



# **EMPLOYEE HANDBOOK**

**Effective as of October 20, 2011**

**CATHOLIC SOCIAL SERVICES**  
**EMPLOYEE HANDBOOK**  
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# **I. INTRODUCTION**

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## **NEW EMPLOYEE WELCOME**

On behalf of your colleagues, I welcome you to Catholic Social Services and wish you every success here.

Catholic Social Services (CSS) has been providing help and creating hope for over 40 years. What a tremendous milestone in both the number of years of existence but, more importantly, number of lives saved. CSS not only provides a safety net for individuals in need but, through our emphasis on human dignity, encourages people to reach their individual potential for self-sufficiency. In our continual pursuit of excellence, it was truly appropriate that we sought and received accreditation through the Council on Accreditation in our 40<sup>th</sup> year. This achievement is a testament to the commitment and hard work of all CSS program and administrative staff in refining, improving, and adopting social service delivery best practices.

We believe that each employee contributes directly to CSS' growth and success, and we hope you will take pride in being a member of our team.

This handbook was developed to describe some of the expectations of our employees and to outline the policies, procedures, programs, and benefits available to eligible employees. Employees should familiarize themselves with the contents of the Employee Handbook as soon as possible, for it will answer many questions about employment with CSS.

We hope that your experience here will be challenging, enjoyable, and rewarding. Again, welcome!

Warmly,



Susan H. Bomalaski, PhD, LPC  
Executive Director

## **INTRODUCTORY STATEMENT**

This handbook is designed to acquaint you with CSS and provide you with information about working conditions, employee benefits, and some of the policies and procedures affecting your employment. You should read, understand, and comply with all provisions of the handbook. It describes many of your responsibilities as an employee and outlines the programs developed by CSS to benefit employees. Our objective is to provide a work environment that is conducive to both personal and professional growth.

No employee handbook can anticipate every circumstance or question. As CSS continues to grow, the need may arise to change policies described in the handbook. CSS therefore reserves the right to revise, supplement, or rescind any policies or portion of the handbook from time to time as it deems appropriate, at its sole and absolute discretion, except to its' policy of at will employment. Employees will, of course, be notified of such changes as they occur.

## **AGENCY MISSION**

Our Mission - The key elements of the mission of CSS are to:

- Compassionately serve the poor and those in need
- Strengthen individuals and families
- Advocate for social justice

Many people ask if CSS provides services to only Catholics. CSS would like to take this opportunity to address and clarify the Catholic identity of our Agency. Yes, we are a Catholic Agency, but we provide services to anyone, regardless of their religious affiliation.

According to Canon Law (Church Law), the Bishop takes a pledge to serve the poor within his diocese; not just the Catholic poor. While Catholic Social Services (CSS) is separately incorporated, we share the non-profit tax exemption of the Church. We are the Social Services Arm of the Diocese of Anchorage, and serve to help Archbishop Schwietz carry out that pledge. Sr. Sharon Euart, RSM, has spoken so eloquently on this issue: "as Catholic Charities, you assist your respective diocesan bishop in fulfilling his pastoral responsibility to promote the social mission of the Church and to provide the necessary social services and programs for the people of God entrusted in his care. You carry out your responsibilities in the name of the Church in keeping with the Church's universal law and under the direction of the diocesan bishop." The CSS Executive Director is responsible to the Archbishop for the mission of CSS and reports to a Board of Trustees, who has fiduciary responsibility and oversight of the Agency.

While some of our employees are Catholic, many are not. We do not require all employees be Catholic, but all are asked to respect and support the mission of the agency, which is founded upon the Catholic Social Teachings. These are not teachings on how to be or become Catholic, but they are principles for Social Justice. They are applicable to and can be followed by any denomination of faith, which cares for its people. As the word "catholic" means universal, we strive for social justice for all and we are inclusive in our service to others.

We receive funding from a variety of sources, some of which is government funding. There are agreements we sign stating that we will not discriminate in providing service to anyone, nor require participation in any religious activity in order to receive program services. This comes easy for us, for it is our mission to serve anyone regardless of their affiliation. While we are a Catholic Agency, we welcome and respect the dignity of all, inclusive of their faith.

## **II. EMPLOYMENT**

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### **EMPLOYEE RELATIONS**

**Supervision:** Policy A-200 states “The agency provides supervision and support that promotes effective use of agency resources and positive outcomes for clients and employees.”

1. Supervisors are responsible for ensuring that their staff performs their jobs effectively and for providing them with opportunities for professional development.
2. Supervisors conduct performance appraisals with each employee annually. Informal feedback should be given frequently.
3. Supervisors are responsible for commending employees for positive performance and for informing their staff of any concerns and suggestions relative to problem areas in a timely manner.
4. Supervisors are responsible for scheduling regular staff meetings to ensure effective communication between agency administration and program/support staff.
5. Refer to Policy A-200 for more details.

#### **Personnel Development and Training:**

CSS supports personnel training on a program by program basis at the supervisor’s discretion and according to the program's operating procedures and job description requirements, contingent upon the availability of funds and staffing requirements.

### **NATURE OF EMPLOYMENT**

Employment with CSS is voluntary and employees are free to resign at will at any time, with or without cause. Similarly, CSS may terminate the employment relationship at will at any time, with or without notice or cause.

Policies set forth in this handbook are not intended to create a contract, nor are they to be construed to constitute contractual obligations of any kind or a contract of employment between CSS and any of its employees. The provisions of the Handbook have been developed at the discretion of management and, except for its policy of employment-at-will, may be amended or canceled at any time, at CSS' sole discretion.

These provisions supersede all existing policies and practices and may not be amended or added to without the express written approval of the Executive Director of CSS.

### **HIRING OF RELATIVES**

The agency will employ individuals related to staff or board members only if they are the best qualified applicants for the job. A notation on the application form indicating the relationship and briefly explaining why that individual was best qualified will be made by the Executive Director. Alternate lines of supervision must be established by the Executive Director should an individual be hired to work in a department or program which is supervised by a member of their immediate family.

### **IMMIGRATION LAW COMPLIANCE**

All new employees must complete and sign a federal I-9 form by the third day of employment; although, this form is typically signed and filled out before employment has begun. The I-9 form is for the purpose of verifying the eligibility of the employee to work in the United States.

## **CONFLICT OF INTEREST**

In accordance with Policy # A-110, the agency requires that employees, volunteers and consultants refrain from activities that have or give the appearance of conflicts of interest. A conflict of interest is defined as a situation in which a person has a private or personal interest sufficient to appear to influence the objective exercise of his or her official duties as an employee, volunteer or consultant of Catholic Social Services. An employee should never accept any favors or gifts which could create the impression that any special relationship exists. An employee must declare all potential conflicts at the time of hire and thereafter as soon as the employee is aware of such potential conflict. Failure to avoid a conflict or declare a potential conflict is grounds for action by the Executive Director including warning, discipline or termination.

## **BACKGROUND CHECKS**

CSS programs are governed by local, State and/or Federal requirements for employment. The agency adheres to barrier crimes as defined by the State of Alaska Background Check Unit.

The agency conducts background checks during the course of employment that may include: semi-annual review of state court record, semi-annual proof of automobile insurance, and multi-year fingerprinting as required by law.

The agency keeps confidential the results of any background check or investigation and releases information on a need to know basis.

## **JOB DESCRIPTIONS**

A job description is provided to the employee at the time of hire. It must be signed by the employee and his/her supervisor and placed in the file. The job description may be changed at any time due to grants or adjustments in responsibilities. The updated job description must be signed and placed in the employee file.

## **HIRING AUTHORITY**

The Executive Director makes final hiring decisions or delegates these responsibilities at his/her discretion.

## **ORIENTATION & TRAINING**

New employees are required to go through both agency and program orientations within 60 days of hire as well as complete all E-Learning courses. Employees who do not attend orientation or complete E-Learning within 60 days are subject to unpaid administrative leave until the employee can complete all requirements. Employees who are transferred or promoted from another program are required to go through program orientation within 30 days and other additional E-Learning courses. The immediate supervisor or designee will be responsible for providing a program orientation for new and promoted staff members. The employee's immediate supervisor will delineate job duties and responsibilities in accordance with the job position assigned to the employee, introduce the employees to staff members and review all relevant policies and procedures with them.

All requests for exemptions for required training are submitted to the employee's supervisor in writing and approved in writing by both the supervisor and the Executive Director. Exemptions may be granted for:

- medical reasons
- demonstrated competence in subject matter

### **III. EMPLOYEE STATUS & RECORDS**

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#### **EMPLOYMENT DEFINITIONS**

**Full-Time:** A regular full-time staff is any employee in a regular position scheduled to work 40 hours per week.

**Part-Time:** A regular part-time staff is any employee in a regular position regularly scheduled to work less than 40 hours per week.

**Benefit Eligible:** Any employee who works a regular schedule of 30 or more hours per week is eligible for benefits.

**On-call:** An on-call employee is classified as an hourly, non-exempt employee who works on an irregular, as-needed schedule.

**Temporary:** A temporary employee is one who is hired on a regular, seasonal, or emergency basis, usually for a specified period of time. A temporary employee may be employed up to 40 hours per week but may not be employed for more than six months in this category. Temporary employees may be agency temps (hired onto the CSS payroll) or outside temps (found through a contract agency). Temporary employees are not eligible for benefits, even if they work 30 hours or more per week.

**Hourly Employee:** An hourly or non-exempt employee is any person classified as program/support staff and who is paid by the hour. Hourly or non-exempt employees are eligible for overtime.

**Exempt Employee:** An exempt employee is classified by the Federal Labor Standards Act (FLSA) and the Alaska Work & Hours Act (AWHA) as executive, administrative, professional management staff or other applicable exemption applied by law, and is paid on the basis of an annual salary. These employees are exempt from overtime.

**Independent Contractor:** An individual who is not employed by CSS, but is bound by the terms of a contract for services. An individual can be either an employee or an independent contractor. These two categories are mutually exclusive. In other words, an individual cannot be an independent contractor at the same time that they are a paid employee.

**Suspended:** Employees suspended by CSS and other regulatory agencies are released from work. Suspended employees may be released from work with or without pay at the discretion of the Executive Director. A suspension becomes part of the employment record. It is used for serious offenses or if an employee fails to heed a formal, written warning. Administrative leave may also be used during investigations, such as for a sexual harassment complaint.

#### **PERSONNEL RECORDS AND PRIVACY**

##### **General**

CSS maintains two accurate and complete personnel files the first personnel file contains the complete history of employment that includes but is not limited to an employment application, job performance evaluations, personnel action forms and training certifications. The second file contains but is not limited to employee benefit enrollment forms, all health-related information, and background information. Personnel files are considered confidential files and are property of CSS.

##### **Employee Review**

Both employees and former employees have the right to review their personnel file and other personnel information. A written request to review the file(s) should be made to the Human Resources

Department, which will be accommodated in a reasonable period of time. Any review of the file(s) will be monitored and the file must remain in the Human Resources Department while the employee is reviewing it. After making a written request for copies of the personnel file and other personnel information, employees and former employees will be provided with a copy of such records within a reasonable amount of time. Employees and former employees may be required to pay the reasonable cost of copying the records.

### **Access to Records**

Access to the personnel file is restricted to the Human Resources Department, the Executive Director and the employee's supervisor. However, appropriate government agencies may be permitted to review such files to the extent it is necessary to comply with the terms and conditions of grants and licensing. Supervisors may request their subordinates' personnel file only, or the personnel file of an employee who has applied for a position in his/her department/program. Supervisors will not have access to files containing health-related information for any employees. Access to the file of health-related information maintained for each employee will be strictly limited to the Human Resources Department and the Executive Director, except in the case of a bona fide necessity. For instance, health-related information may be released to an insurance company upon proper request. The Finance Department has access to, and maintains, a separate compensation file for each employee.

To ensure privacy, the personnel file and other personnel information are considered strictly confidential. Unless a form authorizing release of job-related information has been signed by an employee or former employee, only the date of employment, rehire eligibility and position title will be confirmed in response to an inquiry by a bona fide organization. CSS will cooperate with government agencies as required by the audit requirements of various grants, but the representative of the agency in question must present a legitimate reason for requesting the information contained in personnel records.

No personal information, such as address or telephone number, will be given to other employees or individuals not employed by CSS unless the employee has given specific written consent to the release of such information.

### **PERSONNEL DATA CHANGES**

Employee personnel records are deemed essential for efficient operation of the agency. These records are confidential and are property of CSS. They must remain in the Human Resources office when being viewed. These records shall include:

- name
- address
- telephone number
- change in physical or other limitations
- person(s) to notify in case of an emergency

Employees are required to report changes in any of these above areas to Human Resources.

### **PROBATIONARY PERIOD**

New employees and employees who have changed positions will be placed on probationary status for a period of six months. The probationary period begins on the first day of employment or position change. At the end of the probationary period, the supervisor may extend the period if performance has not been satisfactory.

If at any time during this probationary period the employee's supervisor determines the employee is unsuitable for the job, employment with the agency will be terminated. Likewise, if at any time during the probationary period, an employee determines that they are not well suited for the job; the employee may leave employment with the agency.

## PERFORMANCE EVALUATION

**Probationary Period Evaluation:** A written performance evaluation will be prepared by an employee's immediate supervisor at the end of the probationary period. A conference will be held between the immediate supervisor and employee. The employee will be given a copy of this evaluation as well as submit a self-evaluation to their immediate supervisor for review and, based on that evaluation, the supervisor will determine the following:

- Termination of employment
- Extended probationary period
- Regular employment

**Annual Performance Evaluation:** An annual performance evaluation will be conducted for each employee by their immediate supervisor and a conference will be held to discuss that evaluation. Employees will receive a copy of the written evaluation as well as submit a self-evaluation. The evaluation will be completed annually on the employees anniversary date. If an employee transfers to a different position or program, the transfer date becomes the new anniversary date.

**Performance Evaluations and the Permanent Record:** All written evaluations will have the immediate supervisor's and employee's comments as well as signatures of the employee, immediate supervisor, second level supervisor and the Human Resources Department and become part of the employee's permanent record.

## PROMOTIONS & TRANSFERS

It is the practice of CSS to promote/ transfer employees to vacant positions whenever possible. Notifications of vacant positions will be made available. Promotions/transfers are based on qualifications and performance. This will not prohibit management from normal advertising practices to seek the best qualified individual for the position.

Employees who desire to be promoted/ transferred within the agency are required to inform their immediate supervisors of their intent to apply. The employees' application will not be processed if the immediate supervisor is not notified. A probationary period will be observed for all promoted/ transferred employees. An evaluation will be conducted by the immediate supervisor at the end of the probationary period.

Employees on probation are not allowed to apply for a different position except with the approval of the Executive Director.

## **IV. EMPLOYEE BENEFIT PROGRAMS**

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### **BENEFITS PROGRAM INFORMATION DISCLAIMER**

The statements in this section are general and simplified to the extent possible, consistent with accuracy. Should there be any conflict, existing laws, regulations and policies applicable to a specific situation will take precedence.

If an employee declines any coverage, there will be no extra compensation provided.

### **BENEFIT ELIGIBILITY**

All employees who work 30 or more hours per week on a regular basis are eligible for benefits. (Regular means on going for 6 months or more.)

### **HEALTH INSURANCE**

Please consult policy for coverage limitations.

**Medical:** Employee coverage is paid by CSS, with an employee co-pay. Dependent coverage is available at cost to the employee. Eligibility is the first of the month following the date of hire.

**Vision:** Employee coverage is paid by CSS. Dependent coverage is available at cost to the employee. Eligibility is the first of the month following 90 dates after the date of hire.

**Dental:** Employee coverage is paid by CSS. Dependent coverage is available at cost to the employee. Eligibility is the first of the month following 90 dates after the date of hire.

Employees may waive any or all of the coverage options. Employees may choose one coverage or a combination.

### **LIFE INSURANCE**

CSS provides a \$20,000 life insurance policy for each employee. This benefit is available the first of the month after the date of hire, unless an employee is hired on the first of the month.

### **LONG TERM DISABILITY**

CSS provides a benefit for employees who become disabled. After a 180 day waiting period, the employee will receive a benefit of 50% of his/her monthly wage, up to a \$2000 maximum per month for twelve months or one year. Eligibility is the 1<sup>st</sup> of the month after the first anniversary of employment.

### **SUPPLEMENTAL INSURANCE**

Supplemental health insurance is available to employees through pre-tax payroll deduction.

### **PAID TIME OFF (PTO)**

In order to provide for more flexibility in earned leave usage, CSS has a Paid Time Off (PTO) benefit.

All benefit eligible employees accrue Paid Time Off. Employees who work 30 hours or more per week but less than 40 will accrue hours at a prorated rate based on an 80 hour pay period. The employee must work between 30 and 40 hours on a regular basis, meaning for more than 6 months.

PTO begins to accrue from the first day of hire for benefit eligible employees and will be accrued at a rate based on length of employment in eligible status. PTO will accrue at the following rates based on a 40 hour work week:

<u>Rate Step</u>	<u>Months of Service</u>	<u>Equivalent PTO Earned On Annual Basis</u>
1	0 - 24	23 Days or 185 hours
2	25 - 84	28 Days or 224 hours
3	85 +	33 Days or 264 hours

An employee will move to the next step during the pay period in which he or she completes the months of service at regular full-time employment.

PTO continues to accrue while an employee is on PTO. Exception: If the employee terminates at the end of the scheduled leave, the PTO accrued during leave is lost.

PTO will not accrue during leave without pay or leave of absence.

Employees who have been rehired as full-time will retain the leave status step at the point of their most recent termination, provided the time away from the agency is not greater than six months. Exceptions may be made at the discretion of the Executive Director.

When an employee who is benefit eligible moves to non-benefit eligible status, accrued PTO up to the maximum yearly accrual for the appropriate rate step will be cashed out at the time the change is made. The employee will no longer accrue PTO after that point.

(also see Leaves of Absence, Paid Time Off)

## **HOLIDAYS**

Benefit eligible employees will receive regular pay for nine (9) holidays each calendar year. These holidays are:

New Year's Day	Labor Day
President's Day	Thanksgiving Day
Good Friday	Friday after Thanksgiving
Memorial Day	Christmas*
4 <sup>th</sup> of July	

\*Note: We encourage employees to honor and celebrate their individual culture and religious activities. An employee may exchange a holiday for another holiday which is important to his/her culture or religion. Please make arrangements with your supervisor if you would like to do this.

## **Holiday Compensation**

- The Program or Department Director or the Executive Director may require the program to remain open during a holiday due to the nature of the program services (i.e. shelter services) or grant requirements. If so, employees who are required to work on a holiday will be paid 1½ times their rate of pay based on the employee's regularly scheduled work day. This holiday worked rate will be paid to all employees who work a holiday, whether or not they are benefit eligible. The time and a half will only be paid on hours actually worked on the holiday.
- Pay for holidays not worked only applies to benefit eligible employees.
- “Floating” holidays (those which change from year to year, vs. Monday only holidays) will be observed on the preceding Friday when they fall on Saturday, or the following Monday when they fall on Sunday. This is only for staff who are scheduled Monday through Friday.
- Any employee who works on a Saturday or Sunday will receive holiday pay for either the actual or observed holiday, dependent on their schedule. This might be pay for time off on a holiday, or actual holiday pay of time and a half for a holiday worked. If the employee works the actual holiday, s/he will not receive paid time off or holiday worked pay for the observed holiday
- Employees who would like to work on a holiday, or during a time when the agency or program is closed, may do so with their supervisor’s consent, but will only be paid regular pay.
- If an employee works more than 8 hours on a holiday, holiday pay (time and a half) will be paid on all hours worked. No additional overtime pay will be paid for hours worked over 8.
- Exempt employees who work a holiday may take another day off with pay with supervisory approval.
- Employees on unpaid leave will not receive holiday pay.

## **BANKED SICK LEAVE (BSL)**

At the end of each fiscal year, any Paid Time Off for an employee above the maximum accrual of hours is added to the balance in the sick leave bank for that employee. Banked sick leave caps at 120 hours. Banked sick leave will not be paid out at the time of termination or retirement.

(also see Banked Sick Leave, Paid Time Off)

## **WORKERS' COMPENSATION**

Workers' compensation insurance is provided to offset the cost of work-related injuries or illness. All employees, regardless of employment status, are covered at no cost to the employee. Medical costs and partial income are provided during the time an employee is absent while recovering from a work-related injury or illness. All injuries, no matter how slight, if sustained on the job must be reported to the employee's supervisor as soon as possible after the accident occurs. The employee is required to fill out the Employee Work Injury Form within 24 hours. If the employee requires treatment, he or she will get the necessary medical treatment. If any work days are to be missed, the immediate supervisor is to be notified. Long term injuries will be paid as determined by the industrial insurance carrier beginning the fourth consecutive day of absence. The employee will be paid by CSS for all scheduled hours the day of the accident, no matter at what time the accident or injury occurs.

## **PTO/WORKERS' COMP OVERLAP**

If an employee is injured on the job, worker's compensation insurance begins paying the employee after three (3) full days of absence from work. During that three day period, an employee must use PTO in order to receive their full pay for the time period. They do not have to use PTO, however, if they prefer to have unpaid time. If the employee has no PTO, leave without pay will be approved. The practice of CSS is to pay the employee for the entire shift scheduled on the day of the injury, no matter when the injury takes place. (For example, an employee is scheduled to work from noon until 4 pm. S/he is injured at 1:30 pm, and misses the rest of the shift while at the doctor's office. Total hours paid for that date are from noon until 4 pm.)

Any doctor's visits associated with the claim which occur after the date of injury should be scheduled outside of work hours, or will need to be covered by PTO (unless they occur after the 3 full days of absence, at which point the time off of work will be paid by worker's comp).

Exceptions to this practice may occur at the discretion of the Human Resources Department or Executive Director.

## **TAX DEFERRED ANNUITY**

A 403(b) plan is available to all employees, whether benefit eligible or not, with immediate eligibility. Contributions are made pre-tax or traditional-tax. The plan includes a catch up ability according to federal regulations.

## **PENSION/ RETIREMENT PLAN**

CSS provides all employees with a pension plan. To be eligible, you must be 18 years of age, and have one year of service (at least 1000 hours during the first 12 months of employment). If the employee does not work 1000 hours in that first year, eligibility is reached the anniversary year in which s/he does work 1000 hours. An employee is 100% vested after three years.

## **CONTINUATION OF BENEFITS (COBRA)**

The federal Consolidated Omnibus Budget Reconciliation Act (COBRA) gives employees and their qualified beneficiaries the opportunity to continue health insurance coverage under CSS' health plan when a "qualifying event" would normally result in the loss of eligibility. Some common qualifying events are:

- resignation
- termination of employment
- death of an employee
- reduction in an employee's hours
- leave of absence
- divorce or legal separation
- a dependent child no longer meeting eligibility requirements

Qualifying events must be reported within 30 days of the event, or the change will not be allowed until the annual open enrollment period.

Under COBRA, the employee or beneficiary pays the full cost of coverage of CSS' group rates plus an administration fee. The COBRA policy may change at the discretion of the Federal Government.

Each eligible employee will be provided with a written notice from the provider describing rights

granted under COBRA when the employee becomes eligible for coverage. The notice contains important information about the employee's rights and obligations.

## **EDUCATION INCENTIVE**

CSS encourages continuing education of all employees. In addition to job training opportunities, employees who have been employed full-time with CSS at least one year may be eligible for a continuing education incentive. With pre-approval of the employee's Program Director, the employee may submit proof of enrollment, payment and completion of any course related to the employee's job or the agency and on the employee's own time, for consideration of a continuing education cash incentive / reimbursement. The incentive will be awarded upon the completion of the course, with a passing grade, at a cost not to exceed \$200.00 per 12-month period. The fee may also be paid up front with certification of completion expected within 30 days of the final date of training for verification.

An employee may also apply this education incentive to licensing fees. In this case, if the employee requests pre-payment, a copy of the paid fee would be expected within 30 days of payment for verification.

Employees may submit requests for a continuing education incentive/reimbursement once every calendar year. Restrictions may be applied by the Executive Director due to the annual budget allocation for this incentive.

## **JURY DUTY**

When an employee is called for jury duty they will be compensated in full for up to 5 days. The check s/he receives from the court is not expected to be turned in to CSS. In the event that the employee does not serve a full day, s/he will be expected to return to work. Employees who work the evening shift should work with the supervisor in order to accommodate any necessary change in schedule.

## **V. COMPENSATION/TIMEKEEPING/PAYROLL**

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### **TIMEKEEPING**

Electronic time sheets are to be submitted and approved by each employee, and approved by his/her supervisor for payroll processing at the end of each two week pay period.

### **PAYDAYS**

Pay periods are biweekly; the last day of the two (2) week period is Friday. Payroll checks are distributed to Program Directors/Managers in accordance with the predetermined payroll schedule. When a payday falls on a holiday, employees shall be paid on the last working day preceding the holiday, although the checks will be dated for the regular pay day and may not be cashed before that date. Direct deposit is available.

### **OVERTIME**

Only non-exempt employees are eligible for overtime. Employee overtime is based on hourly rate of pay and must be pre-approved by the immediate supervisor. Overtime is computed as time and one-half for all hours worked in excess of 8 straight time hours per day or 40 straight time hours per week, unless on an approved flexible work hours plan (for purposes of weekly overtime calculations, Holiday Worked hours are considered straight time hours, although they are paid at the rate of time and a half.) Per the Designated Workweek Section of this Handbook, the start of the workweek dictates that the work day is from 12:00 am to 11:59 pm. Time worked which crosses this start time may be more than 8 hours, but not eligible for overtime.

Paid Time Off or Banked Sick Leave hours used or any other non-regular work hours are not considered in the calculation when determining hours of overtime.

### **INCREASES**

Pay increases are based on a merit system, in conjunction with annual evaluations.

### **GARNISHMENT & TAX LEVIES**

A garnishment is a legal action by a creditor requiring the agency to withhold an amount from an employee's earnings. The company must forward the amount to the creditor each payday until the debt has been paid.

A tax levy is an action brought by a governmental tax agency to satisfy an employee's tax indebtedness.

When a garnishment or tax levy is served on the agency the employee shall be contacted by the Human Resources Department. The employee shall be asked to try to make an arrangement with the creditor or tax agency to make direct payments to satisfy the indebtedness. If an agreement is reached, the employee will ask the creditor to issue a written release to the agency.

If no release is received or, if after receipt of a release the employee breaks the agreement, the agency must process the garnishment or tax levy.

## **TRAINING TIME**

Time associated with any training that is required for a job must be compensated. This includes training that is directly related to a job, and training that is beneficial to the organization as well. The Department of Labor states that training time is compensatory if the training is directly related to the job, meaning that it is “designed to make the employee handle his job more effectively.” This does not, however, necessarily include classes which an employee may be taking outside of work hours. Training time will be paid if CSS or the employee’s program requires the training, or determines that it would be advantageous to the employees’ work. Employees must have prior approval from their supervisor.

Examples of training which are compensable:

- Orientation
- All required certification classes—First Aid, CPR, Bloodborne Pathogens
- De-escalation techniques
- Emergency Preparedness Training

If an employee receives required training through another agency while working for that agency, CSS is not required to pay the employee for that training time.

Should you have any questions about an individual course, please consult with your supervisor.

## **EMPLOYEE PAY ADVANCES**

A pay advance is early payment for work performed during the pay period. The entire amount of the advance will be deducted from the employee’s next paycheck. Extensions or pay installments or loans are not permitted.

Employees employed by the agency for a minimum of one year may request an advance on their pay not to exceed their net pay. Two (2) requests in a 12 month period may be authorized. A request form must be completed by the employee and submitted to the Human Resources Department for determination of eligibility.

## **VI. WORK CONDITIONS & HOURS**

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### **DESIGNATED WORKWEEK**

The basic work week of CSS is 40 hours. The work week begins at 12:00 a.m. Saturday morning. The Executive Director or designee shall retain the authority to adjust individual work schedules to best serve the needs of the clients of the agency. When emergencies arise, employees may be required to work more than eight (8) hours per day, or 40 hours per week. When this occurs, nonexempt employees are eligible for overtime compensation; exempt employees are not eligible for overtime compensation. Exceptions to this can be made if a flexible work plan is signed by the employee, supervisor (and Executive Director as required) and filed with the State Department of Labor.

### **SAFETY**

Safety depends primarily upon the actions or inactions of employees. If an employee observes conditions regarded as unsafe, a supervisor should be informed immediately. A safe work place requires the cooperation of all employees. Employees are expected to use caution and comply with all safety laws with regards to the Occupational Safety and Health Act (OSHA).

All work-related injuries, near misses, or illnesses must be reported to an immediate supervisor no matter how minor they may seem. It then becomes the supervisor's responsibility to follow through immediately. Immediate action may eliminate future complications. Employees who violate safety laws or fail to report safety violations will be subject to disciplinary action, up to and including termination of employment.

### **PREVENTING WORKPLACE VIOLENCE**

CSS is committed to preventing workplace violence and to maintaining a safe work environment. CSS has adopted a policy of "zero tolerance for violence" in the work environment. Given the increasing violence in society in general, CSS has adopted the following guidelines to deal with intimidation, coercion, harassment, or other threats of (or actual) violence that may occur during business hours or on its premises.

All employees, including temporary, contract employees, independent contractors, volunteers, and clients of CSS, should be treated with dignity and respect at all times. Employees are expected to refrain from fighting, "horseplay," or other conduct that may be dangerous to others. Furthermore, CSS will not tolerate any talk of violence or joking about violence. Firearms, weapons, and other dangerous or hazardous devices or substances, including but not limited to, knives, explosives, and any other potential weapons, are prohibited from the premises of CSS.

CSS will not tolerate employees being in the possession of any weapons, including weapons transported in employee vehicles to CSS parking areas. In addition, when working off CSS premises, employees are prohibited from carrying or transporting weapons while conducting Agency business. Employees are not permitted to carry concealed weapons on CSS property or while performing work as a CSS employee, even if the employee has a valid permit to carry a concealed weapon. Conduct that threatens, intimidates, or coerces another employee, volunteer, client, or member of the public at any time, including off-duty periods, will not be tolerated. This prohibition includes all acts of harassment, including harassment that is based on an individual's sex, race, age, or any characteristic protected by federal, state, or local law.

All threats of (or actual) violence, both direct and indirect, must be reported as soon as possible to the immediate supervisor or any other member of management. This includes threats by employees, as well as threats by clients, volunteers, vendors, solicitors, or other members of the

public. When reporting a threat of violence, the report should be as specific and detailed as possible. CSS has adopted an Incident Report Form to use for this purpose. The Incident Report Form should be promptly completed and forwarded to the Director of Human Resources.

All suspicious individuals or activities should also be reported as soon as possible to management. Employees should not place themselves in peril by interceding or trying to determine what is happening. However, if required by circumstances, supervisors or those witnessing the incident are expected to take immediate action to protect the safety and security of themselves and other individuals in response to an incident of violence.

CSS will promptly and thoroughly investigate all reports of threats of (or actual) violence and of suspicious individuals or activities. The identity of the individual making the report will be protected as much as is practical.

Anyone determined to be responsible for threats of (or actual) violence or other conduct that is in violation of these guidelines will be subject to prompt disciplinary action, up to and including immediate termination of employment. Employees and other individuals may be subject to criminal prosecution.

CSS encourages employees to bring their disputes or differences with other employees to the attention of their supervisors or the Director of Human Resources before the situation escalates into potential violence. CSS is eager to assist in the resolution of employee disputes, and will not discipline employees for raising such concerns. Involved employees should, however, try to work it out between themselves first.

Receptionists and supervisors must keep emergency phone numbers, as well as the numbers for local hospitals, at their desks and readily available for use if needed.

## **DRIVING**

Many employees drive as a component of their jobs. Some employees use their personal vehicles for running errands or attending a meeting at another location. Some programs have an agency vehicle to use in transporting clients. The following are general rules that must be followed by any employee driving for work purposes:

- Follow all applicable laws, including all occupants of the vehicle wearing a seat belt.
- Obey all street signs and stop lights, or directions from an APD officer or construction crew member.
- Use of a cell phone while driving is strongly discouraged. Limited use of hands free communication tools (ie, Bluetooth) can be used when absolutely necessary.
- No smoking is allowed in a personal vehicle if there is a passenger, unless the passenger(s) agrees.

In addition, employees driving an agency vehicle must observe the following:

- Only use the vehicle for agency business.
- No smoking allowed in the vehicle.

## **SMOKING**

Smoking is not allowed in CSS facilities.

## CHILDREN IN THE WORKPLACE

CSS wishes to maintain a family friendly work environment. Children are allowed in the workplace during times when a parent can make no other arrangements for the care of the child (ren), with prior approval from their supervisor. Exceptions to this policy are:

- the child is or may have a contagious illness
- the parent shares an office
- the child's presence will be disruptive
- the parent's job may be potentially hazardous
- the parent's job includes home visits during that day

Any such arrangements are temporary and non-frequent, and will be arranged with and agreed to by the supervisor.

## RESOLUTION DISPUTE/COMPLAINT PROCEDURE

**Grievance Procedure:** CSS provides their employees with a process in which they can resolve problems and misunderstandings fairly and quickly. In the event of a grievance, the following steps will be taken:

- 1) **Verbal Discussion with the Immediate Supervisor:** The employee will first discuss the grievance with their immediate supervisor. Grievances should be settled informally at this level if at all possible. If the problem is with the immediate supervisor, the employee may go directly to Human Resources.
- 2) **Written Grievance to Supervisor:** If verbal discussion with the immediate supervisor does not resolve the grievance, the employee can appeal by submitting a written grievance to his/her immediate supervisor within five (5) working days of the verbal discussion. The grievance shall contain a full account of the reasons for the grievance and the action desired. The supervisor will respond to the employee through a written reply within ten (10) working days. A copy of the grievance and the supervisor's response will be placed in the personnel file of the employee. If the problem is with the immediate supervisor, the employee may go directly to Human Resources.
- 3) **Written Grievance to the Executive Director:** An employee may appeal an unresolved grievance with the Executive Director if steps one and two have not successfully resolved the matter. A letter must be submitted to the Executive Director within five (5) working days of the receipt of the written response from the supervisor with whom the initial grievance was filed. The Executive Director, upon receipt of the grievance, will respond to the employee in writing of the decision within 10 working days. If the problem is with the Executive Director, the employee may go directly to Human Resources.
- 4) **Written Grievance to the Board of Trustees:** In the event that the employee does not agree with the decision of the Executive Director, the employee may appeal the decision to the Chairperson of the Board of Trustees within five (5) working days after notice of the Executive Director's decision. The Chairperson of the Board of Trustees must schedule a meeting with the employee and an Ad-hoc Review Committee within fifteen (15) working days.

The Ad-hoc Review Committee shall render its decision promptly and in any event within thirty (30) working days of receiving the appeal. The decision of the Ad-hoc Review Committee shall be final and binding unless the employee submits appeal for full agency Board of Trustees review within 60 days. The decision of the Ad-hoc Review Committee will be reported to the Board of Trustees at its next scheduled board meeting.

In the event of a grievance against the Executive Director, steps 1 and 2 of the grievance procedure must be followed. If steps 1 and 2 have not successfully resolved the matter, a letter may be submitted to the Chairperson of the CSS Board of Trustees. The President of the Board of Trustees must schedule a meeting with the employee, and the Ad-hoc Review Committee and the Executive

Director.

The Board Chairperson and Ad-hoc Review Committee Chair shall render their decision in a timely manner. The Board of Trustees will be notified of this decision. The decision of the Chairperson and the subcommittee shall be final and binding unless the employee or Executive Director submits appeal for full agency Board of Trustees review within 60 days. The decision of the Board of Trustees will follow within 10 business days.

## **WHISTLEBLOWER PROTECTION**

Non-retaliation also applies to the protection of reporters of suspected misconduct. Should an employee report to anyone, within or outside of the agency, suspected illegal, immoral, or unethical acts, that employee shall be protected to the full extent of CSS policy and the law.

Should an employee need to report suspected illegal, immoral, or unethical conduct by a CSS employee, Board of Trustees or Advisory Board Member, volunteer, contractor, or partner, the employee should not only file a report with the responsible public agency, but also report this to his/her supervisor, the Executive Director, or any Administrative Director, as the employee feels comfortable in so doing.

Any supervisor or manager who retaliates against an employee for making a complaint or for participating in an investigation shall be subject to disciplinary action, up to and including immediate termination of employment.

If an employee has questions about the policy, s/he should contact his/her supervisor or the Human Resources department. The success of our policy depends, in significant part, upon the understanding and cooperation of all our employees.

## **OPEN DOOR PRACTICE**

CSS welcomes comments and questions from employees. If, at any time, you wish to discuss various matters with a Program Director or other member of management, please feel free to do so. Please realize that the person you wish to speak to may need to schedule a time to talk with you, rather than seeing you on a “demand” basis.

## **REASONABLE ACCOMMODATION**

The ADA states that a covered entity shall not discriminate against a qualified individual with a disability. This applies to job application procedures, hiring, advancement and discharge of employees, worker's compensation, job training, and other terms, conditions, and privileges of employment. Covered entity can refer to an employment agency, labor organization, or joint labor-management committee, and is generally an employer engaged in interstate commerce and having 15 or more workers.

Business must provide reasonable accommodations to protect the rights of individuals with disabilities in all aspects of employment. Possible changes may include restructuring jobs, altering the layout of workstations, or modifying equipment. Employment aspects may include the application process, hiring, wages, benefits, and all other aspects of employment. Medical examinations are highly regulated.

Discrimination, among other things, may include limiting or classifying a job applicant or employee in an adverse way, denying employment opportunities to people who truly qualify, or not making reasonable accommodations to the known physical or mental limitations of disabled employees, not advancing employees with disabilities in the business, and/or not providing needed

accommodations in training. Employers can use medical entrance examinations for applicants, after making the job offer, only if all applicants (regardless of disability) must take it, and if it is treated as a confidential medical record. Qualified individuals do not include any employee or applicant who is currently engaging in the illegal use of drugs when that usage is the basis for the employer's actions.

A modification or adjustment is "reasonable" if it "seems reasonable on its face, i.e., ordinarily or in the run of cases;" this means it is "reasonable" if it appears to be "feasible" or "plausible." An accommodation also must be effective in meeting the needs of the individual. In the context of job performance, this means that a reasonable accommodation enables the individual to perform the essential functions of the position. Similarly, a reasonable accommodation enables an applicant with a disability to have an equal opportunity to participate in the application process and to be considered for a job. Finally, a reasonable accommodation allows an employee with a disability an equal opportunity to enjoy the benefits and privileges of employment that employees without disabilities enjoy.

Reasonable accommodation is available to qualified applicants and employees with disabilities. Reasonable accommodations must be provided to qualified employees regardless of whether they work part- time or full-time, or are considered "probationary." Generally, the individual with a disability must inform the employer that an accommodation is needed.

## **LIFE-THREATENING ILLNESS**

Employees with life-threatening illnesses, such as cancer, heart disease, and AIDS, often wish to continue their normal pursuits, including work, to the extent allowed by their condition. CSS supports these endeavors as long as employees are able to meet acceptable performance standards. As in the case of other disabilities, CSS will make reasonable accommodations in accordance with all legal requirements, to allow qualified employees with life-threatening illnesses to perform the essential functions of their jobs.

Medical information on individual employees is treated confidentially. CSS will take reasonable precautions to protect such information from inappropriate disclosure. Managers and other employees have a responsibility to respect and maintain the confidentiality of employee medical information. Anyone inappropriately disclosing such information is subject to disciplinary action, up to and including termination of employment.

Employees with questions or concerns about life-threatening illnesses are encouraged to contact the Human Resources Department for information and referral to appropriate services and resources.

## VII. LEAVES OF ABSENCE

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### PAID TIME OFF

In accordance with the Paid Time Off (PTO) section, employees will receive paid time off that is to be used for vacation, sick leave, and personal time off.

### PAID TIME OFF USAGE

Paid Time Off (PTO) may be charged in 15 minute increments for non-exempt personnel and in 4 hour increments for exempt personnel. An exception to this for exempt personnel is leave taken under FMLA, which must be taken in any amount used for such purposes, down to 15 minute increments. Except in cases of illness or emergency, the prior written approval of the employee's supervisor is required for Paid Time Off usage. Employees must provide as much notice as possible by submitting the CSS Leave Request Form to their supervisor for approval.

PTO may be used for vacation, to take care of personal business, medical and dental appointments, etc. Illnesses of more than 3 days **may** require verification of illness.

PTO must be used when an employee does not work regularly scheduled hours, with the exception of time off after an accident or injury before worker's compensation pay begins, jury duty, or military leave.

If an employee uses PTO for less than one day, the total number of hours reported for the day may not exceed eight (8). For instance, if a non-exempt employee has worked a total of six (6) hours, they may only take two (2) hours of PTO. (An exception would be someone who is scheduled to work four 10 hour days. In this case, the number of hours reported for the day should not exceed 10.)

An employee may utilize PTO up to 40 hours per week, regardless of his/her regular schedule. However, the combined total of PTO and hours worked may not exceed 40 hours per week.

Employees may carry a negative PTO balance of no more than 8 hours at the discretion of the Program Director. Negative PTO balances greater than 8 hours require the prior approval of the Executive Director.

In cases of termination, Paid Time Off may not be used after the last full day that the employee actually works unless the absence is the result of a long term illness. No Paid Time Off shall be taken by an employee in the last five work days of employment with CSS unless a written waiver is granted by the Executive Director.

**Paid Time Off Carry-Over:** Paid Time Off may be carried over from one fiscal year to the next but may not be accumulated beyond the rate step at which the employee was accruing PTO (level 1-184 hours, level 2-224 hours, level 3-264 hours). On June 30 of each year, any PTO above the maximum allowed will be transferred to the employee's Banked Sick Leave (BSL) (up to the 120 hour maximum level). An excess of your PTO and BSL limits, at the end of the fiscal year, will be lost.

**Paid Time Off Cash-out:** When an employee separates from CSS or moves to non-benefit eligible status, accrued PTO will be cashed out up to the maximum yearly accrual rate for the rate step at which the employee was accruing PTO (level 1—184 hours, level 2—224 hours, level 3—264 hours). In order to qualify for PTO cash out the employee must have been employed as a benefit eligible employee for at least 6 months.

## **BANKED SICK LEAVE (BSL)**

Banked sick leave will be used for personal or family illness/injury lasting 5 or more consecutive days. Supervisors may request verification of the disability by the attending physician, as well as its beginning and expected ending dates. PTO is to be used before the 5<sup>th</sup> consecutive day. Once the 5<sup>th</sup> consecutive day has been reached, BSL may replace the PTO. Once BSL is exhausted, PTO will be used.

## **LEAVE SHARING DONATIONS**

The leave sharing program is intended to help employees who are on FMLA (Family Medical Leave Act). If the employee runs out of PTO while on FMLA, they may then ask for PTO donations.

Benefit eligible employees who have completed their probationary period and have used all of their PTO and banked sick leave may submit a leave sharing donation request to their supervisor for major medical reasons. Leave donation requests are forwarded for final approval to the Human Resources Director or the Executive Director.

Employees choosing to donate PTO may only donate accrued PTO in excess of 40 hours. There is no cap on how much PTO you can donate as long as there is at least 40 hours PTO saved.

Family Medical Leave will be applied concurrently with donated leave. Should donated sick leave not be needed, it will be returned to the donor.

Exceptions are made at the discretion of the Executive Director.

## **OTHER LEAVES OF ABSENCE**

**Family Medical Leave:** An employee may request up to twelve weeks of unpaid leave (see \* note below) under the Family Medical Leave Act (FMLA) for a serious health condition of the employee or close family member, birth of a child, or adoption or placement of a child in the employee's home. The employee must have completed the probationary period to be eligible.

The employee will be provided with a notice in writing that they are being placed on FMLA leave. The notice will be accompanied by paperwork which the treating physician must fill out. If the employee fails to provide the requested certification, the leave classification may be denied. Employees returning from medical leave must provide a physician's verification of their fitness to return to work upon request, with the exception of leave for birth or adoption. CSS may delay the restoration to duty until the verification is provided.

When the leave is foreseeable, such as leave based on an expected birth or adoption of a child or pre-scheduled surgery, the employee shall provide CSS with not less than 30 days notice, before the date the leave is to begin, of the employee's intention to take leave. If the employee does not provide at least 30 days notice for foreseeable leave, CSS reserves the right to delay the start of the approved leave until 30 days after the employee gives notice. If family leave is for any other approved reason, the employee is to give as much notice as is practicable. Notice may be by telephone, e-mail, or fax and must be sent to the employee's Program Director or the Human Resources Department.

Every reasonable effort will be made to return eligible employees to their previous position or a comparable one. Employees will be treated as though they were continuously employed for purposes of determining benefits based on length of service, such as the rate of vacation accrual.

\*Note: Employees are required to use all accumulated Banked Sick Leave (BSL) and Paid Time Off

(PTO) concurrently with Family Medical Leave. Benefit accruals, such as PTO, will be suspended during the unpaid portion of leave and will resume upon return to active employment.

CSS shall maintain coverage under any group health plan for the duration of FMLA at the same level and under the same conditions coverage would have been provided if the employee had continued in employment for the duration of such leave. For example the employee will still be responsible to pay their co-pay to the employer while on FMLA. CSS may recover the premium that it paid for maintaining coverage for the employee under such group health plan during any period of unpaid leave under these provisions, if the employee fails to return from leave. If there are any pay periods during which the employee does not receive pay, the employee will need to make arrangements with the Finance Department to make up the missed insurance co-pay, as well as any dependent or extra coverage, regardless of whether or not the employee returns to work at the end of the leave period.

CSS requires that any employees on leave report to their immediate supervisor on a regular basis on the employee's status and intent to return to work. An employee who fails to report to work promptly at the end of the leave is considered to have resigned.

**FMLA Leave Without Pay (LWOP):** LWOP may also be granted to those on FMLA leave after using all accrued BSL and PTO. In this case, LWOP will be approved once all accrued BSL and PTO are used.

For FMLA LWOP, subject to the terms, conditions, and limitations of the applicable plans, health insurance benefits will be provided by CSS for a maximum of 6 months or until LTD, Medicaid, or Medicare are approved, whichever comes first.. The employee is still responsible for the co-pay and any other deductions from their paycheck(s).

**Bereavement Leave:** In the event of a death in the immediate family, an employee will be given up to 5 days leave with pay at the discretion of the supervisor. Immediate family includes grandparents, parents (including step-parents), siblings (including stepsiblings), spouses, children (including step-children), grandchildren, father/mother-in-law, brother/sister-in-law, and other relatives as approved by the Human Resources Department or the Executive Director.

**Military Leave:** CSS recognizes its responsibility to support the armed forces and military reserve services and training. Employees are eligible for military leave after having completed six months of continuous service. A military leave of absence will be granted to eligible employees to attend scheduled drills or training, or if called to active duty with the U.S. armed services. All military leave, with the exception of two-week active duty training, will be unpaid. Employees may use any available paid time off for the absence.

Employees on two-week active duty training assignments or inactive duty training drills will be paid for the two-week training period. Employees are required to return to work for the first regularly scheduled shift after the end of training, allowing reasonable travel time. Employees on longer military leave must apply for reemployment in accordance with all applicable state and federal laws.

Every reasonable effort will be made to return eligible employees to their previous position or a comparable one. They will be treated as though they were continuously employed for purposes of determining benefits based on length of service, such as the rate of vacation accrual.

Medical, vision and dental benefits will not be paid by the agency during any military leave of absence which is longer than two weeks.

As soon as eligible employees become aware of a need for a leave of absence, they should request a leave from their supervisor.

Benefit accruals, such as vacation, sick leave, or holiday benefits, will be suspended during the leave and will resume upon return to active employment.

An employee who fails to report to work promptly at the end of the leave is considered to have resigned.

**Administrative Leave:** Administrative leave may be authorized by the Executive Director or his/her designee, in situations when it is in the best interest of the employee and the organization to remove the employee from the workplace in order to investigate grievances, disciplinary problems, or other employment related matters. Administrative leave may be paid or unpaid as directed by the Executive Director.

**Leave Without Pay (LWOP):** CSS provides leave of absence without pay to benefit eligible employees who wish to take time off from work duties to fulfill personal obligations which do not qualify for family and medical leave, and who have used all of their accrued PTO. Benefit eligible employees may request LWOP only after having completed their probationary period.

LWOP may be granted for a period to be determined at management's discretion. Requests for LWOP will be evaluated based on a number of factors, including anticipated work load requirements and staffing considerations during the proposed period of absence. Advanced approval from the supervisor and the Executive Director is required.

As soon as eligible employees become aware of a need for a leave of absence, they should request a leave from their supervisor. Subject to the terms, conditions, and limitations of the applicable plans, health insurance benefits will be provided by CSS until the end of the first full month of approved leave. The employee is still responsible for the co-pay and any other deductions on their paycheck(s). At that time, employees will become responsible for the full costs of these benefits if they wish coverage to continue. When the employee returns from leave, benefits will again be provided by CSS according to the applicable plans.

Benefit accruals, such as PTO, will be suspended during the leave and will resume upon return to active employment.

When leave without pay ends, every reasonable effort will be made to return the employee to the same position, if it is available, or to a similar position for which the employee is qualified. Except when legally required, CSS cannot guarantee reinstatement.

An employee who fails to report to work promptly at the end of the leave is considered to have resigned.

Exceptions to this policy may be made at the discretion of the Executive Director.

## **VIII. EMPLOYEE CONDUCT & DISCIPLINARY ACTION**

### **DRUG AND ALCOHOL TESTING**

#### **Drug and Alcohol Use Policy**

It is CSS' desire to provide a drug-free, healthful, and safe workplace. To promote this goal, employees are required to report to work in appropriate mental and physical condition to perform their jobs in a satisfactory manner.

Drug and alcohol use are highly detrimental to the safety and productivity of employees in the workplace, as well as to others, such as clients and volunteers. No employee may be under the influence of any illegal drug or alcohol while in the workplace, while on duty, or while operating a vehicle or equipment.

In accordance with federal and state laws, employees under the age of 21 are prohibited from serving or consuming alcohol at agency functions.

While on CSS premises and while conducting business related activities off CSS premises, no employee may use, possess, distribute, sell, or be under the influence of alcohol or engage in the unlawful manufacture, distribution, dispensation, possession, or use of illegal drugs. Violations of this policy will result in immediate termination of employment. Such violations may also have legal consequences.

The legal use of prescribed drugs is permitted on the job only if it does not impair an employee's ability to perform the essential functions of the job effectively and in a safe manner that does not endanger other individuals in the workplace. All employees should report to their supervisor if they are on prescription or over-the-counter medication that may impair work performance due to side effects. Job modifications may be required until the employee is no longer taking the medication.

Employees with questions on this issue or issues related to drug or alcohol use in the workplace should raise their concerns with their supervisor or the Director of Human Resources without fear of reprisal.

If an employee self-identifies a substance abuse problem before testing is requested, the employee will be placed on leave (subject to PTO policy and possibly covered by FMLA) while treatment is sought. Once a treatment program has been completed, the employee may return to work with a written release by the program or a medical doctor and a drug screen. The employee will be subject to random drug testing for up to one year after his/her return.

#### **Drug Testing**

All employees are subject to drug testing. CSS will test for alcohol and may test for one or more of the following controlled substances:

Screening Levels: tested at Providence

TCH (Marijuana) – 50 ng/ml  
Cocaine Metab. – 300 ng/ml  
Opiates – 2000 ng/ml

PCP (Phencyclidine) – 25+ ng/ml  
Amphetamines – 1000 ng/ml  
Methamphetamines – 1000 ng/ml

Testing by evidential Breath Testing Device

Alcohol - .02-.039 out of service  
Confirmation Levels (GC/MS): Tested at Work Safe, Inc.

TCH (Marijuana) – 15+ ng/ml  
Cocaine Metab. – 150+ ng/ml  
Opiates – 2000+ ng/ml

PCP (Phencyclidine) – 25+ ng/ml  
Amphetamines – 500+ ng/ml  
Methamphetamines – 500+ ng/ml

Tested by Evidential Breath Testing Device

Alcohol - .04 or greater positive

Test results at or above the confirmation level will be considered a positive test.

CSS will conduct pre-employment testing and may conduct post-accident and reasonable suspicion drug testing.

**Pre-employment Testing:** All candidates will be required to pass a drug test before beginning employment with CSS.

**Post-Accident Testing:** Employees whom CSS reasonably believes may have contributed to an accident in the workplace or during worktime may be required to undergo drug and/or alcohol impairment testing. Such a test will be conducted as soon as practicable after the accident, but not later than 32 hours after the accident for drugs and not later than 8 hours for alcohol. CSS will make reasonable attempts to obtain a sample from an employee after an accident, as defined below, but any injury should be treated first.

An accident may involve any of the following: (1) loss of human life; (2) issuance of a moving traffic citation under state or local law; (3) medical treatment other than first aid administered away from the scene; or (4) significant property damage.

An employee who is subject to post-accident testing shall not consume alcohol for 8 hours after the accident, or until s/he has taken an alcohol test, whichever occurs first.

An employee who is subject to post-accident testing must remain readily available for such testing and may not take any action to interfere with the testing or the results of testing.

Employees who do not comply with the post-accident testing requirements, or who fail or refuse to provide a sample for testing, will be considered to have refused to submit to testing and will be terminated immediately.

**Reasonable Suspicion Testing:** An employee whom CSS reasonably suspects may be affected by the use of drugs or alcohol which may adversely affect job performance, safety or the work environment, may be required to submit to a drug and/or alcohol test. Reasonable suspicion testing is done to identify drug and alcohol affected employees who may pose a danger to themselves or others in their job performance.

Trained supervisors will decide whether there is reasonable suspicion that an employee is impaired by or under the influence of a drug or alcohol while on duty in violation of this procedure. The decision to test must be based on a reasonable and articulable suspicion or belief that the employee is under the influence of an unauthorized drug or alcohol. Reasonable suspicion is a belief based on contemporaneous articulable observations concerning the employee's appearance, behavior, speech or body odors, or other reliable evidence or information that the employee is under the influence of or impaired by drugs or alcohol. For example, any of the following, either alone or in combination, may constitute reasonable suspicion:

- Slurred speech;
- Irregular or unusual speech patterns;
- Impaired judgment;
- Alcohol odor on breath;
- Uncoordinated walking or movement;
- Unusual or irregular behavior such as inattentiveness, listlessness, hyperactivity, hostility or aggressiveness;
- Possession of drugs or alcohol;
- Observation of drug or alcohol use prior to reporting to work or during work hours.

Reasonable suspicion determinations will be made by supervisory personnel who have received training concerning the signs and symptoms of drug and alcohol use.

The observing supervisor shall document the events and record the behavioral signs and symptoms that support the reasonable suspicion. If possible, a second supervisor should also observe the employee to verify that there is a reasonable basis to believe that a drug or alcohol violation has occurred.

When a determination is made that reasonable suspicion exists that an employee is under the influence of drugs or alcohol in violation of this policy, the employee shall be immediately relieved of his/her duties and placed on unpaid Administrative leave, pending results of a drug test. Should the results be negative, the employee will be paid for any scheduled work time that was missed. Transportation to the drug testing site will be arranged.

The observing supervisor shall immediately notify the Program Director or the Human Resources Department if reasonable suspicion is found to exist. Upon review, the Program Director or the Human Resources Department will direct or authorize that the employee in question immediately submit to a drug and/or alcohol test.

If non-supervisory employees have reason to believe that a supervisor subject to this policy is under the influence of drugs or alcohol at work in violation of this policy, then s/he shall report such potential violation to the Human Resources Department or the Executive Director, who will thereafter take appropriate action.

**Post Rehabilitation Testing:** CSS will conduct unannounced drug tests for any employee returning to work post-treatment.

**Consequences for Violations of Drug Testing:** Compliance with this practice is a condition of employment. Refusal to take a required drug or alcohol test, a positive drug or alcohol test, or engaging in an activity or behavior which otherwise violates this Policy will result in termination.

**Collection of Samples Procedures:** Testing under this policy is a urinalysis (for drugs) and an evidential breath taking device (for alcohol) administered under approved conditions and procedures conducted for the sole purpose of detecting drugs or alcohol.

The initial test will be conducted by Providence Employee Health Clinic. Sample collection and testing will be performed under reasonable and sanitary conditions.

The collection site shall have all necessary trained personnel, materials, equipment, facilities and supervision to provide for the collection, security, temporary storage, and shipping and transportation of specimens to a certified drug-testing laboratory designated by Providence Employee Health Clinic. An independent medical facility may also be utilized as a collection site.

All drug test samples will be collected by the split sample collection method. However, if a split

sample is not collected, the single sample will be collected and sent to the laboratory for testing.

The person collecting the drug sample will document the sample, including labeling the sample to preclude to the extent reasonable the possibility of misidentification of the person tested in relation to the test result provided.

The person collecting the sample shall provide the person to be tested with an opportunity to provide medical information that may be relevant to the test, including identifying current or recently used prescription and nonprescription drugs.

Sample collection, storage, and transportation to the testing place shall be performed in a manner reasonably designed to preclude the possibility of sample contamination, adulteration or misidentification.

An employee designated for testing must provide reliable individual identification to the person collecting the sample.

Testing under this policy is considered worktime and will be compensated at the employee's normal rate of pay.

Sample collection will be performed in a manner which ensures the individual employee's privacy to the maximum extent consistent with ensuring that the sample is not contaminated, adulterated, or misidentified.

CSS will be responsible for the entire actual costs for drug and alcohol testing required of employees. CSS shall also pay reasonable transportation costs to an employee if the required test is conducted at a location other than the normal work site.

### **Testing Procedures**

CSS shall use a drug-testing laboratory approved or certified by the Substance Abuse and Mental Health Services Administration (SAMHSA).

Positive drug tests will be confirmed by a gas chromatography mass spectrometry. CSS will not rely on a positive drug test unless the confirming drug test results have been reviewed by a licensed physician or doctor of osteopathy.

Alcohol testing will be performed by a breath alcohol technician (BAT). If the result of an alcohol screening test is an alcohol concentration of 0.02 or greater, a confirmation test will be performed. The confirmation test will generally be done within 15, but no more than 30, minutes of the screening test. The results of these tests will be reported directly to CSS.

### **Review of Drug Test Results**

- **Medical Review Officer:** Providence shall contract a Medical Review Officer (MRO). The MRO shall be a licensed physician or a doctor of osteopathy. The MRO shall review all confirmed positive drug test results and interview individuals tested positive to verify the laboratory report.
- **Reporting and Review of Results:** The MRO shall review confirmed positive test results. This review shall be performed by the MRO prior to the transmission of results to the Human Resources Department. The MRO shall contact the employee within 48 hours and offer an opportunity to discuss the confirmed test result. The MRO will inform the employee that s/he has 72 hours to request a re-test of the split or single sample. A re-test is an analysis of the second split sample bottle or an aliquot of the original sample. The re-test can be sent to a

laboratory approved or certified by the Substance Abuse and Mental Health Services Administration. The employee will be responsible for the costs of the re-test and will be reimbursed by CSS only if the sample comes back negative.

- **Legal Drug Use:** If the MRO determines there is a legitimate medical explanation for the positive test result, the MRO shall report the test as negative. Test results that have been caused by prescription medication will be reported as negative.
- **Written Test Results:** An employee may obtain a copy of the written test results only upon written request made within six months of the date of the test. CSS will provide the written test results to the employee pursuant to that request within five working days of its receipt.
- **Explanation of Positive Test by Employee:** An employee who would like an opportunity to explain positive tests results in a confidential setting must make such a request in writing within 10 working days of being notified of the test result. An employee who submits such a timely written request will be given the opportunity, within 72 hours after its receipt or before taking adverse employment action, to explain the positive test in a confidential setting.
- **Confidentiality Of Results**  
All records relating to drug and alcohol testing will be maintained in a confidential file in a secure location with controlled access, separate from personnel files.

Any communication received by CSS relevant to drug or alcohol test results and received through CSS' testing program is confidential and privileged, and will not be disclosed by CSS except: (1) to the tested employee or another person designated in writing by the employee; (2) an individual designated by CSS to receive and evaluate test results or hear the explanation from the employee; (3) as ordered by a court or governmental agency; or (4) in any proceeding initiated by or on behalf of the individual and arising from a positive test.

## **SEXUAL AND OTHER UNLAWFUL HARASSMENT**

Pursuant to CSS policy # A 150, it is the intent of the agency to provide a working environment for all employees and contract staff which is free of harassment whether based on race, ethnicity, religion, sex, age, marital status, or changes in marital status, pregnancy, or disability. Actions, words, jokes, or comments based on an individual's sex, race, ethnicity, age, religion, disability or any other legally protected characteristic will not be condoned, permitted or tolerated. Anyone engaged in such harassment will be subject to immediate disciplinary action, up to and including immediate discharge from employment.

Harassment is conduct relating to a person's sex, gender, race, ethnicity, culture, religion, age, or disability, which has the purpose or effect of:

- Creating an intimidating, hostile, or offensive work environment;
- Unreasonably interfering with an individual's work performance; or
- Adversely affecting an individual's employment opportunities.

Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct constitutes sexual harassment 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 work environment.

## **Examples of Sexual Harassment**

- Unwanted sexual advances
- A request or demand for sexual favors accompanied by a threat concerning an individual's employment status or a promise of preferential treatment
- Unnecessary and unwelcome touching of an individual, for example, patting, pinching, hugging or repeatedly brushing against another individual's body,
- Offensive jokes, comments, slurs, e-mail, memos, faxes, posters, cartoons or gestures
- Unwelcome flirtations, advances or propositions
- Verbal abuse of a sexual nature
- Graphic oral commentary about an individual's body, sexual prowess or sexual deficiencies
- Leering, whistling, or suggestive insults

While many types of harassment in the workplace are obvious, supervisors and managers should be alert to more subtle forms of harassment, including those arising outside the office that have a negative impact on the work environment.

The agency prohibits sexual harassment or harassment based on any protected characteristic of its employees in any form. Anyone engaging in sexual or other unlawful harassment will be subject to disciplinary action, up to and including termination of employment.

## **Sexual Misconduct**

Unethical sexual misconduct and other forms of sexual exploitation are long-standing problems of society that are now becoming better recognized and understood, discussed more openly, and dealt with more effectively. Any time employees or volunteers use the influence of their role to engage in sexual activity with employees, non-employees, or clients, they involve themselves in irresponsible and unethical acts that take advantage of vulnerable persons. Unethical sexual conduct and sexual misconduct include sexual contact involving a minor or vulnerable adult, including a person receiving pastoral care, which is often called sexual abuse, as well as unwanted sexualized conduct. It can also include verbal suggestions for sexual favors or activity (see Sexual and Other Unlawful Harassment section).

Every employee or volunteer must report every incident of sexual misconduct promptly to his or her supervisor. If the supervisor is unavailable or the employee or volunteer believes it would be inappropriate to contact that person, the employee or volunteer should immediately contact the Human Resources Department or the Executive Director. Employees or volunteers can raise concerns and make reports without fear of reprisal.

Any supervisor or manager who becomes aware of possible sexual misconduct must promptly advise the Human Resources Department or the Executive Director who will handle the matter in a timely and confidential manner. In the event sexual misconduct is alleged, the Archdiocesan Policy on Sexual Misconduct will be consulted and the procedure outlined therein utilized, if appropriate.

Anyone engaging in sexual misconduct will be subject to disciplinary action, up to and including termination of employment.

## **Reporting Complaints**

All agency supervisors are responsible for the prompt identification and resolution of problems of harassment or discrimination. The agency and its supervisors may be held strictly accountable for their own conduct, but also for the conduct of their subordinates. Any person who receives a report of sexual or other unlawful harassment is expected to seriously consider all complaints and to take

immediate steps to implement this policy in accordance with the provisions contained herein. In particular, supervisors must address or report complaints of harassment regardless of whether an employee files an internal complaint.

Any employee who believes he or she is being discriminated against or harassed based on any of the grounds stated above, or for any other reason, must report it immediately to his or her direct supervisor or to the Human Resources Department. Employees can raise concerns and make reports without fear of reprisal. CSS will investigate the complaint, take immediate and appropriate corrective action when it is determined that harassment has occurred, make a written determination of its conclusion and when appropriate, prepare a plan of action to correct the problem and prevent reoccurrence. CSS will make every effort to protect the confidentiality of harassment complaints to the extent possible. CSS shall inform the complaining employee of its determination.

The Executive Director will inform the Chairperson of the Board of Trustees of harassment investigations. All contractors and volunteers must be informed of the agency's policy against harassment, and will be held accountable for any improper actions.

### **Non-Retaliation**

Under no circumstances will an employee be penalized for reporting what the employee believes in good faith to be harassment under this policy. No person who participates in good faith in an investigation will be treated adversely because of that participation.

If an employee believes that s/he is being retaliated against for bringing a complaint of harassment or discrimination, or for participating in an investigation of a complaint of harassment or discrimination, s/he should report such conduct immediately to his/her direct supervisor or to the Human Resources Department. Any complaint alleging retaliation because of reporting of the violation of this policy or participation in an investigation of such a report will be promptly investigated. Any such retaliatory conduct will not be tolerated.

Any supervisor or manager who retaliates against an employee for making a complaint or for participating in an investigation shall be subject to disciplinary action, up to and including immediate termination of employment.

If an employee has questions about the policy, s/he should contact his/her supervisor or the Human Resources Department. The success of our policy depends, in significant part, upon the understanding and cooperation of all our employees.

### **ATTENDANCE & PUNCTUALITY**

Some CSS departments or programs may operate under a flexible work schedule. Some facilities operate 24 hours. Each employee should discuss his or her schedule with the supervisor.

In an effort to create a harmonious working relationship between supervisor, employee and co-workers, attendance and punctuality is important. Repeated tardiness and absenteeism will be addressed by the immediate supervisor.

Absences and changes in schedule must be discussed with and agreed to by the supervisor in advance. Employees should ask for a schedule accommodation or time off as soon as they become aware of the need. The supervisor has the right to deny a request if not given enough advance notice.

## **PERSONAL APPEARANCE**

The purpose of the dress code policy is to establish an acceptable standard of attire for staff, to foster a professional work setting for employees, and to enable clients and visitors to the agency to readily identify our work sites as professional facilities. CSS employees are expected to dress appropriately.

All employees will be expected to observe basic principles of personal hygiene (i.e. clean clothing, skin and hair).

Clothes should be neat and in good taste at all times. Proper undergarments must be worn at all times. Be aware when clothes are provocative (i.e. too clingy, too loose, too small or too tight).

Clothing with inappropriate advertising or statements that are sexually suggestive, offensive or inflammatory is not allowed (i.e. alcohol, guns, etc).

While it is inevitable that there will be differences of opinion as to the appropriateness of dress and grooming, the respective supervisor and/or Executive Director will make the final determination.

## **SOLICITATION**

In an effort to assure a productive and harmonious work environment, persons not employed by CSS may not solicit or distribute literature in the workplace at any time for any personal purpose.

CSS recognizes that employees may have interests in events and organizations outside the workplace. However, employees may not solicit or distribute literature concerning these activities during working time. (Working time does not include lunch periods, work breaks, or any other periods in which employees are not on duty).

In addition, the posting of written solicitations on company bulletin boards is prohibited. If employees have a message of interest to the workplace, they may submit it to their supervisor for approval. All approved messages will be posted by the Human Resources Department.

Additionally, employees or volunteers may bring in goods and services to sell to colleagues on their own behalf or on the behalf of their children, such as Girl Scout cookies, Camp Fire candy, popcorn, crafts, etc. Employees may leave information in a common area where other employees may see, but are not pressured, harassed, or teased into purchasing said goods and services.

## **WEAPONS & FIREARMS: NO WEAPONS ALLOWED**

Employees and volunteers are not allowed to bring or carry weapons or firearms to work or agency sponsored events and activities. Weapons include, but are not limited to, guns/firearms, pellet and BB guns, air guns, spring guns, zip guns, stun guns, shockers, bombs or other explosives, poison, dangerous or deadly gas, slingshots, bludgeons, throwing stars, knives, clubs, brass knuckles, or artificial knuckles of any kind, nun chucks and throwing weapons.

CSS owns all property within its facilities and on the grounds surrounding its facilities. CSS may conduct random searches of employees' desks, offices, and other work areas. Notice of the right to conduct random searches is posted in each CSS facility.

Searches may also be conducted based on reasonable cause or justified reason. A supervisor, with the authorization of the Program Director and/or the Executive Director, has the right to inspect and search an employee's desk, office, work area, files, bookshelves, cabinets, lockers, and other

property used by the employee, if there is reason to believe, from information received from the police or from an investigation conducted by authorized representatives of the agency, that the search will turn up evidence that the employee has violated or is violating the law of the agency.

## **OFFICE EQUIPMENT USE**

Computers, computer equipment, email, Internet, software, phone, facsimiles, and copiers are property of CSS, and are intended to be used for business, in a manner consistent with the agency's standards of conduct. Employees are expected to exercise good judgment and restraint in their personal use, especially of the Internet. Supervisors may, with good cause and authorization, prohibit any or all personal use of email, Internet, copiers, or faxes.

CSS emphasizes service to clients and is, therefore, limited in its resources. Equipment and supplies are limited and employees are encouraged to exercise resourcefulness to ensure use does not infringe on serving clients.

CSS strives to maintain a workplace free of harassment and to be sensitive to the diversity of its employees. Therefore, CSS prohibits the use of computers and the e-mail system, the Internet, copiers, phones and facsimiles in ways that are disruptive, offensive to others, or harmful to morale.

Pursuant to CSS Policy PS 100 on Confidentiality, should any protected identifying information be disclosed, intercepted, or in any other way breached, the employee should report this immediately to his or her supervisor.

No CSS equipment should be disposed of without proper authorization. Employees must speak to the Program Director for direction.

### **1. Computer and E-Mail Usage**

Computers, computer files, the e-mail system, and software furnished to employees are CSS' property and are intended for business use only. Employees may not use computers, e-mail or software provided by CSS for personal use. Employees have no right of privacy in any computer or in any information stored on a computer provided by CSS. All computer equipment and software is provided for the sole purpose of accomplishing CSS' business. CSS has the right and authority to full and complete access to its own equipment and premises, including information stored on a computer work station or network that it supplies, and may take actions to monitor use of the equipment when deemed necessary to the efficient management and operation of CSS.

Employees should not use a computer or a password, access a file, or retrieve any stored communication without authorization. To ensure compliance with this policy, computer and e-mail usage may be monitored at any time and e-mail is subject to search at any time.

CSS strives to maintain a workplace free of harassment and sensitive to the diversity of its employees. Therefore, CSS prohibits the use of computers and the e-mail system in ways that are disruptive, offensive to others, or harmful to morale. For example, the display or transmission of sexually explicit images, messages, and cartoons is not allowed. Other such misuse includes, but is not limited to, ethnic slurs, racial comments, off-color jokes, or anything that may be construed as harassment or showing disrespect for others.

E-mail may not be used to solicit others for commercial ventures, religious or political causes, outside organizations, or other non-business matters.

CSS purchases and licenses the use of various computer software for business purposes and does not own the copyright to this software or its related documentation. Unless authorized by the

software developer, CSS does not have the right to reproduce such software for use on more than one computer.

Employees may only use software on local area networks or on multiple machines according to the software license agreement. CSS prohibits the illegal duplication of software and its related documentation. Employees are also prohibited from loading software onto any workstation without the prior approval of Design PT.

The following behaviors are examples of previously stated or additional actions and activities that are prohibited and can result in disciplinary action:

- Sending or posting discriminatory, harassing, or threatening messages or images;
- Using CSS' time and resources for personal gain;
- Stealing, using, or disclosing someone else's code or password without authorization or necessity;
- Sharing your password with another employee without authorization;
- Copying, pirating, or downloading software and electronic files without permission;
- Sending or posting confidential material, trade secrets, or proprietary information outside of CSS;
- Violating copyright law;
- Failing to observe licensing agreements;
- Engaging in unauthorized transactions that may incur a cost to CSS or initiate unwanted Internet services and transmissions;
- Sending or posting messages or material that could damage Catholic Social Service's image or reputation;
- Participating in the viewing or exchange of pornography or obscene materials;
- Sending or posting messages that defame or slander other individuals;
- Attempting to break into the computer system of another organization or person;
- Attempting to by-pass security provisions in CSS' network and computers to access programs or information which you are not authorized to access;
- Refusing to cooperate with a security investigation;
- Sending or posting chain letters, solicitations, or advertisements not related to business purposes or activities;
- Using the Internet for political causes or activities, religious activities, or any sort of gambling;
- Jeopardizing the security of CSS' electronic communications systems;
- Sending or posting messages that disparage another organization's products or services;
- Passing off personal views as representing those of the organization;
- Sending anonymous e-mail messages; or
- Engaging in any other illegal activities.

Employees should notify their immediate supervisor or Human Resources upon learning of violations of this practice. Employees who violate this practice will be subject to disciplinary action, up to and including termination of employment.

## **2. Internet Usage**

Internet access to global electronic information resources on the World Wide Web is provided by CSS to assist certain employees in obtaining work-related data and technology. The following guidelines have been established to help ensure responsible and productive Internet usage.

All Internet data that is composed, transmitted, or received via our computer communications systems is considered to be part of the official records of CSS and, as such, is subject to disclosure to law enforcement or other third parties. Consequently, employees should always ensure that the business information contained in Internet e-mail messages and other transmissions is accurate,

appropriate, ethical, and lawful.

The equipment, services, and technology provided to access the Internet remain at all times the property of CSS. CSS reserves the right to monitor Internet traffic, retrieve and to read any data composed, sent, or received through our online connections and stored in our computer systems. Data that is composed, transmitted, accessed, or received via the Internet must not contain content that could be considered discriminatory, offensive, obscene, threatening, harassing, intimidating, or disruptive to any employee or other person. Examples of unacceptable content may include, but are not limited to, sexual comments or images, racial slurs, gender-specific comments, or any other comments or images that could reasonably offend someone on the basis of race, age, sex, religious or political beliefs, national origin, disability, or any other characteristic protected by law.

The unauthorized use, installation, copying, or distribution of copyrighted, trademarked, or patented material on the Internet is expressly prohibited. As a general rule, if an employee did not create material, does not own the rights to it, or has not gotten authorization for its use, it should not be put on the Internet. Employees are also responsible for ensuring that the person sending any material over the Internet has the appropriate distribution rights.

Abuse of the Internet access provided by CSS in violation of law or CSS' practices will result in disciplinary action, up to and including termination of employment. Employees may also be held personally liable for any violations of this practice.

### **3. Phone Usage**

Phones of all types (landline and cell phones) are the property of CSS and there should be no expectation of privacy with the use of phones. Long distance personal phone calls charged to the agency are not allowed.

### **4. Facsimiles**

Facsimiles are provided by CSS to assist employees in work-related activities. Employees should have no expectation of privacy with faxes or facsimile use.

Material that is faxed must not contain content that could be considered discriminatory, offensive, obscene, threatening, harassing, intimidating, or disruptive to any employee or other person. Examples of unacceptable content may include, but are not limited to, sexual comments or images, racial slurs, gender-specific comments, or any other comments or images that could reasonably offend someone on the basis of race, age, sex, religious or political beliefs, national origin, disability, or any other characteristic protected by law.

### **5. Copiers**

Copiers are provided by CSS to assist employees in work-related data activities. Employees should have no expectation of privacy with copies or copier use.

Material that is copied must not contain content that could be considered discriminatory, offensive, obscene, threatening, harassing, intimidating, or disruptive to any employee or other person. Examples of unacceptable content may include, but are not limited to, sexual comments or images, racial slurs, gender-specific comments, or any other comments or images that could reasonably offend someone on the basis of race, age, sex, religious or political beliefs, national origin, disability, or any other characteristic protected by law.

Employees should notify their immediate supervisor or any member of management upon learning of violations of this practice. Employees who violate this practice will be subject to disciplinary action, up to and including termination of employment.

## **ANTI-HARRASSMENT/FRATERNIZATION**

Pursuant to policy # A 140, CSS is committed to providing its employees and volunteers a working environment that is both productive and free from any harassment based on sex, race, ethnicity, disability, age or any other protected characteristic. Because intimate relationships, i.e. dating, can lead to a loss of productivity and may create a hostile work environment, CSS has adopted an anti-fraternization policy.

All employees are prohibited from dating or engaging in any type of personal intimate relationship with any subordinate employee working in the same program or with any client of any CSS program. If an individual dates or otherwise engages in an intimate relationship with a subordinate employee in the same program or with any CSS client that individual will be subject to disciplinary action, including, but not limited to, transfer to a different position within CSS or termination of employment.

All employees are strongly discouraged from dating, or engaging in any type of personal intimate relationship with, any other CSS employee or CSS volunteer. If an employee dates or otherwise engages in an intimate relationship with another CSS employee or a CSS volunteer, CSS may decide, at its sole discretion, to transfer the employee to a different position within CSS or to terminate the employee's employment or to dismiss a volunteer if the relationship is found to be adversely impacting work performance and productivity or otherwise negatively impacting CSS' operations.

Any employee who chooses to date or otherwise engage in an intimate relationship with another CSS employee or a CSS volunteer, must immediately notify their immediate supervisor. Failure to provide prompt notification of such a relationship may result in disciplinary action, up to and including immediate termination of employment for the employees and dismissal of the volunteers who are involved in such a relationship.

## **MANDATORY REPORTING**

Pursuant to CSS policy # PS- 130, the agency uses reasonable care to protect program participants from harm to self or others.

1. A case worker discusses program participant confidentiality at intake and then as needed throughout the course of providing service.
2. Employees:
  - a. are familiar with agency policy and their professional code of conduct with regard to mandatory reporting issues;
  - b. understand their individual professional responsibility to make reports of harm outside of the agency's reporting requirements; and
  - c. know state mandatory reporting and confidentiality laws, and consult a supervisor when a mandatory reporting issue is presented.
3. Supervisors inform the Human Resources Department, Deputy Director or Executive Director of reports of harm when legal consultation may be necessary.
4. Employees report suspected child abuse and/or neglect to the Office of Children's Services in accordance with the law and:
  - a. complete Child Abuse/ Neglect Reporting Form;
  - b. call in the report to OCS using what is documented on the reporting form; and
  - c. forward the report to the case file.
5. Employees report suspected abandonment, exploitation, abuse, neglect, or self-neglect of a vulnerable adult to Adult Protective Services in accordance with the law and:

- a. complete a Report of Harm for the Protection of Vulnerable Adults Form;
  - b. call in the report to APS using what is documented on the reporting form; and
  - c. forward the report to the case file.
6. Employees report criminal behavior including criminal, acquaintance and statutory rape to the police department and forward a written report to the case file.

## **CONFIDENTIALITY OF CLIENT INFORMATION**

CSS and its programs adhere to the highest ethical standards in maintaining confidentiality of client information, including client information entered in databases. CSS programs require clients to sign Release of Information and staff members to sign Statements of Confidentiality.

### **Client Release of Information**

It is the practice of the agency and its representatives that when an individual or family becomes a client of a program (as determined by each program's process), information about the client must be kept confidential and not be shared outside the agency without a written and signed release of information by the client or a subpoena from the court. Programs within CSS may share information internally without a release among each other, as long there is a legitimate need to know directly related to providing service. Releases must be signed by the client for each outside agency to which the information is to be released.

Client information subpoenaed by authorized representatives of law enforcement, i.e. local police departments, Alaska State Troopers, Office of Children's Services, and the FBI, may be released without a release from the client.

Each client has the right to revoke his/her Release of Information by a written request at any time. From the time of such a request, information pertaining to that client will no longer be disclosed except to the extent that action has been taken in reliance on the original authorized release. Information released prior to the request cannot be retrieved.

In the event CSS' client data base is managed and/or maintained by an entity other than CSS, confidentiality of client information will be assured through a professional agreement between CSS and the server.

In the event a client or former client becomes deceased, no information regarding that client or former client may be released without a valid court order compelling the release of information or a valid release signed by an authorized individual. Authorized individuals include: (1) in the case of a minor, the deceased individual's parents or legal guardian; (2) in the case of an adult, the deceased individual's spouse; (3) in the case of an individual who was legally incompetent, a legal guardian appointed to act on behalf of the individual; (4) any individual who presents a power of attorney properly executed by the deceased individual prior to his/her death; or (5) the personal representative of the deceased individual's estate.

### **Statement of Confidentiality**

The agency puts confidence in the professional and ethical integrity of each employee and volunteer to ensure the rights and privacy of each client are maintained.

All staff and many volunteers are required to sign a statement of confidentiality relative to work he or she performs for the agency. All staff should protect the confidentiality of all information obtained in the course of professional service, except for compelling professional reasons, such as to prevent serious, foreseeable, and imminent harm to a client or other identifiable person or when laws or regulations require disclosure without a client's consent.

Staff understands that the client's privacy may be protected by federal, state, and municipal

regulations, and that maintaining the confidentiality of every client is essential for the protection of both staff members and clients. Should CSS or any of its representatives breach such confidentiality, appropriate, proportionate and immediate action shall be taken according to the policies of the agency.

Funding requirements to protect client records adequately from fire, theft, damage, deterioration, and other types of loss will be addressed. Funding sources may also require that client files are clearly identified to a project/program.

CSS is a covered entity under the Health Insurance Portability and Accountability ACT (HIPAA) and complies with all federal regulations.

## **PROFESSIONAL BOUNDARIES**

All employees are expected to treat all clients with dignity and respect. Pursuant to CSS Policy #PS-200 (Behavior Management), the agency prohibits employees from engaging in any acts of corporal or degrading punishment.

Employees are encouraged to establish rapport with clients consistent with a professional client-employee relationship. Employees are responsible to know and adhere to the code of ethics for their individual profession in relation to appropriate professional boundaries.

### **Behavior Management**

Pursuant to policy # PS-200, CSS uses behavior management interventions in a manner that protects the rights and dignity of persons served. Behavior management interventions guide, direct and control behavior. Manual or physical restraining is the practice of preventing harm to self or others by holding a person's arms, legs or head. Manual restraints do not involve the use of any devices, implements or medications.

## **EMPLOYEE ETHICS**

Each employee is expected to be familiar with and adhere to the ethics of his/her profession. Should any situation arise that is beyond the scope of such ethical guidelines, the employee should confer with his/her supervisor.

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## **VII. TERMINATION OF EMPLOYMENT**

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### **RESIGNATION**

Resignation is defined as a voluntary termination on the part of the employee for any reason s/he chooses. Executive staff and management are encouraged to give thirty (30) days written notice to their supervisor. Other employees are encouraged to give two (2) weeks notice. Failure to give the requested notification may result in the employee becoming ineligible for rehire.

### **PROGRESSIVE DISCIPLINE**

The purpose of this practice is to have an equitable and consistent disciplinary procedure for unsatisfactory conduct in the workplace.

CSS' own best interest lies in ensuring fair treatment of all employees and in making certain that disciplinary actions are prompt, uniform, and impartial. The major purpose of any disciplinary action is to correct problems, prevent recurrence, and prepare the employee for satisfactory service in the future.

Although employment with CSS is based on mutual consent and both the employee and CSS have the right to terminate employment at will, with or without cause or advance notice, CSS may use progressive discipline at its discretion.

Disciplinary action may call for any of three steps -- warning, work improvement plan, suspension with or without pay, or termination of employment -- depending on the severity of the problem and the number of occurrences. There may be circumstances when one or more steps are bypassed.

Progressive discipline means that, with respect to most disciplinary problems, these steps will normally be followed: a first offense may call for a warning; a next offense may be followed by a second warning; another offense may lead to a work improvement plan; and, still another offense may then lead to termination of employment. When it is deemed that progressive discipline is appropriate to address a situation, the following is the procedure that will generally be followed, based on the specific facts and circumstances at issue:

**First Warning:** An employee demonstrating either unsatisfactory performance or violation of personnel and/or program policies generally will be given a first warning of the need to discontinue or correct the problem. If a first warning is given, the employee shall also be informed of the possibility of further disciplinary action if satisfactory correction is not apparent. Documentation of the first warning signed by the employee and supervisor will be placed in the employee's personnel file.

**Second Warning:** If unsatisfactory performance or violation of personnel and/or program policies continues, or a more serious issue regarding performance or violation of personnel and/or program policies occurs, a second warning from the supervisor will be presented to the employee outlining the unsatisfactory performance, appropriate correction required, time frames and a reference to any prior disciplinary actions. The reprimand will be signed by both the immediate supervisor and the employee, after the employee has chosen to respond. It shall be placed in the employee file.

The supervisor will conduct a conference with the employee within the time frame indicated on the second warning to discuss the employee's progress towards meeting the objectives outlined in the warning. If the performance problems have persisted and improvements have not occurred as required in the second warning, the employee's employment with CSS may be terminated or other

disciplinary action may be taken.

The above process is designed to give the employee the opportunity to make improvements and to continue employment. If the employee's response to this process is to adopt negative, uncooperative behavior which affects the work and/or morale of others, this can, in itself, be grounds for termination.

**Work Improvement Plan:** If unsatisfactory performance or violation of personnel and/or program policies continues, or a more serious issue regarding performance or violation of personnel and/or program policies occurs, a work improvement plan will be written and signed by the employee, supervisor and witness. This plan will clearly define the necessary and measurable outcomes in order to increase job performance in specific job related areas. If an employee is not successful in completing their work improvement plan then an employee's employment may be terminated.

**Suspension:** An employee may be suspended as a final step before termination.

**Termination:** The employee's employment may be terminated should unsatisfactory performance continue.

CSS recognizes that there are certain types of employee problems that are serious enough to justify either a suspension, or, in extreme situations, termination of employment, without going through the usual progressive discipline steps.

While it is impossible to list every type of behavior that may be deemed a serious offense, the Employee Conduct and Work Rules Section includes examples of problems that may result in immediate suspension or termination of employment. The problems listed are not all necessarily serious offenses, but may be examples of unsatisfactory conduct that will trigger progressive discipline.

By using progressive discipline, we hope that most employee problems can be corrected at an early stage, benefiting both the employee and CSS. If an employee disagrees with the disciplinary action, refer to page 21 for the Grievance Process.

## **EMPLOYEE CONDUCT AND WORK RULES**

To ensure orderly operations and provide the best possible work environment, CSS expects employees to follow rules of conduct that will protect the interests and safety of all employees and the organization.

It is not possible to list all the forms of behavior that are considered unacceptable in the workplace. The following are examples of infractions of rules of conduct that may result in disciplinary action, up to and including termination of employment:

- Theft or inappropriate removal or possession of property
- Falsification of timekeeping records
- Working under the influence of alcohol or illegal drugs
- Possession, distribution, sale, transfer, or use of alcohol or illegal drugs in the workplace, while on duty, or while operating employer-owned vehicles or equipment
- Fighting or threatening violence in the workplace
- Boisterous or disruptive activity in the workplace
- Negligence or improper conduct leading to damage of employer-, client-, or customer-owned property
- Insubordination or other disrespectful conduct
- Violation of safety or health rules

- Smoking in prohibited areas
- Sexual or other unlawful or unwelcome harassment
- Possession of dangerous or unauthorized materials, such as explosives or firearms, in the workplace
- Excessive absenteeism or any absence without notice
- Unauthorized absence from work station during the workday
- Unauthorized use of phones, mail system, computers or other employer-owned equipment
- Unauthorized disclosure of business "secrets" or confidential information
- Violation of personnel policies
- Unsatisfactory performance or conduct

Employment with CSS is at the mutual consent of CSS and the employee, and either party may terminate that relationship at any time, with or without cause, and with or without advance notice.

## **REDUCTION-IN-FORCE**

**1. Reduction-In-Time:** In the event of budgetary constraints it may be necessary to reduce an employee's hours. CSS shall make every effort to give a minimum of 30 days notice to personnel whose hours will be reduced.

**2. Reduction-In-Force/Layoffs:** In the event of layoffs due to reduction-in-force, reorganization, and/or budgetary constraints, it may be necessary to eliminate positions and/or lay off individuals. First consideration shall be given to retention of regular, full-time employees as opposed to regular part-time, temporary, or probationary employees.

Quality of job performance, performance evaluations, length of service and need for the position in which the employee works shall be considered in retaining/releasing individual employees. CSS shall make every effort to give a minimum of 30 days notice to personnel should they be released through a reduction-in-force and/or reorganization. At the time of layoff, they shall receive payment for any accrued annual leave as stated in the leave benefit section.

**3. Recall:** Before others are hired, transferred, or promoted to the same job classification, laid off employees from that job classification will be recalled in reverse order from which they were laid off providing they are able to perform the work satisfactorily. In some cases, it may be necessary to bypass an employee on recall if they are unable to perform the job. If an employee refuses a job recall, they will lose any further recall rights.

## **FINAL PAYCHECK**

When an employee voluntarily terminates employment, the final paycheck shall be paid on the next payday following the date of termination.

If the employee is terminated involuntarily, the final paycheck will be paid within three working days.

## **EMPLOYMENT REFERENCE CHECKS**

Former employees requesting references from CSS will be referred to the Human Resources Department.

## **RETURN OF PROPERTY**

Employees are responsible for all property, materials, or written information issued to them or in

their possession or control. All CSS' property must be returned by employees on or before their last day of work.

### **EXIT INTERVIEW**

The employee or his/her immediate supervisor may request an exit interview. The purpose of an exit interview is to evaluate reasons why the employee terminated employment and how CSS can improve the agency.

## **X. MISCELLANEOUS**

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### **PROFESSIONAL LIABILITY**

Employees job-related actions are covered by an agency liability policy if, in the course of providing service, a claim is brought against them. This only covers lawful authorized actions, and does not apply to situations where an employee has committed an unlawful act.

### **AUTO USAGE AND INSURANCE COVERAGE**

Required coverage for those who drive their personal vehicles for work-related purposes is the state minimum.

Employees who transport clients or volunteers will be required to submit a driver's license report annually. These can be obtained from the Department of Motor Vehicles. The agency will reimburse the employee for all reports after the initial one. If an employee has a restriction on his/her driver's license, it will be dealt with on a case-by-case basis. In some instances, the employee may not be allowed to drive for the agency.

### **MILEAGE/INCIDENTAL EXPENSES**

Expenses incidental to the job may be reimbursed by the agency with the prior approval of the supervisor and when submitted on an approved agency form. Reimbursement shall be made only on the basis of written accounts and receipts detailing the nature of the expenses and amounts and submitted by the end of the month in which the expense was incurred. The expense report must be turned in at the end of every month. The current reimbursement rate may be obtained from the Payroll Department.

### **BULLETIN BOARDS**

Bulletin boards display important information regarding employment. Employees need permission from Human Resources before putting anything on a bulletin board.

### **SUBPEONAS/ RECORDS REQUEST**

Subpoenas may be served on CSS or on a specific CSS program. If a subpoena is served on the Agency or a program, we are required to accept it. Subpoenas that are served on a specific CSS employee are to be accepted only by that employee. CSS does not accept subpoenas served on clients. Records requests (requests without a subpoena) will be reviewed and responded to individually.

#### **Records or Information Requests**

**1. Information requests:** Any information requested on an employee or former employee must be in writing, unless the request is from the employee, which may be verbal. These requests must be forwarded to the Human Resources Department. Requests for client information will follow the procedures set out in CSS Policy #PS-100.

**2. Records requests:** All records requests should be sent directly to the Human Resources Department. These will be responded to promptly and appropriately.

The Human Resources Department will determine how to respond to the request. If warranted, the Human Resources Department will send a response letter. Otherwise, the request will be forwarded to the record custodian for the specific program(s). The records custodian will notify the Director that a request has been received.

The records custodian will contact the requesting party to arrange for a courier to pick up the requested record. A copy of the records request will be placed in a separate file with a copy of all documents produced.

Once the documents have been copied, the records custodian will send the original records request, notification that the copying has been sent, and copying charges (if applicable) to the Human Resources Department for filing and invoicing.

## **Subpoenas**

**1. Subpoenas served on the Agency or its programs:** A subpoena must be signed for by the Human Resources Department. If the Human Resources Department is not available, senior staff member (Executive Director, Deputy Director, Director of Program Development, Director of Finances, Director of Community Relations, or Director of Development) may sign for the document. A fax is not an acceptable means of service. Service can be accomplished by certified mail or in-person delivery to the Human Resources Department. If sent by certified mail, the receptionist may sign for it, but it must be delivered to the Human Resources Department as soon as possible.

The Human Resources Department will determine how to respond to the subpoena. If warranted, the Human Resources Department will send a response letter. Otherwise, the subpoena will be forwarded to the record custodian for the specific program(s). The records custodian will notify the Director that a subpoena has been received.

If records have been requested, the records custodian will contact the requesting party to arrange for a courier to pick up the requested record, together with an affidavit authenticating the record(s) produced. Alternatively, the records custodian will appear at the deposition or at court, as the case may be, to testify as a records custodian. A copy of the subpoena will be placed in a separate file with a copy of all documents produced.

Once any documents responsive to a subpoena ducus tecum have been copied, the records custodian will send the original subpoena, notification that the copying has been sent, and copying charges (if applicable) to the Human Resources Department for filing and invoicing.

The Human Resources Department will contact the agency's legal advisor, if necessary.

**2. Subpoenas served on a CSS employee:** Only the named employee can sign for a subpoena being served on that particular individual. If a subpoena is being served, the receptionist or the administrative assistant will attempt to locate the employee. If unable to locate the employee, the server may be told when the employee is expected to return or may leave contact information for the employee to contact the server.

If the subpoena is work-related, the employee must inform the Director immediately and a copy of the subpoena must be sent to the Human Resources Department. The Human Resources Department will arrange a meeting with the employee being subpoenaed, the Director and the agency's legal advisor, if needed.

**3. Subpoenas Served on CSS clients at the Program:** No employee, volunteer or representative of CSS will accept any subpoena being served on a client or former client of the agency.

## EMPLOYEE ACKNOWLEDGEMENT FORM

The employee handbook describes important information about CSS, and I understand that I should consult my immediate supervisor regarding any questions not answered in the handbook.

Since the information, policies, and benefits described here are necessarily subject to change, I acknowledge that revisions to the handbook may occur, except to CSS' policy of employment-at-will. All such changes will be communicated through official notices, and I understand that revised information may supersede, modify, or eliminate existing policies and practices. Only the Board of Trustees of CSS has the ability to adopt any revisions to the policies in this handbook.

I have entered into my employment relationship with CSS voluntarily and acknowledge that there is no specified length of employment. Accordingly, either I or CSS can terminate the relationship at will, with or without cause, at any time.

***Furthermore, I acknowledge that this handbook is neither a contract of employment nor a legal document.*** I acknowledge that I have read, received, understand, agree to and will comply with all Catholic Social Service policies contained in this handbook, and any future revisions made to it.

In addition, by signing this statement, I also acknowledge that I have received, read and understand the Archdiocese of Anchorage Sexual Misconduct Policy. I have been given the opportunity to read and ask questions about the policy.

Further, by signing this agreement, I agree to abide by all the provisions contained in the Sexual Misconduct Policy. I understand that this agreement is required for me to serve in any capacity or ministry, or to be employed by or volunteer for the Archdiocese of Anchorage, its parishes, schools, institutions, offices, or programs. I understand that failure to comply with the policy subjects me to the responses outlined there, including termination of employment or service.

I acknowledge that I have read, received, understand and will comply with CSS' policy on "Sexual & Other Unlawful Harassment." I understand that CSS does not tolerate sexual or other unlawful harassment and that CSS has provided me with a number of avenues to make a complaint if I feel that I have been subjected to sexual or other unlawful harassment. I agree to utilize such procedures if I believe that I have been subjected to sexual or other unlawful harassment.

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Employee's Name (Typed or Printed)

\_\_\_\_\_  
Witness