to privileged personnel records sign a pledge to maintain the confidentiality of those records.

**8.6. Personnel Records File Contents** • Application for employment. • Orientation Checklist. • Telephone or Mail Reference Check form, letters and verification of previous employment • Copies of any employment correspondence including notification of employment. • Current job description. • Record of all personnel appraisal reviews and evaluations, including changes in job, income, grade or tenure. • If employee is authorized to drive on Family 360 business, file will contain copy of employee's driver's license and verification of automobile insurance coverage. • Record of all formal disciplinary actions. (Note: If a disciplinary action is reversed upon appeal, there will be no record of the charges maintained in the employee's file.) • Employee Action Notice(s). • Training and career development plans, if any. • Letters/certificates of appreciation, etc., if any. • Any other documents indicated by Family 360 policy or required by regulation.

### **8.7. Children Personnel Records File Contents**

Children personnel records files will, in addition to the items indicated in the Personnel Records File Contents section, include the following: • Date of birth. • Name, address and telephone number of person to contact in case of emergency. • TB test results. • Signed, notarized Affidavit for Applicants for Employment with a Child-Care Facility or Registered Family Home form, as required by the State of Texas. • Documentation of previous training, education and work experience to include evidence that appropriate qualifications, as



required, are met. • Documentation of satisfactory criminal records check, such as required by Georgia Minimum Standards. A criminal records check shall be requested by the provider prior to the employment of any person who will have supervisory or disciplinary authority over children. • Documentation of a satisfactory driving record, if driving is part of employment responsibilities. • Any other documents indicated by Family 360 policy or required by regulation.

### **8.8. Youth Component Personnel Records File Contents**

Youth component personnel records files will, in addition to the items indicated in the Personnel Records File Contents section, include the following: • Documentation of previous training, education and work experience to include evidence that appropriate qualifications, as required, are met. • Documentation of satisfactory criminal records check • Documentation of a satisfactory driving record, if driving is part of employment responsibilities. • Any other documents indicated by Family 360 policy or required by regulation.

### **8.9. Other Personnel Records.**

All applications for employment shall be retained only until the position that the individual was applying for has been filled. Appropriate time and attendance records for all full-time and part-time employees shall be maintained for two years. Records shall also be kept of annual and sick leave earned and used by each employee. These records are kept with the payroll records rather than with the personnel files until such time as they become inactive. At that time they will be filed permanently in the employee's personnel file.

## **Section 9: Travel Authorization and Reporting Policy**

The purpose of this policy is to establish the formal procedures for requesting, authorizing, arranging and documenting official travel that will be paid for or reimbursed by Family 360. The agency's policy is designed to be in full compliance with OMB Circular A- 122 and generally consistent with federal travel regulations established by the US General Services Administration (GSA). Family 360's policy is structured in such a manner as to: provide consistent mechanisms for use by staff and others when requesting, arranging and documenting official travel; assure that costs related to specific travel are authorized and monitored, and either determined directly attributable to specific work under an award or are incurred in the normal course of administration of the organization; maximize accountability for agency funds and; assure that each trip is authorized by the proper Family 360 official.

**9.1. Out of town travel**, in most instances, will require the individual to be away from their primary domicile for at least one night. There will be instances where out of town travel can be accomplished in one day (e.g. a three-hour meeting in another state that an individual could attend and return home within the same day by using round-trip air transportation).



**9.2. Per Diem Allowance.** A daily payment for actual lodging expenses (excluding taxes), meals and related incidental expenses that does not exceed the maximum allowable rate for the specified location(s). The per diem allowance is separate from transportation and other miscellaneous expenses. Items included in the per diem allowance are: Lodging. Expenses, except lodging taxes, for overnight sleeping facilities, baths, personal use of the room during the daytime, telephone access fee, and service charges for fans, air conditioners, heaters and fires furnished in the room when such charges are not included in the room rate.

**9.3. Meals.** Expenses for breakfast, lunch, dinner and related tips and taxes (**specifically excluded are alcoholic beverage and entertainment expenses, and expenses incurred for other persons**). Incidental Expenses. Fees and tips given to porters, baggage carriers, bellhops, hotel maids and other service professionals. This category also includes the cost of transportation between places of lodging or business and places where meals are taken.

#### **9.4. Travel Authorization.**

**The three basic types of travel authorizations are: Unlimited Open.** The written authorization which allows the President to travel for any official purpose without further authorization. **Limited Open.** Written authorization allowing an eligible individual to travel on official business without further authorization under certain specific conditions, (i.e. travel to official meetings of the agency or its subdivisions, local staff travel incurred in the course of their official responsibilities) subject to trip cost ceilings, or for specific periods of time. **Trip-by-Trip.** Written authorization allowing an eligible individual or group of individuals to take one or more specific official business trips, which must include specific purpose, itinerary and estimated costs.

**Travel Costs.** Expenses for transportation, lodging, subsistence (meals and incidental expenses) and related items incurred by employees or other duly authorized individuals who are in travel status on official agency business of the organization.

**Affected Individuals.** The President and any Family 360 employee designated by the President may be authorized to travel on agency business.

#### **9.5. Travel Authorization Process.**

**All travel, paid and otherwise, is subject to availability of budgeted funds and the receipt of advance authorization as specified in this policy.** Since the frequency and nature of local travel in agency offices and other official stations is likely to be such that it cannot be directly supervised by Human Resources without imposing an undue administrative hardship, program managers shall be responsible for authorizing subordinate staff to travel for official business within the local area. In determining whether or not to authorize an individual's specific local travel, supervisors must make a positive determination that





the proposed travel is necessary, reasonable and advisable in order to further the aims of the organizational component to which the travel expenses will be assigned.

The process for authorizing various eligible individuals to travel out of town on official agency business is described below: 1. The President. The level of responsibility and nature of the job responsibilities are such that the President shall maintain an unlimited-open travel authorization. 2. The forms and processes used to document requests and expenses, including the payment and reimbursement of funds, shall generally be consistent with those used by staff members with the exception that approval by the President is not required. All other official business-related travel must be reviewed prior to creating an obligation for expenses associated with the travel in order to assure the availability of funds and ascertain compliance with applicable circulars and regulations.

Each individual must complete, and have approved by the chain-of-command, an Out of Town Travel Request and Authorization Form for each distinct trip, prior to actually obligating Family 360 funds for official travel. **The President must ultimately approve all official non-local agency travel on a trip-by-trip basis, as evidenced by his signature on the Out of Town Travel Request and Authorization Form.** The travel request form must be completed in detail and provide all of the requested information in order to be considered for approval. Upon review by the President, the employee or other individual shall be notified as to whether or not the travel is approved or the reasons for its disapproval.

#### **9.6. Travel Expenses and Payment Procedures**

Family 360 pays only those expenses essential to travel for official business and based primarily upon considerations that are most advantageous to the agency. Travelers are advised that they must exercise the same care in incurring expenses that a prudent person would exercise if traveling on personal business, and that they are responsible for expenses over the allowable limits established in this policy. **The request is made on the Out of Town Travel Request and Authorization Form.** Upon return to the office from officially authorized travel, each Family 360 employee or duly authorized traveler, must complete and submit an **Out of Town Travel Expense Report** within five working days. The report must be signed by the employee and the employee's authorized supervisor, as well as final approval indicated by the President's signature. Individuals shall promptly remit (at the time of submission of the Out of Town Travel Expense Report) any funds owed the agency in either a check, money order or cash. Individuals failing to promptly submit an acceptable Out of Town Travel Expense Report as established in this policy, or upon request by the agency, may be subject to suspension of travel privileges and disciplinary action. In cases where an advance was given and no Out of Town Travel Expense Report is on file within 30 days after return from the temporary duty location, the agency may deduct the full advance amount (as well as any agency-paid transportation or related expenses) from the individual's paycheck, subject to compliance with state wage garnishment provisions.



The agency will issue any reimbursement it owes an authorized traveler within ten working days of receipt by Family 360's fiscal department of a complete (including any required receipts), accurate and duly executed Out of Town Travel Expense Report. Authorized travelers shall use **the Local Travel Expense Record** in order to document reimbursable local travel expenses. The form must be completed by the individual authorized to travel locally and include all of the information necessary in order to secure reimbursement of allowable expenses. The form must be signed by the individual and the appropriate supervisors within the chain-of-command. Claims for reimbursement of local travel expenses must be made no later than 30 days following the date that the applicable expenses were incurred, as documented on the Local Travel Expense Record. Reimbursement requests that exceed the 30-day time limit are not reimbursable by Family 360 unless there is an extraordinary mitigating circumstance that would clearly document the need for such a delay. The agency will issue local travel expense reimbursements on a monthly basis provided that there is sufficient documentation received by Family 360's fiscal department to indicate that the claimed expenses were authorized, allowable and in conformance with the organization's applicable travel policies.

When an entity other than Family 360 agrees to pay the expenses incurred in attending a conference or other allowable activity, employees will submit claims for reimbursement to Family 360 with authorization that plainly states that the sponsoring entity should reimburse Family 360. When possible, the use of Family 360 forms is preferred. If a sponsoring agency is paying for a number of Family 360 representatives, the fiscal department shall coordinate the reimbursement process.

**9.7. Privately Owned Vehicles.** Use of a privately owned vehicle (POV) for official travel is reimbursable at a rate per mile traveled, providing that the use of a POV was authorized and in compliance with agency policy or common practice. The actual mileage reimbursement rate shall be published from time to time by Family 360 and will generally comply with the rate established by the GSA. In instances where the POV was utilized for out of town travel, the aggregate number of miles traveled should be included and submitted on the prescribed Out of Town Travel Expense Report. When the travel is local in nature, the individual should follow the requirements on the Local Travel Expense Record and include the appropriate vehicle odometer readings. When travel by common carrier is authorized, and the traveler chooses instead to travel by POV, applicable reimbursement will not exceed the cost of the common carrier fare, plus per diem allowances applicable to the constructive costs of using the authorized mode of travel. Family 360 is not responsible, nor is the agency liable for damages that may result from the use of a POV while the individual is on leave.

**9.8. Rental Vehicles.** Automobile rentals are reimbursable when the costs associated with renting a vehicle for surface travel are less than the projected reimbursement for the use of



a POV. Claims for reimbursement by conference attendees or other out of town travelers must demonstrate that other means of transportation were not available, were unreliable, were unnecessarily burdensome on third parties or were more costly. Authorization for use of rental vehicles must generally have been granted at the time the request for travel authorization was made. Receipts for rental vehicles must be submitted in order to document the expense.

**9.9. Taxi and Local Transit System.** Travelers are authorized to use taxi service when performing out of town travel for official Family 360 business provided that the expenses are reasonable with respect to other means of transportation that are available to the individual(s) and considering other factors such as safety, convenience and travel time. Taxi service may be used for roundtrip transportation from the traveler's residence to the airport and home again for official travel requiring an overnight stay, provided that the cost for this service does not exceed the cost that would have been incurred had the individual used a POV for this purpose. Travelers may use taxi service from the airport to the lodging location and back at the TDY subject to, among other factors, the considerations mentioned above. Taxi service may also be authorized between the place of lodging and place of business at the TDY. Receipts shall be provided to document these expenses.

**The costs of using public and quasi-public transportation including** rail, bus service and other similar components of a local transit system, are reimbursable by the agency for travelers performing official out of town travel. Receipts must be provided to document the expense. Authorized travelers are encouraged to utilize courtesy shuttles while on official travel status at a temporary duty location. Paid shuttle service, typically between an airport and hotel at the TDY, may also be authorized provided that the cost of the service is reasonable with respect to other options available to the traveler. Receipts shall be provided to document paid shuttle service expenses. When possible individuals are encouraged to share rides with other authorized travelers in the use of taxi or paid shuttle service since this typically results in a lower cost per person.

## **Section 10: Travel Authorization and Reporting Policy Part 2**

**10.1. Agency-Owned Vehicles.** In instances where an agency vehicle is available for surface travel and its use will result in the greatest benefit to Family 360, a traveler or travelers may be authorized to utilize this mode of transportation. **The traveler must meet eligibility requirements for operation of the selected vehicle and must comply with the Agency Transportation Policy.** Reimbursement for expenses associated with operation of an agency vehicle is allowable provided that the costs are reasonable and necessary. **Certain individuals are authorized to use corporate fleet fueling cards at specified service stations and corporate charge cards.** When possible, individuals are encouraged to use agency credit resources in order to avoid the obligation or outlay of personal funds.



**10.2. Per Diem Allowances.** Per Diem allowances may be paid to employees and others who are authorized to perform official travel for Family 360. **In order to be eligible to receive these allowances, travelers must travel away from their official work station or their homes, not returning for a period of at least 12 hours.**

**10.3. Lodging Expenses.** Authorized individuals shall be reimbursed up to the maximum allowable rate as specified by GSA for actual lodging expenses. Applicable room taxes, shall be reimbursed as a separate cost under the category of miscellaneous expenses and should not be included in the cost determination of lodging expenses.

Family 360 generally has no opinion regarding the selection of lodging at a TDY, provided that the cost for accommodations does not exceed the maximum allowable rate, and that other related costs necessary to access the accommodations are not significantly higher than those that would have been incurred had the individual selected other lodging. Claims for lodging expense reimbursements must be accompanied by a receipt. When sharing a room with another official traveler, the lodging reimbursement is limited to one-half of the double occupancy rate for the room.

**10.4. Meals and Incidental Expenses (M&IE).** Meals and incidental expenses are those costs incurred for food consumed during the course of travel and tips to service professionals (waiters, bellhops, porters, maids, etc.), laundry, as well as transportation between places of business or lodging and places where meals are taken at a TDY. Receipts are not required for M&IE. Authorized travelers shall generally be allowed reimbursement up to the maximum M&IE rate for the TDY established by the effective GSA standards. M&IE are only reimbursable for official travel that lasts for a period of 8 hours or more. The maximum reimbursement rate for travel that lasts for at least 8 hours but is less than 24 hours is 75 percent of the published daily rate for the primary TDY. When the travel period is 24 hours or more, the maximum M&IE reimbursement rate is 75 percent for the first and last days, and 100 percent for each full day at a TDY. Full days are calculated beginning at midnight.

**10.5. Miscellaneous Expenses.** Necessary miscellaneous expenses associated with official travel may also be reimbursed. Receipts for any such expenses of \$5.00 or more must accompany a claim for reimbursement. Miscellaneous expenses include, but are not limited to, applicable hotel taxes, parking, certain transportation fees and tips, business-related telephone charges, photocopying, facsimile transmission charges, business center costs and other expenses.

#### **10.6. Corporate Charge Cards**

Employees whose positions require frequent travel such that overnight lodging, airline transportation expenses and other travel costs are routinely purchased may be issued a



corporate charge card. The card is issued in the name of the individual and Family 360, and shall be used to arrange for and purchase travel-related services, as well as other approved business expenses. Employees holding corporate charge cards are responsible for expenses assigned or billed to their accounts. Family 360 shall only pay approved expenditures that are incurred as a direct result of official agency business. Cardholders who leave employment with Family 360 for any reason, shall immediately surrender the card and reconcile any balances on their account. Individuals should be aware that unauthorized expenses on Family 360 corporate charge cards may be grounds for disciplinary action, up to and including termination of employment with the agency.

### **10.7. Arranging Official Travel**

Individuals who are authorized to travel on official agency business shall be notified, either in writing or verbally, as to the appropriate means by which they should make specific travel arrangements (i.e. booking air transportation, securing hotel accommodations, etc.). Family 360 may authorize the use of a travel services organization, designate some other acceptable means for the traveler to use, or specify an individual within the agency who will make the arrangements for the traveler.

## **Section 11: Promotion and Demotion and Discipline Policy**

The act whereby an employee is moved to a different position in Family 360 which carries with it greater responsibility and/or compensation than the employee's current position.

### **11.1. General Considerations**

In filling vacant or new full-time positions, the President or Human Relations will consider promotion of qualified employees. Promotions are to be given without discrimination based on race, color, religion, sex, national origin, age or disability. Promotions are based on past performance and capacity for the position to be filled. No employee shall be required to accept a promotion to a position of greater responsibility.

### **11.2. Promotion Procedure.**

Employees wishing to be considered for a promotion, when in response to a posted position vacancy, should communicate their interest to Human Resources by written notice. The President has final authority over all promotions.

**11.3. Demotion:** The act by which an employee is moved to a different position in the Family 360 organization that carries a lower level of responsibility and/or compensation than the employee's current position.

### **General Considerations**

Demotion rather than termination can only be considered where a suitable vacant position exists. Demotion may be considered in the following instances: • When the employee would otherwise be laid off. • When the President and Human Resources conclude that the



employee does not possess the necessary ability to render satisfactory service in the position the employee currently occupies. • When voluntarily requested by the employee, in writing. A written statement concerning the demotion shall be prepared by Human Resources and a copy submitted to the employee.

#### **11.4. Grounds for Disciplinary Action**

Family 360 reserves the right to discipline and/or terminate any employee who violates company policies, practices or rules of conduct. Poor performance and misconduct are also grounds for discipline or termination.

The following actions are unacceptable and considered grounds for disciplinary action. This list is not comprehensive; rather, it is meant merely as an example of the types of conduct that this company does not tolerate. These actions include, but are not limited to:

- Engaging in acts of discrimination or harassment in the workplace;
- Possessing, distributing or being under the influence of illicit controlled substances;
- Being under the influence of a controlled substance or alcohol at work, on company premises, or while engaged in company business;
- Unauthorized use of company property, equipment, devices or assets;
- Damage, destruction or theft of company property, equipment, devices or assets;
- Removing company property without prior authorization or disseminating company information without authorization;
- Falsification, misrepresentation or omission of information, documents or records;
- Lying;
- Insubordination or refusal to comply with directives;
- Failing to adequately perform job responsibilities;
- Excessive or unexcused absenteeism or tardiness;
- Disclosing confidential or proprietary company information without permission;
- Illegal or violent activity;
- Falsifying injury reports or reasons for leave;
- Possessing unauthorized weapons on premises;
- Disregard for safety and security procedures;
- Disparaging or disrespecting supervisors and/or co-workers; and
- Any other action or conduct that is inconsistent with company policies, procedures, standards or expectations.

This list exhibits the types of actions or events that are subject to disciplinary action. It is not intended to indicate every act that could lead to disciplinary action. The company reserves the right to determine the severity and extent of any disciplinary action based on the circumstances of each case.

#### **Procedures**



Disciplinary action is any one of a number of options used to correct unacceptable behavior or actions. Discipline may take the form of oral warnings, written warnings, probation, suspension, demotion, discharge, removal or some other disciplinary action, in no particular order. The course of action will be determined by the company at its sole discretion as it deems appropriate.

## **11.5. Termination of Employment**

### **11.5.1. Voluntary Termination.**

Employees may at any time choose to voluntarily terminate their employment. Employees voluntarily terminating their employment should, when possible, **give two to four weeks notice of their intent to resign**. The President or Human Resources may accept the resignation as effective at an earlier date. An employee's supervisor should complete **the Employee Action Notice and Employee Termination Clearance Report forms** and forward same to Human Resources for approval and inclusion in their personnel file. The leaving of the job site for reasons that are unacceptable to Human Resources will be considered a voluntary resignation. **Written, verbal or any other form of resignation will be accepted as sincere and final. Employees who have not complied with supervisor notification related to absences and remain out of the office or away from the assigned worksite for a period of at least two working days shall be considered to have submitted their voluntary resignation from employment with Family 360. This shall also apply to individuals who remain out of the workplace for at least two days who have failed to receive approval for their absence through the specified chain-of-command and applicable leave policy.** Individuals who voluntarily terminate their employment with Family 360 and are determined, from all available evidence, to have left the agency due to dissatisfaction with any aspect of their employment shall not be eligible for future employment with Family 360. Individuals who voluntarily terminate their employment with Family 360, may or may not, depending on consideration of the former employee's work history with the agency and based on Human Resource's determination, be eligible for future employment.

### **11.5.2. Involuntary Termination.**

When circumstances warrant, an employee may be involuntarily terminated. A copy of the written Notice of Termination signed by Human Resources, which gives factors considered in the dismissal, should be given to the employee with the original retained in the employee's personnel file. The terminated employee's supervisor will complete **the Employee Termination Clearance Report** and forward it to the administrative office, where the employee's final paycheck will be issued and mailed to the most current address found in the employee's personnel file. Any employee involuntarily terminated shall have the right to appeal through the Employee Grievance Procedure, provided the procedure is initiated within ten (10) working days of the effective date of termination.



Any employee terminated for "cause" (generally defined as those items listed in Disciplinary Action under the "General Considerations" heading, will not receive notice or pay for any period not actually worked. Individuals who were involuntarily terminated by Family 360 for any reason other than "End of Activity" shall not be eligible for future employment with the agency. Depending on consideration of the former employee's work history with the agency, individuals terminated due to "End of Activity" may be eligible for future employment with Family 360.

#### **11.6. Disability**

An employee may be separated from employment because of disability when they cannot perform the required duties with reasonable accommodation because of physical or mental impairment. Any separation due to disability shall not violate applicable laws. All cases of termination for mental or physical reasons should be supported by medical evidence acceptable to Human Resources. Separation due to mental or physical incapacitation will be made after the exhaustion of all accrued sick leave, if applicable.

#### **11.7. Death**

Separation shall be effective as of the moment of death. All compensation and accrued vacation will be paid to the estate of the employee or to the employee's written designee, except for such sums that by law must be paid directly to the surviving spouse.

#### **11.8. Employee Grievance & Complaint Procedures Policy Statement.**

It is the policy and practice of Family 360 to maintain applicable grievance and appeal procedures through which disputes may be resolved. The grievance process is not intended for use in resolving routine misunderstandings and differences of opinion between employees. The agency encourages the resolution of conflicts through more informal means and hopes that the utilization of the formal employee grievance procedure will only be used when other means have been unsuccessful. The primary intent of the grievance process is to provide a uniform mechanism for the restoration of rights and benefits that have been unjustly denied an individual.

**11.8. Grievance Procedure. Step 1: Supervisor:** The (ex)employee who believes that they are aggrieved must present the grievance in writing to their immediate supervisor within ten (10) days of either: separation from employment with the agency or the event constituting the basis for the grievance. The written notice of grievance should clearly and succinctly state the reasons(s) that the (ex)employee feels that they are aggrieved, including all details directly relevant to the dispute. The notice should also include a request for a meeting with the (ex)employee's immediate supervisor to discuss the grievance. When feasible, the supervisor will inform the (ex)employee, within ten (10) days working of actually receiving the written grievance, of the supervisor's intention to meet with the (ex)employee. The agency's written notice will be sent to the last known address of the (ex)employee. The agency reserves the right to utilize a private courier or other





source of conveyance at any point during the grievance process, provided that acceptable documentation related to the submission and receipt of the correspondence is available, and if there is a reasonable expectation that the election of delivery by other means than the U.S. Postal Service will result in a more expedient response to the (ex)employee than would otherwise be possible. If the (ex)employee has no response within (10) working days after actual receipt by the immediate supervisor, the (ex)employee may present the written grievance to the next level of supervision. If the (ex)employee refuses or fails to meet with the supervisor, it will be assumed that the grievance is resolved and no further action will be required. The immediate supervisor will notify the (ex)employee in writing within ten (10) working days after the conclusion of the meeting of the determination regarding the grievance. If the grievance is resolved either during the meeting or upon receipt of the written determination from the (ex)employee's immediate supervisor, no further action is required. If further discussion is needed, the grievance should be submitted, in writing, to the next level of supervision. The procedure for this and subsequent levels of supervision, prior to the Executive Director, shall be the same as that which is proscribed for the (ex)employee's immediate supervisor. The chain-of-command must be exhausted prior to submission of the grievance to Human Relations. If the grievance is resolved at any point in the regular chain-of-command, no further discussion is needed. If it is not resolved, the grievance should be submitted in writing to Human Resources within ten (10) working days after receipt of the agency's latest determination regarding the (ex)employee's grievance. **Step 2: Human Resources.** Upon receiving written notice of the grievance from the (ex)employee, Human Resources may elect to investigate the matter further before meeting with said (ex)employee. In any event, Human Resources may inform the (ex)employee within ten (10) working days after notification of the grievance, of Human Resource's intention to meet with the (ex)employee. In addition to himself, Human Resources may elect to have one or more representative present at the meeting. The Manager of Human Resources decision will be conveyed in writing to the (ex)employee within ten (10) working days following the conclusion of the meeting. A copy of the Human Resources Manager's decision is retained in the (ex)employee's personnel file. If the grievance is settled at this step, no further action is necessary.

If the (ex)employee is not satisfied with Human Resource's decision, the (ex)employee may request a hearing before the President. **Step 3: the President.** The President will consider the grievance at their next scheduled meeting. The (ex)employee must present his/her case before the committee, in writing and in person. The President will be present throughout all meetings during the process and will present management's position before the committee. The President may elect to investigate the dispute further, and at its discretion, can convene additional meetings in order to call witnesses, deliberate and evaluate any other relevant matters related to the grievance. The decision of the committee will be put in writing and copies given to the (ex)employee and the President. The committee chairperson shall include the written decision in the committee's minutes. A copy of the minutes will also be included in the individual's personnel file.



If the (ex)employee is not satisfied with the decision of the committee, (s)he may appeal the determination by submitting the written grievance to the president. **Step 4: the President** shall consider the (ex)employee's appeal of the Human Resource's decision at its next regularly scheduled meeting. The President, after reviewing the available information, may elect to investigate the grievance further and reconsider the decision, or may uphold the Human Resource's determination. If the President desires to investigate the grievance further, it may request that the (ex)employee and Human Resource meet with him. The President's decision shall be conveyed in writing to the (ex)employee within ten (10) working days following the conclusion of the meeting in which disposition of the case is determined. Copies of the President's determination shall be distributed to Human Resources and the (ex) employee for inclusion in the official minutes and one will be placed in the (ex)employee's personnel file. The President's action is considered as satisfying any obligation regarding the consideration of an (ex)employee grievance. If further action is desired by the (ex)employee, (s)he may exercise the right to pursue other administrative procedures with the relevant funding source or exercise judicial options.

#### **11.9. Discrimination Complaint Procedure**

Under Title VII of the Civil Rights Act of 1964, the Americans with Disabilities Act (ADA), and the Age Discrimination in Employment Act (ADEA), it is illegal to discriminate in any aspect of employment, including: hiring and firing; compensation, assignment, or classification of employees; transfer, promotion, layoff, or recall; job advertisements; recruitment; testing; use of company facilities; training and apprenticeship programs; fringe benefits; pay, retirement plans, and disability leave; or other terms and conditions of employment. Discriminatory practices under these laws also include: harassment on the basis of race, color, religion, sex, national origin, disability, or age; retaliation against an individual for filing a charge of discrimination, participating in an investigation, or opposing discriminatory practices; employment decisions based on stereotypes or assumptions about the abilities, traits, or performance of individuals of a certain sex, race, age, religion, or ethnic group, or individuals with disabilities; and denying employment opportunities to a person because of marriage to, or association with, an individual of a particular race, religion, national origin, or an individual with a disability.

Title VII also prohibits discrimination because of participation in schools or places of worship associated with a particular racial, ethnic, or religious group. Any employee who desires to file a complaint of unlawful discrimination based on race, color, religion, sex, national origin, age, disability, or sexual orientation should adhere to the following procedure: Submit the complaint to Family 360's Human Resource Manager in writing. The complaint should provide Human Resources with as much factual data as possible about the allegation. Human Resources will be afforded twenty (20) working days in which to investigate the complaint and provide a determination on the merits of such complaints. The aggrieved person will be provided with information and advice on equal employment



opportunity procedures, including redress procedures. If Family 360's Human Resources is not able to resolve a complaint, the aggrieved may proceed to Step 2 of Family 360's grievance procedure.

#### **11.9.1. Sexual Harassment Complaint Procedure**

Any employee who desires to file a complaint of sexual harassment should adhere to the following procedure: The employee should immediately inform their **direct supervisor** in writing of the alleged inappropriate conduct or behavior. If the employee is not comfortable in bringing this matter to the attention of their immediate supervisor, the employee may inform **any agency manager** that is in a direct line of authority over their position. The employee may also wish to submit their complaint directly to Family 360's Human Resource. If Family 360's Human Resource is not able to resolve a complaint, the aggrieved may proceed to Step 2 of Family 360's grievance procedure. The complaint should provide as much factual data as possible about the allegation. The written complaint will be submitted to Family 360's Human Resource immediately upon receipt by an agency supervisor. Human Resource will be afforded ten (10) working days in which to investigate the complaint and provide a determination on the merits of said complaint. The employee will be provided with information and advice on available options, including redress procedures. Employees are informed that delay in reporting, or failure to report allegations of sexual harassment may prevent the agency from taking any action regarding the alleged misconduct.

### **Section 12: Other**

#### **12.1. Staff Meetings:**

**General Staff meetings** are held **once month** on or off site. **Weekly staff meetings are held once a week.** Staff is expected to attend meetings unless excused by their manager.

**12.2 Copyrights:** As a condition of employment, each employee/consultant agrees that all copyrights to published materials by or relevant to Family360 and its programs, written by an employee/consultant, belong to Family360. Authorship will be credited to the individual employee/consultant involved, if relevant.

**12.3. Conflict of Interest:** No person, employed or appointed by Family360, shall conduct themselves in a manner which creates by law or in the judgment of Family360 a conflict of interest with the interests of Family 360, at no time shall a person represent themselves as employed by Family360 when not performing work on behalf of Family360.

#### **12.4. Public Statements and External Communications Regarding Family 360**

In an effort to limit the potential for presenting incorrect, incomplete or inconsistent information to the public, prevent the disclosure of confidential information to unauthorized parties and protect the agency from unwarranted legal action Family 360 has deve-



loped specific guidelines that should facilitate a more coordinated and accurate external communications program. These policies and procedures have also been developed to provide a unified point of contact for all governing and regulating bodies to which Family 360 is responsible and accountable. Employees are asked to comply with the procedures given below to the fullest extent possible and refer outside parties to the appropriate Family official in instances where they personally are not authorized to speak or provide information on behalf of the agency. Inquiries from outside parties should be handled in a respectful and professional manner, even in instances where the inquiry may be hostile or confrontational.

Please remember that it is much easier for Family360 to provide clarifying information at a later time than it is to correct misinformation that may have been passed along by mistake, or reverse an unfavorable impression that develops as a result of misstatements or poor discretion on the part of an employee. No employee of Family shall presume to speak for, or in behalf of, the organization on any matter concerning Family 360 or its program operations without the prior express written approval of the President. When circumstances do not permit adequate time for written approval, verbal authorization must be secured.



When designated by the President as an official spokesperson for Family 360, the employee must at all times be accurate, exercise proper restraint of speech and action, show respect for the opinions of others, and will be held strictly responsible for the contents of his/her presentation and conduct. Public statements and actions regarding Family 360 and its program operations made by Family 360 employees acting as individuals will be held to the same standards indicated above. **The President, or his designee, are the only persons authorized to respond to inquiries regarding current or former employees.** No Family 360 staff person may issue a statement to any party – communicated in writing, verbally or otherwise – regarding a current or former agency employee. It is the President's, or his designee's, responsibility to communicate with the various agencies, organizations and individuals that fund, regulate, provide technical assistance to or in any manner oversee Family 360 or its component programs. Family 360 staff are advised that communicating with representatives of funding, regulatory, technical assistance or oversight entities without prior approval from the President may constitute a violation of the organization's policies. Family 360 staff have a clear obligation to respond to duly authorized federal, state and local authorities, and in certain instances initiate contact (i.e. reporting a relevant situation or violation to the state licensing agency, responding to routine inquiries from federal officials, making a police report about theft, etc.). This policy is not intended to interfere with or obstruct in any manner the carrying out of legitimate or authorized responsibilities vested in various parties of interest. As noted earlier, the underlying concerns are the maintenance of continuity and accuracy regarding communications about agency activities, and securing confidential information from inadvertent or inappropriate disclosure. It is solely the responsibility of the President to act as a go-between for agency staff. Other forms of communication are also expressly prohibited between agency personnel and members of applicable governing and advisory bodies. In certain instances, and at the sole discretion of the President, individuals may be designated to serve in a limited capacity in this function.

In instances where funding agency representatives, technical assistance providers, regulating authorities or representatives from an applicable governing body initiate contact with a Family 360 employee, individuals are reminded to be polite and offer the person(s) all levels of assistance that the employee is authorized to provide. If the nature of the contact is such that the employee would violate their obligations with respect to the policy specified in this section if they provided a requested service, response or other action, staff are instructed to refer the individual(s) to Family 360's President for further assistance. Failure to abide by this policy is grounds for disciplinary action, including termination of employment with Family 360.



## Section 13:

**13.1. Confidentiality of Patient Information:** The programs that Family 360 administers typically have specific policies regarding the treatment of confidential information that apply to individuals who are involved in the various aspects of each discrete agency project. **The preponderance of these confidentiality protocols are intended to protect the personal information of Family 360 consumers and their family members.** In instances where specific policies and procedures are applicable to a certain individual or group of individuals within the organization, there will generally be a written confidentiality policy, separate from the one outlined in this section, that incorporates those safeguards relevant to the organizational assignment. The agency also wants to establish and maintain a secure professional working environment where trust is valued and individual privacy is protected. Employees are encouraged to be considerate of others when passing along information that could be considered personal or private in nature. Gossip and speculative personal discussions are discouraged because they often undermine the professional atmosphere that Family 360 is attempting to maintain. Furthermore, discussions about some business-related subjects can be sensitive and if treated improperly often contribute toward unpleasant office dynamics.

Family 360 and the people who work for the organization, are certainly concerned with avoiding situations that would result in embarrassment or personal inconvenience to staff, consumers and other persons with whom we have contact by virtue of our professional association. In working to achieve Family 360's objectives regarding sensitive and confidential information, employees shall use information gained from professional relationships in a responsible manner. **Additionally, staff should be aware that discussion of confidential aspects of the Family 360 program either to another employee not entitled to the information or to a person outside Family 360, without specific approval of the President, will be grounds for disciplinary action, up to and including, dismissal from employment with Family 360.**

### **13.2. Agency Resources, Property, and Facilities**

The resources that are available to Family 360 were acquired or made available either by the award of public funds, or through private contributions and donations or agency income. As an organization, we are required by law and compelled by conscience to prevent the abuse and inappropriate use of those resources, and establish reasonable policies that will generally result in their diminished susceptibility to misuse, theft and diversion. This policy is designed to fulfill Family 360's relevant management obligations while taking into account the realities of the diverse and constantly evolving workplace. While Family 360 employees are on duty, personal communications of all types shall be limited in frequency and duration to that which is both reasonable and necessary. This includes, but is not limited to, incoming and outgoing personal telephone calls, email, written or typed correspondence and all other forms of communication, electronic or



otherwise, not specifically identified. Excessive personal communications or failure to abide by this policy will be grounds for disciplinary action, up to and including dismissal from employment with Family 360.

All other Family 360 facilities and property are to be used for agency purposes only and must not be used as, or considered personal whatsoever. This includes, but is not limited to, computer equipment and software, communications systems and devices (including telephone systems, cellular telephones and voice mail systems), filing cabinets, bookcases, desks, closets, boxes, vehicles, storage buildings and areas, televisions, video tape/disc recorders and players, cameras, educational and recreational equipment and supplies, copying machines, maintenance supplies and equipment, intellectual property and written communications, as well as, all other agency property not specifically identified. Only agency issued and approved equipment, locks, keys, passwords and other means of securing and restricting access are to be used. The President or Human Services reserves the right to access any agency facility, equipment or supply item, including those referenced herein, and remove said equipment, material or information as deemed necessary.

The President or his designee shall have the right to access and review agency financed email accounts, the contents of voice mail boxes, as well as the right to monitor telephonic communications emanating from or received by Family 360 telephone systems and individual telephone units. Accordingly, Family 360 employees should have no expectation of privacy in connection with the use of agency facilities, property, equipment, supplies, materials, and other items either specified or implied herein. Additionally, employees are prohibited from removing any MET property from the workplace, including written documents, for whatever purpose, without prior authorization from the President or Human Services. Decoration of agency offices and facilities must be approved by the local site supervisor and carried out in accordance with agency standards regarding professionalism, appropriateness, and good taste. Furthermore, employees are reminded that Family 360 facilities and their contents are established and maintained for business purposes, and that while a limited inclusion of personal items is acceptable, the display of personal items should in no way detract from the professional business environment. Inappropriate or unapproved office decorations and personal property will be removed. Unauthorized personal items will be given to the individual immediately for removal unless the individual is not present, in which case, the items will be conveyed to the person as soon as is practicable. Site supervisors are responsible for authorizing the presence of personal property at facilities utilized by the agency. Approved personal property should be clearly marked to identify proper ownership. The individual employee assumes all risks for any personal property at Family 360 facilities.

In instances where an employee will be absent or away from work for an extended period of time, the employee must return all Family 360 property for which they are responsible, as well as any agency property or means of securing property (e.g. keys, passwords, etc.)



which may be under their control. In cases where the absence is planned or known in advance of the leave being taken, the employee must remit all property prior to the commencement of said leave. If the absence is unplanned or not known to the employee prior to commencement of the leave, the property must be returned to Family 360 as soon as possible. Family 360 retains the option of utilizing all reasonable means to expedite the return of agency property. For purposes of implementing this policy, Family 360 will utilize **the Agency Property Transfer Report**. In instances where an employee will be absent or away from work for an extended period of time, the employee must remove all of their personal belongings from the agency's facilities. In cases where the absence is planned or known in advance of the leave being taken, the employee must remove their property prior to the commencement of said leave. If the absence is unplanned or not known to the employee prior to commencement of the leave, all personal property will be inventoried, appropriately packaged, and conveyed to the individual as soon as possible. Family 360 retains the option of utilizing all reasonable means to expedite the exchange of personal property. Individuals found to be in violation of the Agency Resources, Property, and Facilities provisions shall be subject to disciplinary action, up to and including involuntary termination from employment with Family 360 and referral to the appropriate authorities.

### **13.3. Interactions with Family 360 Staff**

In an effort to promote a positive and professional working environment, encourage cooperation and facilitate the organization's success, Family 360 has established these guidelines and rules regarding personal conduct and interactions among individuals. The agency does not want to control individual employee behavior and frankly recognizes its limitations in this regard. On the contrary, Family 360 wants individuals to be responsible and control their own behavior. There is likely no greater disruption and distraction to the organization than the necessity of intervening in instances where people are unable or unwilling to get along with each other. Where possible, conflicts should be settled informally and early in their development. Routine or simple disagreements often do not justify the level of formality and attention that people sometimes expect. Family 360 is in the business of helping people and this is compromised in every instance where individual employees, managers and line staff alike, fail to conduct themselves appropriately and accord the proper respect to their colleagues. We hope that you see the value in cooperation and will commit yourself to a course of action that supports the agency's efforts and improves employee relations. The agency is also concerned with protecting individual staff member rights and will not tolerate the mistreatment of employees.

Family 360 has developed Employee Grievance and Complaint Procedures, included later in the manual, for cases that merit extraordinary intervention and the agency encourages staff to evaluate their personal circumstances carefully when considering the appropriate means for redress. Employees shall treat differences of opinion between themselves and their colleagues with respect. Employees should express their complaints and dissatisfactions only to their supervisors so as not to create dissension among fellow employees. If a





routine disagreement or difference of opinion develops between an employee and their supervisor, the individuals should attempt to resolve the conflict on their own prior to involving higher levels of authority. If good faith efforts to settle disputes between employees and supervisors are unsuccessful, the affected employee may then bring the matter to the attention of the next level supervisor. Contentious behavior is unacceptable and will be grounds for disciplinary action, including dismissal from employment with Family 360. This policy includes, but is not limited to: aggressive behavior; public or private displays of disrespect; resistance to authority; uncooperative attitude or actions; consistent negative attitude; failure to carry out instructions or altering a supervisor's instructions without prior approval; obstructing the implementation of agency policies and instructions; hostile or curt behavior; actions, behavior or attitudes that either detract from, or are intended to disrupt, the professional working environment; and any other attempts to undermine an individual's authority or position within the agency or community. Employees shall treat all colleagues without discrimination. Evidence of discrimination on any basis including race, color, religion, sex, national origin, age, disability, or sexual orientation will be grounds for disciplinary action, including dismissal from employment with Family 360. Employees shall act so as to support, rather than obstruct, colleagues in fulfilling their responsibilities. Employees shall hold themselves, and will be held by Family 360's administration, responsible and accountable for the quality and extent of the services they perform. Employees will conduct themselves in a professional manner when interacting with colleagues and clients. Employees shall assume responsibility for sharing pertinent knowledge with colleagues. While this provision is primarily intended to facilitate an atmosphere of cooperation and assist in the fulfillment of the corporate mission, it also extends to circumstances that merit investigation or action by agency management. Employees shall respect the privacy and human dignity of all persons with whom they have contact. Sexual harassment is unlawful and will not be tolerated by Family 360. In its more recognizable forms, sexual harassment may consist of: unwelcome sexual advances; requests or demands for sexual favors; narration of sexual jokes or comments; distribution of sexually orientated pictures, cartoons or literature; and other verbal, physical or coercive conduct of a sexual nature. Staff who engage in conduct that constitutes sexual harassment will face disciplinary action, including the immediate dismissal from employment with Family 360. Employees who feel that they have been the victims of sexual harassment should immediately report the offensive conduct to their supervisor or other designated agency official. Prompt reporting of improper conduct or behavior will expedite a successful resolution to the situation, will help protect all parties' rights and should prevent the environment from becoming hostile. Furthermore, employees should be aware that the agency cannot take action if Family 360 is unaware of the alleged conduct. Social and dating relationships are discouraged between Family 360 employees and agency consumers. In the event that such a relationship develops, the employees involved are required to immediately bring it to the attention of Human Resources. The primary intent of this policy is to prevent personal relationships from influencing professional conduct and workplace dynamics. Family 360 staff are not authorized to communicate with former



Family 360 employees on topics that involve any aspect of the agency's operations (e.g. confidential client information, dissatisfaction with official agency policies, confidential employment information, etc.), or relate to possible obligations between Family 360 and the ex-employee (e.g. reimbursement of mileage, delivery of last paycheck, COBRA, return of agency property, etc.).

In situations where business necessity dictates the disclosure or sharing of covered information, only the President or his designee are authorized to communicate with an ex-employee. Staff are prohibited from using their position within Family 360 to solicit contributions and assistance, financial or otherwise, from agency employees and clients. Staff are also prohibited from suggesting or compelling employees and clients to attend, or participate in any other manner, a non-agency related function, activity or initiative. The intent of this policy is to secure a professional working environment where individuals do not feel obligated or coerced by colleagues, supervisors or other corporate representatives to commit resources and/or time to an activity or entity they may or may not support. It should also eliminate the possibility of retaliation against an individual who does not commit resources and minimize the potential for misunderstandings. Family 360 does recognize the value in supporting organizations and initiatives that offer some demonstrable community benefit and will work with employees to establish an acceptable means of communicating opportunities for participation and support.

#### **13.4. Relationship with Consumers**

Family 360 staff has a high degree of responsibility for conducting themselves appropriately when dealing with agency clients and others with whom they may have contact by virtue of their position with the organization. The potential that exists for extraordinary influence in the lives of individual agency constituents requires constant diligence and attention to the dynamics that shape the employee-client relationship. Staff must not abuse or misuse the trust that clients place in the agency, and each employee should carefully guard against any conduct that may be construed as compromising the professional association and individual outcomes that are Family 360's paramount concerns.

#### **13.5. Chain-of-Command and Supervisory Roles**

Family 360's supervisory structure is designed to allow information and instructions to flow through, and from, the proper channels of authority. The established chain-of-command protects individual employees, agency participants, and Family 360. To the extent practicable, subordinate staff shall utilize the proper chain-of-command for all communications with their assigned Family 360 supervisors. In instances where an employee's immediate supervisor is not available, and a situation develops that requires greater authority or discretion than the employee holds, it is the staff person's responsibility to inform the next level of supervision and await their instructions. The use of this practice should be rare and limited to instances when the employee's immediate supervisor is not available for consultation. The chain-of-command is not intended to impede the



progress of agency business, rather, it is a framework that is designed to ensure continuity between the various levels of oversight, authority, administration, management, and program implementation. Family 360 supervisors are responsible for assuring the consistent application of predetermined agency policies and procedures, and do not have unilateral authority to alter or change them.

### **13.6. Smoking in the Workplace**

The use of tobacco products (smoking, chewing, burning, etc.) by Family 360 employees is strongly discouraged. The use of tobacco products in Family 360 facilities is restricted to areas designated by the President only.

### **13.7. Drug-Free Workplace**

Family 360 prohibits the unlawful manufacture, distribution, dispensation, possession, or use of controlled substances, illicit drugs, alcoholic beverages, and prescription drugs, as those terms are defined in state and federal law, in the workplace or at any employment-related activity. Employees who violate this prohibition shall be subject to disciplinary action, up to and including termination of employment with Family 360. Such action may include referral to drug and alcohol counseling or rehabilitation programs, employee assistance programs, or termination of employment and referral to appropriate law enforcement officials for prosecution. Compliance with these requirements and prohibitions is mandatory and is a condition of employment. As a further condition of employment, an employee shall notify Human Resources of any criminal conviction that the employee incurs for a violation of drug statutes in the workplace no later than five days after such conviction. Within 30 calendar days of receiving notice from any source of a conviction for any drug statute violation occurring in the workplace, Human Relations shall either (1) take appropriate personnel action against the employee, up to and including termination of employment or referral for prosecution or (2) require the employee to participate and satisfactorily complete — at the employee's expense — a drug and/or alcohol abuse assistance or rehabilitation program approved for such purposes by a federal, state, or local health agency, law enforcement agency, or other appropriate agency. Failure to comply with Number 2 above will result in termination of employment.

### **13.8. Violence in the Workplace**

Family 360 is concerned about the safety and security of agency employees, clients, and visitors. **In order to help prevent violent incidents from occurring, Family 360 has a zero tolerance for acts and threats of violence. It is the agency's policy that any acts or threats of violence, either committed or occasioned by an employee, former employee, client or other authorized corporate agent that occur in relation to an individual's affiliation with Family 360 are expressly prohibited. Likewise, threats or acts of violence targeted at employees, former employees, clients and other authorized agents that are the result of an individual's association with Family 360 are expressly prohibited.** This policy includes any location where an individual is



conducting business on behalf of the organization or receiving services provided by Family 360. Family 360 strongly encourages individuals who believe that they are the targets of violent acts or threats to immediately report the situation to their supervisor or a higher level manager within the organization. The agency can take no action to prevent an escalation in violence or protect an individual from further unacceptable acts if someone in a position of authority was not informed about the situation. Furthermore, employees have a **"duty to inform"** their supervisors of any suspicious workplace activity, situations or incidents that they observe or know of that involve other employees, former employees, clients, visitors or authorized corporate agents that appear problematic. This would include, for example, threats or acts of violence, aggressive behavior, offensive acts, threatening comments or remarks, personal conduct that is intended to intimidate others and any act, behavior or conduct that has a similar intention or result. Individuals found to be in violation of this policy are subject to disciplinary action, up to and including termination of employment with Family 360, and/or the referral to the appropriate law enforcement and criminal justice authorities.

### **13.9. Workplace Safety and Employee Injury Reporting**

Family 360 employees are encouraged to be extremely conscientious in maintaining a safe working environment at all times. The agency has gone to great lengths to assure that facilities and resources are available to employees that meet high standards for safety and security. Employees shall follow site- or project-specific safety policies and procedures to provide the greatest degree of protection against preventable workplace accidents and injuries. Any known or suspected safety concerns should either be corrected immediately or immediately reported to a Family 360 supervisor. Potential safety concerns may include, but are not necessarily limited to, the physical facility and its contents, grounds, vehicles and transportation, adverse weather conditions, human behavior or actions, animals or insects, and other physical or environmental factors. Employees are also encouraged to use care when performing their position responsibilities so as to avoid injury to themselves and others, as well as reducing the possibility for damage to or destruction of property. While agency policy prohibits the use of illegal drugs, as well as the unlawful or inappropriate use of prescription medications and alcohol, it should be recognized that even the proper use of legally prescribed and over-the-counter medications may result in occasions where an individual is impaired. Likewise, a range of situations including physical illness or personal crises, may render an individual temporarily incapable of performing certain job functions. In light of these facts, and in consideration of their implications for workplace safety, staff are encouraged to notify their immediate supervisor in instances when they are impaired or otherwise unable to properly execute specific job duties. Supervisor notification is warranted when an employee's impairment or temporary incapacitation could compromise the health or well-being of the impaired individual or other staff, agency clients, volunteers, guests, visitors, or members of the general public. Family 360 will treat such disclosures with the utmost confidentiality, accommodating as necessary and able, the individual circumstance. Individuals who are injured during the course of performing their



assigned position responsibilities shall report the injury to their supervisor immediately, or as soon as the person is physically able. Employees claiming a workplace injury will be asked to complete all or a portion of the applicable first report of injury which will subsequently be submitted to the appropriate party or parties for processing. The agency may require additional documentation to support the claim or clarify certain aspects related to the injury and events leading up to the injury.

## **Section 14 – Health and Safety**

### **14.1. Emergency Procedures**

In the event of an emergency, dial 911 immediately. If you hear a fire alarm or other emergency alert system, proceed quickly and calmly to the nearest exit. Once the building has been evacuated, only a supervisor may authorize employees to reenter.

### **14.2. Final Paycheck**

Employees who terminate employment with the company will be given their final pay check with the next pay period. Should the employee be unable to personally retrieve their paycheck, it will be mailed to the address on file. **Any unpaid advance/loan will be deducted from the final paycheck.**

### **14.3. Exit Interview**

The company may request an exit interview upon notice of termination. The purpose of the exit interview is to complete necessary forms, collect company property and discuss employment experiences with the company.

## **15. Volunteer Policies and Procedures**

**In order to work well with the staff and to present Family 360 in the best possible light, we ask that you adhere to the following policies and procedures while you are on duty as a volunteer. Failure to comply may result in disciplinary action or termination.**

### **15.1. Qualifications:**

Volunteers must be at least 15 years of age to work without parental supervision, and must enjoy working with all types of people. They must show a genuine concern for the company. A willingness to work hard and pitch in wherever needed. The ideal volunteer is self-motivated, mature, sensitive, dependable, a team player and reliable.

### **15.2. Requirements:**



Human Resources maintains records on each volunteer throughout the organization. Records include dates of volunteer service, positions held, duties performed, evaluation of volunteer performance, training attended and awards/recognitions received. Volunteer records, including **application, reference checks and background checks**, are confidential. Volunteers are responsible for submitting and updating information contained in their files.

Volunteers must complete a basic orientation session as scheduled before reporting to their first assignment. Additional training may also be required. Volunteers must agree to represent Family 360, perform in a professional manner whenever doing so, and not to allow personal views and opinions from clouding (overshadowing) or conflicting with the Family 360's purpose.

### **15.3. Time commitment and scheduling:**

We ask each of our volunteers to sign up for as many duties (hours) as commitments permit. A minimum (average) of two hours of service per week is requested, but not required. Volunteer hours are flexible. With the exception of holidays, our volunteers are welcome to come in any time from 10 am to 8 pm, seven days a week. Once you have agreed to be available for a particular shift, we count on you to be there. In the event you are unable to be at your shift, please call Human Services.

### **15.4. Signing in:**

You must sign in each time you come to work and sign out each time you finish your shift.

### **15.5. Dress protocol:**

You are as much a representative of Family360 as our paid staff. Your appearance and conduct will reflect Family 360. **We require that all volunteers wear long pants and closed-toe shoes with good traction. This is for your protection. Volunteers with inappropriate attire (sandals, tank tops, etc) will be prohibited from volunteering that shift. Volunteers are also required to wear name tags** while on duty at the facility or off-site.

### **15.6. Customer relations:**

The success of our organization depends upon the quality of the relationship between Family 360, employees, volunteers, customers and general public. Our customer's



impression of Family 360 and their interest and willingness to utilize our services is greatly formed by the people who serve them. In a sense, regardless of your position, the more goodwill you promote, the more our customers will respect and appreciate all that is done for Family 360. Be mindful of the HIPAA regulations, confidentiality of consumer information.

#### **15.7. Smoking policy:**

As per State Law, smoking is **PROHIBITED** inside the building.

#### **15.8. Misappropriation of supplies:**

There will be no removal of the organizations property without the approval of the manager.

#### **15.9. Workplace safety:**

Safety is important to all of us. Volunteers should conduct themselves in a way that promotes safety of themselves, co-workers, and clients. Volunteers should never put themselves or others into a situation that makes them fearful or uncomfortable. If you feel uncomfortable, please notify a staff member immediately.

##### **15.9.1. Volunteer injury:**

Any personal injury that occurs while volunteering for Family 360 should immediately be reported to a staff member. Volunteers are not covered under the organizations insurance for injury to themselves.

##### **15.9.2. Volunteer feedback:**

Family 360 encourages volunteers to make suggestions, voice concerns and give ideas about how the agency fulfills its mission to the community. We are always looking for new ideas so if you have any ideas to share, please speak with the staff



## **16. Acknowledgement of Receipt for Employee Handbook (Employee keeps handbook)**

I acknowledge that I have received a copy of the Employee Handbook. I understand that I am responsible for reading the information contained in the Handbook. I understand that the handbook is intended to provide me with a general overview of the company's policies and procedures. I acknowledge that nothing in this handbook is to be interpreted as a contract, expressed or implied, or an inducement for employment, nor does it guarantee my employment for any period of time. I understand and accept that my employment with the company is at-will. I have the right to resign at any time with or without cause, just as the company may terminate my employment at any time with or without cause or notice, subject to applicable laws. I understand that nothing in the hand-book or in any oral or written statement alters the at-will relationship, except by written agreement signed by the employee.

I acknowledge that the company may revise, suspend, revoke, terminate, change or remove, prospectively or retroactively, any of the policies or procedures outlined in this handbook or elsewhere, in whole or in part, with or without notice at any time, at the company's sole discretion.





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(Signature of Employee)

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(Date)

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(Company Representative)