



## **Employee Policies & Procedures Handbook**

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## Introduction

The Northeast Florida Healthy Start Coalition, Inc. was organized in 1991 as part of a statewide network of community-based organizations to reduce Florida's high infant mortality and improve the lives of pregnant women and their families. The group is governed by a volunteer board, which allocates state funding and provides oversight to local agencies that deliver services to pregnant women and families of newborns. The Coalition covers Baker, Clay, Duval, Nassau and St. Johns counties.

The Coalition is one of 32 that make up the Florida Association of Healthy Start Coalitions, an umbrella organization that develops and supports local systems of care to optimize the health of moms, babies and families. Each coalition uses data and research to design a service delivery plan unique to their community. Together, the coalitions unite to have a collective impact toward better outcomes for Florida's families.

Locally, the Northeast Florida Healthy Start Coalition is comprised of volunteers representing consumers, physicians, local government, business, health care payors, social services, education, civic organizations, public health, nurses, local medical societies, mental health, hospitals, local health planning agencies and midwifery in the five-county area. The governing board directs Coalition efforts, while standing committees conduct the organization's activities.

The Coalition is supported by federal, state and local grants; donations; private foundations; and other funding sources. More than 90 percent of this funding is used to provide direct services to at-risk pregnant women, new mothers, infants, fathers and families through contracts with community providers and internal programs. Remaining resources support planning, administration and community-based initiatives around priority topics.

### Mission

The Healthy Start Coalition leads the community effort to reduce infant death and improve the health of children, childbearing women, fathers and their families in Northeast Florida.

### Vision

To be a recognized model and catalyst for community involvement, collaboration and innovative services in order to significantly decrease infant death and have strong, healthy families in Northeast Florida.

### Our Philosophy

The Coalition's employment objective is to select personnel who meet high standards of personality, character, education and occupational qualifications; who can carry on our work competently; who have capacity for growth; and who will become a living part of our organization.

The Coalition realizes that this is a fundamental strength and future growth depends directly upon the contribution made by each person within its department; that productivity and efficiency result from real job satisfaction and from the opportunity each person receives and accepts for his or her individual self-development.

#### What We Expect from You:

- Support the mission and values of the organization.
- Fulfill the responsibilities of your position and provide high quality, professional work.
- Be honest, fiscally accountable and use agency resources wisely.
- Contribute to the success of the agency by identifying opportunities for improvement and growth.
- Support and respect your fellow staff members.
- Share your concerns through the appropriate channels.

#### What You Can Expect from Us:

- We will treat you as a professional and encourage your contributions to the organization.
- We will invest in and support your professional development and advancement.
- We will provide feedback on your performance and provide opportunities for improvement.
- We will articulate our expectations and policies.
- We will strive to maintain a diverse, safe and supportive work environment.
- We will adhere to family-friendly practices and policies consistent with our mission and values.
- We will be responsive to your input and concerns.

We appreciate your commitment and look forward to working with you to achieve the objectives and mission of our organization.

## Hiring

### Equal Employment Opportunity

It is the policy of the Coalition to provide equal employment opportunity to all qualified employees and applicants for employment and not to discriminate based on a person's race, color, sex, pregnancy, age, religion, national origin, disability, genetic information, sexual orientation, gender identity or expression, marital status, veteran status or other status protected by federal, state or local law.

It is our intent and desire that equal employment opportunities will be provided in employment, including but not limited to in the areas of recruitment, selection, compensation, benefits, promotion, demotion, layoff, termination and all other terms and conditions of employment. The Coalition and all managerial personnel are committed to this policy and its enforcement.

Employees are directed to bring any violation of this policy to the immediate attention of your supervisor, the Chief Operating Officer or Chief Executive Officer. Any employee who violates this policy or knowingly retaliates against an employee reporting or complaining of a violation of this policy shall be subject to immediate disciplinary action, up to and including termination. Complaints brought under this policy will be promptly investigated and handled with due regard for the privacy and respect of all involved.

### Neptism, Employment of Relatives and Personal Relationships

The Coalition wants to ensure that the organization's practices do not create situations such as conflict of interest or favoritism. This extends to practices that involve employee hiring, promotion and transfer. Close relatives, partners, those in a dating relationship or members of the same household are not permitted to be in positions that have a reporting responsibility to each other. Close relatives are defined

as husband, wife, domestic partner, father, mother, father-in-law, mother-in-law, grandfather, grandmother, son, son-in-law, daughter, daughter-in-law, brother, sister, brother-in-law, sister-in-law, step relatives, cousins and domestic partner relatives.

If an employee begins a dating relationship with or becomes a relative, partner or member of the same household as another employee and if one party has a reporting responsibility to the other, that person is required to promptly inform management of the relationship.

The Coalition reserves the right to apply this policy to situations where there is a conflict or the potential for conflict because of the relationship between employees, even if there is no direct –reporting relationship or authority involved.

### At-Will Notice

An employee is not hired for any definite or specified period of time and is an at-will employee of the Coalition. This means that an employee’s employment can be terminated at any time, with or without cause and with or without prior notice, by either the Coalition or the employee. Coalition policy requires all employees to be hired at-will and this policy cannot be changed except by a written documented signed by the employee and an officer of the Coalition. There have been no implied or verbal agreements or promises to an employee that he or she will be discharged only under certain circumstances or after certain procedures are followed. There is no implied employment contract created by this Handbook or any other Coalition document or written or verbal statement or policy.

### Background Check & Second Chance Employment Policy

The Northeast Florida Healthy Start Coalition requires a Level II background check as standard practice for all employees, but recognizes that some candidates may be disqualified due to past convictions. The Coalition is committed to reducing employment barriers for people with records seeking an opportunity to work and contribute to their communities.

In circumstances where a grantor or funder does not require a Level II background check for a particular position, the Coalition may elect to hire a job candidate. However, an exception process will be use in determining employment. Each decision will be on a case by case determination, which will include the type of offense, year and the pending job duties and responsibilities.

It is the desire of the Coalition to offer a second chance to those individuals that have proven to be worthy of such a chance and to in some cases hire with lived experience to assist others that are in need.

## Onboarding & Orientation

### Employment Verification

The Coalition complies with the Immigration Reform and Control Act of 1986, as amended, and other federal laws that require employers to verify that all employees are authorized to work in the United States, regardless of citizenship. All new employees are required to complete an Employment Eligibility Verification form (Form I-9) and produce documents establishing identify and authorization to work at the

time of hire. Each individual employed by the Coalition will be required to produce, within three business days of his/her start date, proof of his/her identity and eligibility to work in the United States.

The Coalition also participates in the E-Verify system. E-Verify is a web-based system that uses information obtained on the I-9 Form to verify employment eligibility.

### Employee Classification

Consistent with the federal Fair Labor Standards Act (FLSA), our organization includes two classifications of employees: exempt and non-exempt. Your classification is determined based on your compensation and/or job responsibilities. FLSA affords specific protections to non-exempt employees. Your employee classification is identified in your position description. Please review the policies regarding work time, overtime compensation and other areas affected by FLSA and help us comply with these requirements.

#### Exempt Employees

Exempt employees are expected to work whatever hours are required to accomplish their duties, even if it exceeds what may be considered a normal workweek. No overtime pay will be paid to exempt employees. An employee's classification is listed on his/her job description, which is presented to the employee when hired or when changes to positions are made.

If you are classified as an exempt employee, you will receive a salary that is intended to compensate you for all hours you may work for the Coalition. This salary will be established at the time of hire or when you become classified as an exempt employee. While it may be subject to review and modification from time to time, such as during annual review times, the salary will be a predetermined amount that will not be subject to deductions for variations in the quantity or quality of the work you perform.

Under FLSA, certain deductions from the salaries of exempt employees are permissible. Such circumstances in which deductions are permissible include:

- Absences in full-week increments in which employees perform no work at all;
- Absences from work for one or more full days for personal reasons;
- Absences from work for one or more full days occasioned by sickness or disability;
- To offset amounts received by an employee for witness or jury fees or military pay;
- Unpaid disciplinary suspensions of one or more full days imposed in good faith for workplace conduct rule infractions;
- For penalties imposed in good faith for infractions of safety rules of major significance;
- In the initial or terminal weeks of employment if less than a full week is worked; or
- For weeks in which an employee takes unpaid leave under the Family and Medical Leave Act.

Your salary may also be reduced for certain types of deductions such as your portion of health, dental or life insurance premiums; federal, state or local taxes; social security; or voluntary contributions to a 401(k) or pension plan. The Coalition may also make deductions from an exempt employee's accrued leave account for his/her absences.

Improper pay deductions from an exempt employee's salary are strictly prohibited. If an exempt employee is concerned about any deduction made from his/her salary, he/she must report such deduction in writing to the Chief Operating Officer immediately upon learning of the deduction. If it is determined

that any improper deduction has been made from an exempt employee's salary, the Coalition will reimburse the employee for the full amount of the improper deduction.

### Non-Exempt Employees

All employees who are not identified as exempt employees are considered non-exempt employees. Non-exempt employees are not authorized to work more than 40 hours per workweek without express written authorization from their supervisor and the Chief Executive Officer. For the purposes of computing overtime, a work week is defined as Saturday-Friday. In the event an employee does work over 40 hours in a workweek without authorization, he or she will be paid appropriate overtime for such hours worked over 40; however, such employee may be subject to discipline for working unauthorized hours.

It is our policy and practice to accurately compensate employees and to do so in compliance with all applicable state and federal laws. To ensure that you are paid properly and that no improper deductions are made, you must review your pay stubs promptly to identify and report all errors.

### Types of Employment

#### Full-Time

All full-time employees are generally expected to work a standard 40-hour workweek. After the first sixty (60) or ninety (90) days of continuous employment, he/she will become eligible for certain fringe benefits provided by the Coalition. Full-time employees may be exempt or non-exempt.

#### Part-Time

A part-time employee is hired for and expected to work a workweek that is normally and regularly less than the standard workweek, not to exceed 24 hours. Part-time employees are not eligible for any fringe benefits.

#### Semi-Full-Time

A semi-full-time employee is hired for and expected to work a workweek that is normally and regularly less than the standard workweek, between 26-37 hours. A semi-full-time employee classified in this category is eligible for a pro-rata share of annual leave and sick leave based on weekly hours worked. All semi-full-time employees working at least 30 hours per week are eligible for a pro-rata share rate to participate in the Short-Term Disability (STD) plan.

#### Temporary

A temporary employee is hired for a specified, but limited, period of time, not to exceed one hundred eighty (180) days. He/she will be paid for actual time worked. The employee will not receive any benefits unless specifically authorized in writing. The employee is non-exempt and is compensated on an hourly basis.

## Orientation & Probationary Period

Orientation is a formal welcoming process that is designed to make the new employee feel comfortable, informed about the company, and prepared for their position. New employee orientation is conducted by staff and includes an overview of the company history; explanation of the company core values, vision, and mission; and company goals and objectives. In addition, the new employee will be given an overview of benefits, tax, and legal issues and complete any necessary paperwork.

Employees are presented with codes, keys and procedures needed to navigate within the workplace. The new employee's supervisor then introduces the new hire to staff throughout the company (offices); reviews their job description and scope of position; explains the company's evaluation procedures; and makes initial work assignments and ensures that you have sufficient instruction to carry them out.

All Coalition staff is required to complete training on data privacy and security provisions for safeguarding medical information consistent with the Health Insurance Portability and Accountability Act of 1996 (HIPAA).

You may also be afforded an opportunity to shadow other employees. This orientation is intended to acquaint you with the mission and history of your department and the Coalition, as well as office procedures, practices and protocols. Please do not hesitate to ask for additional information or training, if needed.

All new employees are subject to an introductory period during the first ninety (90) workdays. This period affords both the Coalition and you an opportunity to evaluate the fit between job requirements, expectations and abilities. During this introductory period, both the employee and the Coalition have the right to terminate employment without advance notice. At the end of this period, we will meet with you to discuss your performance and experience, and a determination will be made about continued employment. Employment beyond the introductory period remains at-will. All employees, regardless of classification or length of service, are expected to meet and maintain the Coalition standards for job performance (See Standards of Conduct).

## At Work

### Workweek & Office Hours

The Coalition's general business hours are from 8:00 a.m. until 5:00 p.m. Monday through Friday. For payroll purposes, including for tracking time and determining overtime, the Coalition's seven-day workweek runs from Saturday at 12:01 a.m. to Friday at midnight. Non-exempt employees have specific limitations on their work schedules.

In keeping with our commitment to providing a family-friendly workplace, the Coalition offers its employees flexible work schedules, subject to work requirements, with the advance approval of your supervisor and the Chief Executive Officer.

To maintain a productive work environment, we expect you to be reliable and punctual, and adhere to your approved work schedule. Respect your fellow staff by avoiding unnecessary absenteeism and tardiness. If you are going to be late or leave early, your supervisor must be notified. If you are unable to adhere to your agreed-upon work schedule, please discuss alternatives with your supervisor.

Each non-exempt employee will be entitled to either a non-paid lunch period of sixty (60) minutes or a non-paid lunch period of thirty (30) minutes. Non-exempt employees are prohibited from performing any work during non-paid meal periods. In the event a non-exempt employee is asked to perform work during his or her meal period, he or she should report such request to the Chief Executive Officer verbally and in writing as soon as possible.

Hours of work will vary according to each position. The supervisor is responsible for establishing appropriate work schedules to include a lunch period for his or her employees. No employee will be scheduled to work more than five (5) consecutive hours in a workday without a meal period. The Chief Executive Officer shall approve all work schedules. With the approval from the Chief Executive Officer, an employee may opt to work a flex-time schedule.

Only 40 hours may be worked per workweek by non-exempt employees. Because the Coalition allows its non-exempt employees to work a flex-time schedule, NO overtime is allowed unless approved in advance by the Chief Executive Officer in writing. While non-exempt employees will receive overtime compensation for all hours worked over 40 in a workweek, unauthorized overtime shall be addressed as a disciplinary issue.

Non-exempt employees who may be required to work additional hours early in the workweek may have their work schedule adjusted by the end of the week to avoid overtime. NO overtime is allowed unless approved in advance by an employee's supervisor and the Chief Executive Officer in writing.

### Working from Home

Teleworking or telecommuting is the concept of working from home on a full-time or part-time basis. While this practice is common in some organizations, due to the nature of our work, the Coalition does not allow employees to work from home on a regular basis. However, the organization will consider special situations on a case-by-case basis under the following circumstances:

- Medical conditions (a doctor's note must be provided)
- Immediate family illness (i.e. children, or spouse)
- Extreme work conditions (i.e. weather conditions)
- Community health crises (i.e. the COVID-19 coronavirus pandemic)

All work-from-home exceptions must be approved by the employee's immediate supervisor and the Chief Executive Officer or his or her designee. The Coalition may cancel a work-from-home arrangement at any time when it is determined that continuation would not be productive, efficient, or otherwise in the best interest of the Coalition.

### Work Environment

The Coalition is committed to providing all employees with a healthy, safe, open and family-friendly work environment.

Smoking is not permitted in or near our office building. Employees wishing to smoke should do so during their break times outside in dedicated smoking areas.

### Drug-Free Workplace Policy Summary

In a commitment to the health of our employees and a safe working environment for everyone, the Coalition has established a Drug-Free Workplace Policy. This policy is implemented pursuant to the drug-free workplace program requirements under applicable state laws, rules, and regulations. It is a condition of continued employment for employees to refrain from reporting to work with the presence of alcohol or drugs in their bodies. The Coalition reserves the right to test employees for the presence of drugs and/or alcohol during employment. Violations of the Coalition's Drug-Free Workplace Policy will result in disciplinary action, up to and including termination of employment. The Coalition will maintain the confidentiality of information provided during the drug and/or alcohol testing process as provided by law. For more information about this policy, the full text of the policy is available for inspection on the Coalition's Intranet and in the office of the Chief Operating Officer.

### Safety

The Coalition engages and empowers all of its employees to take appropriate action to maintain workplace safety. The Coalition expects all employees to practice safety awareness by thinking defensively, anticipating unsafe situations and reporting unsafe conditions immediately.

Please observe the following precautions:

1. Notify your supervisor of any emergency or unsafe situation. If you or a co-worker are injured on-site, immediately report the injury to your supervisor and call 911 if the injury is serious.
2. Get help when lifting or pushing heavy objects.
3. Understand your job fully and follow instructions. If you are not sure of the safe procedure, ask your supervisor.
4. Know the location, contents and use of first aid and fire suppression equipment.
5. In the case of an emergency or serious injury, call 911 immediately.

While the Coalition has taken necessary precautions to ensure the safety and security of the agency buildings and properties, each employee must take part in securing their personal belongings. The Coalition is not responsible for personal property that is lost or stolen on the premises including items left in vehicles.

### Healthy Hygiene

Employees should practice healthy hygiene, including regular handwashing and respiratory etiquette. Respiratory etiquette requires covering the mouth and nose when sneezing or coughing (preferably into the inside of the elbow) and promptly disposing tissue into the trash. Handwashing should occur when entering or exiting the workplace; when clocking in and out; after using the restroom; when handling food or eating; before touching the face for any reason; after touching elevator buttons; before touching areas such as the water dispenser, coffee machine, microwave, or refrigerator that others may use; and after coughs and sneezes. Follow these steps to ensure proper handwashing:

- a. Wet hands with clean, running water; turn tap off, and apply soap.
- b. Lather hands by rubbing them together with the soap; lather the backs of hands, between fingers, and under nails.
- c. Rub hands together for at least 20 seconds.
- d. Rinse hands well under clean, running water.

- e. Dry hands using a clean paper towel and disposing of it, or air dry them.

Employees must not report to work and must make sure that they follow normal call-out procedures if they (i) feel ill, (ii) show any symptoms of COVID-19, (iii) believe they may have been in contact with or otherwise exposed to someone with COVID-19, or (iv) have otherwise been advised to self-quarantine. Employees who are at work and discover that they fall into one of these categories must immediately separate themselves from others and contact their program director or supervisor to discuss their prompt departure from the office.

### Worksite Violence

Threats, threatening language or any other acts of aggression or violence made toward or by any Coalition employee or client WILL NOT BE TOLERATED. Examples of threatening language or behavior include any verbal or physical harassment or abuse, any attempt at intimidating or instilling fear in others, menacing gestures, unlawful possession and display of weapons, stalking or any other hostile, aggressive, injurious or destructive action undertaken for the purpose of intimidation. To the fullest extent permitted by law, employees and visitors are prohibited from possessing or carrying weapons on Coalition premises.

All potentially dangerous situations, including threats by co-workers, should be reported immediately to the Chief Operating Officer or Chief Executive Director. Reports of threats may be maintained confidential to the extent maintaining confidentiality does not impede our ability to investigate and respond to the complaints. All threats will be promptly investigated. All employees must cooperate with all investigations. No employee will be subjected to retaliation, intimidation or disciplinary action as a result of reporting a threat in good faith under this policy.

If the Coalition determines, after an appropriate, good faith investigation, that someone has violated this policy, it will take prompt and appropriate corrective action up to and including termination of the transgressor and notification of the appropriate authorities.

If you are the recipient of a threat made by an outside party, please follow the steps detailed in this section. It is important for us to be aware of any potential danger in our office. Indeed, we want to take effective measures to protect everyone from the threat of a violent act by an employee or by anyone else.

Employees are expected and encouraged to exercise reasonable judgment in identifying potentially dangerous situations.

### Anti-Harassment Policy

The Coalition is committed to maintaining a work environment that is free of discrimination and harassment. In keeping with this commitment, we will not tolerate harassment of Coalition employees by anyone including any supervisor, co-worker, vendor, client, volunteer, contractor, consultant, customer or other visitor of the Coalition.

Harassment consists of unwelcome conduct, whether verbal, physical, or visual, that is based upon a person's race, color, sex, pregnancy, age, religion, national origin, disability, genetic information, sexual orientation, gender identity or expression, marital status, veteran status or other status protected by federal, state, or local law. The Coalition will not tolerate harassing conduct that affects tangible job

benefits, that interferes unreasonably with an individual's work performance or that creates an intimidating, hostile, or offensive working environment.

The conduct forbidden by this policy specifically includes, but is not limited to: epithets, slurs, negative stereotyping or intimidating acts that are based on a person's protected status; and written or graphic material circulated within or posted within the workplace that shows hostility towards a person or persons because of their protected status(es).

### Sexual Harassment

Unwelcome sexual advances, requests for sexual favors and other physical, verbal or visual conduct based on sex constitute sexual harassment when: (1) submission to the conduct is an explicit or implicit term or condition of employment; (2) submission to or rejection of the conduct is used as the basis of an employment decision; or (3) the conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.

Examples of conduct toward an individual of the same or opposite sex that may constitute sexual harassment include the following

1. Demands for sexual favors;
2. Sex-oriented verbal kidding, teasing or jokes;
3. Repeated sexual flirtations, advances, or propositions;
4. Continued or repeated verbal abuse of a sexual nature;
5. Graphic or degrading comments about an individual or his or her appearance;
6. The display of sexual suggestive objects or pictures;
7. Subtle pressure for sexual activity;
8. Cyberstalking or physical stalking; or
9. Physical contact such as patting, hugging, pinching, or brushing against another's body.

### Grievance Procedure

All employees are responsible to help ensure that we avoid harassment. If you feel that you have experienced or witnessed harassment, immediately notify your supervisor, the Chief Operating Officer, or the Chief Executive Officer. The Coalition forbids retaliation against anyone for reporting harassment, assisting in making a harassment complaint or cooperating in a harassment investigation. The Coalition will preserve confidentiality to the extent that the needs of the investigation permit.

The Coalition's policy is to investigate all complaints of harassment and/or discrimination thoroughly and promptly. If an investigation confirms that a violation of this policy has occurred, the Coalition will take appropriate corrective action, including discipline up to and including immediate termination of employment.

### Open Door Policy

The Coalition encourages open communication. All employees have the right and are encouraged to speak freely with management about their job-related concerns. Employees should go directly to their supervisors to discuss job-related ideas, recommendations, concerns and other issues that are important

to them. If after talking with your supervisor, you feel the need for additional discussion, you are encouraged to speak with the next level of management or with the Chief Operating Officer.

### Break Time for Nursing Mothers

The Coalition is committed to providing a family-friendly worksite including accommodations for breastfeeding mothers. Employees who are breastfeeding will be provided with break time and a private, mutually agreed upon designated room, other than a restroom, to express breast milk during the workday.

### Equipment & Supplies

You will be provided with access to a computer and other supplies upon the start of your employment. Based on job responsibilities and the recommendation of a supervisor, Coalition employees may also be provided with a company credit card, laptop computer and cell phone at the discretion of the Chief Operating Officer or their designee. Employees are responsible for complying with adopted policies regarding the use of these items.

### Electronic Communication & Internet

All computer equipment must be installed and physically secured and by appropriate IT staff. Staff must not share IDs or passwords with anyone else, including other Coalition employees. Employees must log off the network or activate a password-protected screensaver whenever the computer terminal or data device is unattended or unsecured. Use of non-company-sponsored or personal communication systems, including use of personal email address, to conduct company business is strictly prohibited.

Internet, company-provided equipment (i.e. cell phone, laptops, and computers) and services may not be used for transmitting, retrieving or storing any communications of defamatory, discriminatory, harassing or pornographic nature.

The following actions are forbidden: using disparaging, abusive, profane or offensive language; creating, viewing or displaying materials that might adversely or negatively reflect upon the organization or be contrary to the Coalition's best interests; engaging in any illegal activities, including piracy, cracking, extortion, blackmail, and unauthorized access of any computers and company provided equipment such as cell phones and laptops.

Employees should not open suspicious e-mails, pop-ups or downloads. Contact IT with any questions to reduce the release of viruses or contain viruses immediately.

It is the Coalition policy to purchase software programs to facilitate business. All authorized software, license agreements, and all backup copies of said software will be kept in a secure location. No employee may load personal or unauthorized software on any Coalition computer without the Chief Executive Officer's written approval.

### Privacy

Email messages, computer information, fax communications, voicemail and all equipment are considered Coalition property.

By providing employees with computers and other electronic systems and telecommunications devices, the Coalition expects these items to be used for business purposes. Regardless of use, employees should not expect any right to privacy regarding any information sent, received, created, accessed, obtained, viewed, stored or otherwise found on any Coalition-issued systems or devices. Please keep this limitation in mind when using Coalition-issued equipment for personal use.

Any items or parcels taken out of or off Coalition premises or property (or property controlled by the Coalition) are subject to inspection/search. An employee's desk, workstation, work area, computer terminal, memory, files, etc. and voice mail are subject to inspection/search at any time. The Coalition may monitor any telephone conversation or computer activity an employee has on Coalition-owned or controlled equipment, premises or property. Employees should have no expectation of privacy with respect to such devices. While on Coalition-owned or controlled premises or property, employees are subject to inspection/search, as permitted by law. Refusal to permit such search may result in disciplinary action.

An employee is prohibited from placing any passwords or restrictors on any document, computer or computer software without the prior authority of management. Any password or restrictor must be revealed to and maintained by a second authorized source. Removing, changing, deleting or erasing any Coalition information, without the appropriate authorization, is strictly prohibited.

The Coalition utilizes an internet-based shared computing resource (the cloud) as a central repository of official files and work products. Employees should not regularly download or retain any work materials or work projects on the hard drive of their computers or laptops. All work materials and work projects should be saved in the company's remote cloud shared files.

### Credit Card

Employees are responsible for the Coalition credit card and are required to report immediately if the card is lost or damaged. Any service problems with the agency credit card should be reported immediately to the employee's supervisor.

Each month, Coalition credit card expenditures must be reconciled and submitted with original receipts to the finance department within two weeks of the statement. Cardholders who have not reconciled and submitted their monthly expenditure within this period will be asked to reconcile and submit their monthly expenditure immediately.

Continued or repeated nonconformance with this policy will result in cancellation of the card and such other disciplinary actions as appropriate.

Misuse of the Coalition credit card shall result in the cancellation of the card and disciplinary action as appropriate.

### Professional Roles, Responsibilities & Behavior

Each employee is expected to perform his or her job duties at a high level, to present himself or herself in a professional appearance and manner and to be respectful of his or her co-workers. The Coalition is a professional organization and at all times you should present yourself well when representing the agency.

We expect employees to maintain the confidentiality of business, client and participant information, particularly personal health information protected under the Health Insurance Portability and Accountability Act of 1996 (HIPAA ).

The Coalition complies with all applicable federal and state laws relating to conflicts of interest. We hold you and all employees to the highest standards of lawful and ethical conduct. We expect you to refrain from engaging in any activity that could be in conflict with your status as a Coalition employee. This includes the use of your position for your own personal profit or advantage, the personal profit or advantage of family members or entering into transactions or relationships where it may give the appearance of a conflict of interest or violate laws governing fiduciary relationships.

If you have questions about the propriety of a transaction or activity, please seek guidance and approval from the Chief Executive Officer.

We expect all employees to maintain the integrity of the organization by preventing and reporting any suspected or actual financial irregularities, fraud or abuse.

### Appropriate Dress

Appropriate business and business casual attire should be worn and should be in good taste. While we trust each employee's common sense and good judgment, a dress code should be followed that is appropriate to work responsibilities and the work environment. If you are in doubt about appropriate dress, please discuss with your supervisor.

Clothing should be businesslike and maintained in good repair, clean and pressed. An effective dress and grooming policy contributes to a positive public image by establishing a consistent identity for clients and setting a positive and professional tone for the workplace.

Please exercise common sense and dress in an appropriate and tasteful manner. Do not wear anything too tight, too loose, sloppy, or too short. Shoes must provide safe, secure footing and offer protection against hazards.

Unacceptable clothing includes, but is not limited to, workout attire; spaghetti-strapped shirts or dresses; cutoffs; beach attire; halter, tube and tank tops; mini dresses, skirts or shorts; sheer clothing or clothing that otherwise is revealing, distracting, too tight or provocative; flip-flops; shirts with profanity or sexually explicit displays or language; wrinkled, stained or dirty clothing; and ripped or distressed clothing.

Should an employee come to work wearing inappropriate attire or otherwise in violation of this policy, he or she is subject to disciplinary action and the employee may be sent home to change. A non-exempt employee will be considered off the clock if he or she is sent home in violation this policy. The Chief Operating Officer and Chief Executive Officer are responsible for interpreting and enforcing the dress policy.

Please note that in applying this policy, the Coalition will undertake to make reasonable accommodations for individuals with sincerely held religious beliefs as well as for individuals with disabilities, as appropriate, unless doing so would create an undue hardship on the Coalition.

### Standards of Conduct

There are reasonable rules of conduct that must be followed in any organization to help a group of people work together effectively. The following list provides examples of conduct that will not be tolerated by the Coalition:

1. Dishonesty, including falsification of Coalition-related documents or misrepresentation of any fact.
2. Fighting, disorderly conduct, horseplay or any other behavior that is dangerous or disruptive or which interferes with the Coalition's operations.
3. Negligence or careless treatment of Coalition clients or their matters/files.
4. Rudeness or discourtesy toward any co-worker, supervisor, executive, subcontractor or client.
5. Possession, sale, distribution, consumption or being under the influence of alcoholic beverages while on Coalition or customer premises or on Coalition business.
6. Illegal manufacture, distribution, dispensation, sale, possession or use of illegal drugs or unprescribed controlled substances.
7. Reporting for work or being on the job with illegal drugs or unprescribed controlled substances in your body.
8. Possession of weapons, firearms, ammunition, explosives or fireworks in the workplace or in conducting Coalition business.
9. Inappropriate posting on social media that reflects poorly on the organization or its employees.
10. Neglect of safety practices, rules and policies.
11. Speeding or reckless driving on Coalition property or while on Coalition business.
12. Commission of a crime or other conduct, during or after work hours, which may damage the reputation of the Coalition or cause the Coalition to lose confidence in the employee.
13. Use of inappropriate or profane language while on Coalition business.
14. Stealing, misappropriating or negligently or intentionally damaging Coalition property or property belonging to its employees or clients.
15. Unauthorized use or misuse of the Coalition's or its client's funds, equipment, vehicles or property.
16. Insubordination, including the failure to comply with any work assignments or instructions given by supervisory staff.
17. Violation of the Coalition's Equal Opportunity Employment Policy or its Anti-Harassment Policy.
18. Taking or giving bribes of any nature or anything of value to induce special treatment. Acceptance of any gratuities or gifts must be reported to management.
19. Interference with the work performance of other employees.
20. Failure to cooperate with an internal investigation including, but not limited to, investigations of violations of these work policies.
21. Failure to maintain the confidentiality of Coalition information.
22. Excessive absenteeism or tardiness.
23. Failure to report a workplace injury or accident involving any employee, client, equipment or property.

24. Any conduct that is contrary to the Coalition's best interests.

These and other types of unacceptable behavior will be addressed with appropriate disciplinary action, including but not limited to dismissal. Additionally, nothing in this policy limits an employee's ability to engage in protected concerted activity.

#### Conflict of Interest

The Coalition is judged by the collective and individual performance of its officers and employees. The Coalition has a particular interest in preserving its reputation and the reputation of its employees for the utmost honesty and integrity. Thus, the Coalition holds itself and its employees to the highest standards of lawful and ethical conduct.

Therefore, an employee must be very careful that his/her relationships with clients or vendors or other activities do not subject an employee or the Coalition to question or undue criticism. An employee must refrain from engaging in any activity that could be in conflict with his/her status as a Coalition employee. This includes the use of an employee's position with the Coalition for personal profit or advantage; entering into transactions or relationships where it may appear the employee has a conflict of interest or is improperly benefiting from his/her affiliation with the Coalition; or is violating laws governing fiduciary relationships. Good judgment and common sense are to supplement these provisions to avoid even the appearance of impropriety. To the extent there is a conflict or ambiguity between permissive conduct and that which is not permitted, the latter shall have precedence.

If an employee questions the propriety of a transaction or activity, he/she must seek guidance and approval from his/her supervisor or a member of management of the Coalition. If necessary, an employee should seek written approval.

#### No Solicitation / No Distribution

Distractions can lead to unsafe working conditions, poor work performance and inefficiency. Employees are prohibited from distributing materials that are not work-related on working time, and at all time, in working areas, which includes all offices areas. Working areas do not include break rooms, parking lots, or common areas shared by employees during nonworking time. The Coalition has the following rules related to solicitations and distributions:

- During periods of the workday when an employee is engaged in or required to be performing work, employees may not engage in solicitation of other employees or distribution of literature for any purpose. This restriction applies to all type of sales and requests for donations for any cause.
- During periods in another employee's workday when he/she is engaged in or required to be performing his/her work, an employee may not solicit the other employee for any purpose.
- Distribution of literature of any kind may not be made in the work area or Coalition premises at any time.
- Persons who are not employed by the Coalition are not permitted to solicit or distribute literature on Coalition's premises.

Exceptions may be made for charitable causes, but only with prior approval from the Chief Executive Officer. Failure to obtain approval prior to solicitation may result in disciplinary action against the employee conducting such solicitation.

### Daily Itinerary/Calendar

Employees who provide direct service are required to complete a daily itinerary or electronic calendar to identify their whereabouts. The log or calendar will identify the agency or participant name, date, address, and time of the visit and should be shared with the employee's immediate supervisor. When unscheduled drop-by or home visits are conducted that are not reflected on the log for that day, the employee must promptly notify their supervisor of the change.

## Compensation & Benefits

The Coalition is committed to ensuring all employees are paid fairly, equitably and competitively for the jobs they perform. To the extent practical, the Coalition strives to compensate its staff consistent with industry/sector standards. Your level of compensation will be negotiated and set at the time of your employment based on your position description and job responsibilities.

### Wage and Salary Authorization

The Board of Directors authorizes salary and wage schedules for the Chief Executive Officer. The Chief Executive Officer authorizes salary and wage schedules for all other positions.

Salary reviews may take place after each annual evaluation. An increase in salary for cost of living and/or merit may be provided by the Chief Executive Officer within the budgeted amount approved by the Board of Directors. To receive a merit increase, staff must have a satisfactory evaluation based on score. The Coalition, however, does not guarantee that any employee will receive any salary increase in any given year.

### Timesheets

Staff are responsible for maintaining accurate timesheets and attendance records. Each employee shall record his/her time worked by Friday at 5:00pm on a bi-weekly basis on the payroll website. Timesheets must be validated by the immediate supervisor by Monday at 5:00pm on a bi-weekly basis. The electronic time sheet is a legal instrument. Altering, falsifying or tampering with time records, or recording time on another team member's time record will result in disciplinary action, including termination of employment.

Coalition employees are paid bi-weekly, every other Friday. If the payday falls on a holiday, direct deposit will be the last business day before the holiday.

### Benefits Program

In keeping with the Coalition's value of work/life balance, various benefits are offered to eligible full-time and semi-full-time employees. These benefits can include health and major medical insurance, paid time off, paid holidays, group life insurance, retirement plan and employee-paid supplemental insurances.

Employees are encouraged to use these benefits to maintain optimal health and work/life balance. New employees generally become eligible for participation in the Coalition's Employee Benefits Program after completion of sixty (60) or ninety (90) days of continuous employment, depending on the benefit.

Benefits plans may be modified in the Coalition's discretion in the future. Employees are subject to eligibility rules and requirements.

The Employee Benefits Program currently includes the following insurance benefits:

- Group Health Insurance \*
- Group Life Insurance: 1x annual salary provided by the employer\*
- Short-term Disability Coverage\*
- Retirement Plan: Employer makes contribution of 6% of employee's annual salary each year. Employees may contribute to this plan up to allowable limits.
- Dental Coverage
- Vision Coverage
- Voluntary Life Insurance
- Additional supplemental coverages may also be offered at employee cost.

\*Note: Employees' premiums are covered by the company. Employees are responsible for any spouse and dependent costs.

### Holidays

Immediately upon employment, all full-time employees are entitled to paid holidays. Temporary employees are not eligible for holiday pay.

Holidays occurring on Saturday will be observed on the preceding Friday, while those occurring on Sunday will be observed on the following Monday. Exceptions may be granted at the discretion of the Chief Executive Officer. If a holiday occurs when an employee is on vacation, the day will not be deducted from the employee's annual leave.

Employees on leave of absence without pay for any reason will not receive holiday benefits for holidays occurring during the period of such leave.

The following holidays are recognized by the Coalition:

- New Year's Day
- Martin Luther King Jr. Day
- Presidents' Day
- Good Friday
- Memorial Day
- Independence Day
- Labor Day
- Columbus Day
- Veterans Day
- Thanksgiving Day

- Friday After Thanksgiving
- Christmas Eve
- Christmas Day

For full-time employees, holiday pay is calculated based on the employee’s straight time pay rate (as of the date of the holiday) times eight hours or 10 hours, depending on the employee’s approved schedule.

Holiday pay is not counted for the purpose of calculating overtime hours or premiums.

**Leave**

Annual Leave

Full-time employees are eligible for annual leave and semi-full-time employees are eligible for a pro rata share of annual leave hours based on their years of service.

Full-time employees accrue annual leave during each bi-weekly pay period. Semi-full-time employees also accrue annual leave but do so on a pro rata basis (for example, if a semi-full-time employee works 30 hours per week, he/she will be eligible for 75% of the annual accrual). An employee may use annual leave for any purpose, including vacations, rest, relaxation, personal business or emergencies. An employee must request the use of annual leave in advance from his/her supervisor. It is within the supervisor’s discretion to approve or deny such leave request.

The rate of earned annual leave for full-time employees is based on length of service with the Coalition and will accrue as provided below:

<b>Years of Service</b>	<b>Accrual per Pay Period</b>	<b>Annual Accrual</b>
<5 years	3.08	10 days
5-10 years	4.62	15 days
10-15 years	6.15	20 days
15+	7.69	25 days

Annual leave will accrue bi-weekly to the credit of the employee at the rate stated above, starting with the first full pay period that an employee works. The rate of accrual will change to the higher rate on the first day of the pay period in which the employee’s anniversary of initial employment with the Coalition occurs. Annual leave may be used only after it is earned.

During an approved leave of absence with pay, an employee shall continue to earn annual leave credits. If you do not have leave time available to cover an absence, unpaid planned time is subject to the approval of your supervisor.

In order to provide proper rest and relaxation, employees should use earned annual leave at the rate of at least forty (40) hours each service year. Any hours in excess of two hundred forty (240) as of June 30th of each year will be forfeited.

For non-exempt employees, annual leave shall be used only in minimum increments of one-half hour. For exempt employees, annual leave shall be used in minimum increments of one-half days (or approximately four hours).

### Sick Leave

Sick leave begins to accrue with the first full pay period that an employee works. Sick leave may be used only after it is earned.

All regular full-time employees will earn sick leave at the rate of 4.62 hours per pay period based on 80 hours worked. All semi-full-time staff will earn sick leave at the rate of 2.31 hours per pay period based on 52-74 hours worked. During an approved leave of absence with pay, an employee shall continue to earn sick leave credits.

For non-exempt employees, sick leave shall be used only in minimum increments of one-half hour. For exempt employees, sick leave shall be used in minimum increments of one-half days (or approximately four hours).

Accumulated sick leave allowances may be used by the employee when an employee is incapacitated by illness or injury; when hospitalized or confined for observation following illness or injury; when absent for medical, dental, or optical examination or treatment; or when quarantined following exposure to a contagious disease.

Sick leave is granted in the event of temporary illnesses, temporary disabilities, medical appointments or dental appointments of the employee's immediate family members where the employee's assistance is required. Immediate family is defined as an employee's spouse, child, stepchild, parent, immediate in-laws, sibling, grandparent, grandchildren.

Sick leave is not intended to be used for time off for vacation; the Coalition provides annual leave for that purpose.

If the need for sick leave is foreseeable, employees are required to give at least 30 days' advance notice (e.g., a planned medical treatment) whenever possible. If the need for sick leave is not foreseeable, employees are asked to notify their supervisor as soon as is practical (no less than one hour prior to the scheduled time of work).

After three (3) workdays or partial workdays of absence for sick leave in any 30-calendar day period, employees may be required to provide a medical certification before any further approval of sick leave will be granted. Sick leave may not be taken in excess of the hours accumulated. Employees who have exhausted their sick leave accumulations but who require additional leave time may be granted use of annual leave with their supervisor's approval. Upon termination of employment, employees will not receive payment for any unused sick leave.

### Parental Leave

Consistent with our organizational mission and values, the Coalition provides paid parental leave for the birth or adoption of a child or placement of a child for foster care. Our parental leave policy currently exceeds any legal requirement.

The purpose of the policy is to give parents additional flexibility and time to bond with their new child and adjust to their new family situation. The Coalition believes flexibility and family-friendly policies are

essential to cultivating an atmosphere where employees can thrive professionally without sacrificing essential family obligations.

To qualify for parental leave under this policy, the employee must meet the following conditions:

1. The employee must have been employed by the company for at least six months and be classified as a full-time, semi-full-time, or part-time employee, as defined by the Coalition.
2. The employee must also meet one of the following criteria:
  - Have given birth to a child; or
  - Be a spouse or committed partner of a woman who has given birth to a child; or
  - Have adopted or become a foster parent to a child who is 17 years old or younger. This provision does not apply to the adoption of a stepchild by a stepparent.

Parental leave under this policy is a paid leave associated with the birth of an employee's own child or the placement of a child with the employee in connection with adoption or foster care. Parental leave is not charged against the employee's annual or sick leave credits.

Parental leave is paid in accordance with following provisions:

- Full-time eligible employees who have been employed for at least one year may take up to 12 weeks of maternity/paternity leave for birth, adoption or foster care: 8 of those weeks shall be compensated at 100 percent of the employee's regular, straight weekly pay, and an additional 4 weeks of unpaid leave is available under this policy.
- Full-time eligible employees who have been employed for at least six months may take up to 12 weeks maternity/paternity leave for birth, adoption or foster care: 4 of those weeks shall be compensated at 100 percent of the employee's regular, straight weekly pay, and an additional 4 weeks of unpaid leave is available under this policy.
- Semi-full-time and part-time eligible employees who have been employed for at least six months may take up to 12 weeks of maternity/paternity leave for birth, adoption or foster care. The number of weeks of paid leave will be the same as it is for full-time employees, i.e., based on length of employment, and their compensation will be pro-rated, based on an average of the hours worked by the employee in the three months prior to maternity/paternity leave beginning.

All parental leave described in this policy shall be available for a 12-month period following the birth, adoption, or foster care placement of a child. Employees may use accrued annual and sick leave, as applicable, toward unpaid parental leave.

If multiple births, adoptions or foster care placements occur, it does not increase the length of parental leave.

Upon termination of employment, employees will not receive payment for any unused parental leave.

Benefits will remain the same while an employee is on maternity/paternity paid leave.

An eligible employee shall initially notify his or her supervisor of the need for parental leave and include the estimated timing and duration of such leave at least 60 calendar days in advance of the need for parental leave, where practical.

#### Personal Leave Day

One personal leave day is given to full-time employees each year on July 1<sup>st</sup> and must be used with immediate supervisor approval by June 30<sup>th</sup> the following year. If it is not used within that timeframe, then it is forfeited. There will be no payment for unused personal leave to any employee upon separation from the Coalition. If an employee is within their 90-day introductory period, he/she is not eligible for a personal leave day until the following year on July 1<sup>st</sup> when they are a full-time employee having completed the 90-day introductory period. Personal leave pay is calculated based on the employee's straight time pay rate times eight hours or 10 hours, depending on the employee's approved schedule.

#### Bereavement Leave

In the event of a death in the family, full-time employees will be entitled to time off with pay for up to four (4) consecutive working days of bereavement leave with the approval of the Chief Executive Officer or designee. An additional two (2) days of paid leave will be allowed to attend an out-of-state funeral. No charge will be made to the employee's annual or sick leave. At the discretion of the Chief Executive Officer or designee, eligible employees may be allowed to use up to a maximum of three sick leave days with full pay in addition to the available bereavement leave. Family under this section only is defined as an employee's spouse or partner; employee's mother; employee's father; employee's children and children's current spouse or partner; employee's stepchildren; employee's grandparents; employee's grandchildren; employee's siblings and the sibling's current spouse or partner; employee's aunt, uncle, niece, nephew and first cousin; current mother-in-law; current father-in-law; and employee's spouse's or partner's grandparents. "Partner" refers to an adult, unrelated by blood, with whom an unmarried or separated employee: is engaged to be married to the employee; has an exclusive committed relationship and intends to form a household with the employee; or has an exclusive committed relationship and maintains the same legal residence as the employee. The employee may be asked to provide documentation of the death.

#### Military Leave

The Coalition complies with the Uniformed Services Employment and Reemployment Rights Act ("USERRA"), and applicable state law relating to military leave for active duty, reserve duty, and training. Please contact the Chief Executive Officer for additional information.

#### Jury Duty or Witness Leave

An employee who is summoned for jury duty is required to provide a copy of the summons to be submitted along with their timesheet. The employee then will be paid his or her full pay for a maximum of two (2) pay periods minus jury duty fees collected, during which time there will be no loss of accrued annual leave. If a jury duty obligation should legitimately exceed two (2) pay periods in duration, all additional time off will be unpaid but the employee may use their annual leave to offset any time off not covered.

If an employee is requested to serve as a witness on behalf of the Coalition, he or she will be granted witness leave at regular pay for such time as it is necessary to comply with the request. Paid witness leave shall not be granted to an employee subpoenaed as an expert witness, as a party in a case, or as a lay witness other than as delineated above.

#### *Inclement Weather or Natural/Man-Made Disaster*

In the event of serious weather or other natural or man-made disaster which could prove hazardous to the health and safety of Coalition employees, the Chief Executive Officer or designee may declare time off with pay.

#### *Temporary Disability Leave*

The Coalition recognizes that a temporary disability may preclude an employee's attendance at work. In such cases, the Coalition does not have a predetermined specified period of time in which this unpaid leave is granted. Rather, the Coalition will reasonably accommodate the employee's needs as well as the needs of the Coalition. If a leave is granted, any extensions will be subject to the same considerations.

An employee's request for a temporary disability leave must be in writing. That request must be accompanied by a doctor's statement identifying the temporary disability, the date and the estimated date of return and, where appropriate, diagnosis and prognosis. At any time during a temporary leave, management may request that the employee furnish a written statement(s) of his/her current health condition. Prior to returning to employment with the Coalition, the employee will be required to submit written medical certification of his/her ability to work, including any restrictions. Upon return to work, if the employee qualifies, he/she will be reinstated to his/her former position or one that is substantially the same, depending upon the availability of any position at that time.

Any unused accrued annual leave and sick leave shall be used prior to the effective date of the temporary disability leave, except for temporary disability leave due to pregnancy.

#### *Unpaid Leave*

Employees who have exhausted their annual and sick leave may request leave without pay. Such leave without pay must be authorized by an employee's supervisor and must be approved by the Chief Executive Officer at least two (2) weeks in advance of the employee's anticipated time off. Approval or denial of unpaid leave is within the discretion of the Coalition and dependent upon the operational needs of the Coalition.

#### *Family and Medical Leave Act*

The Family and Medical Leave Act ("FMLA") entitles eligible employees of covered employers to take unpaid, job-protected leave for specified family and medical reasons with continuation of group health insurance coverage under the same terms and conditions as if the employee had not taken leave. Eligible employees are entitled to:

- Twelve workweeks of leave in a 12-month period for:
  - the birth of a child and to care for the newborn child within one year of birth;

- the placement with the employee of a child for adoption or foster care and to care for the newly placed child within one year of placement;
- to care for the employee's spouse, child, or parent who has a serious health condition;
- a serious health condition that makes the employee unable to perform the essential functions of his or her job;
- any qualifying exigency arising out of the fact that the employee's spouse, son, daughter, or parent is a military member on covered active duty (or has been notified of an impending call or order to covered active duty status); or
- Twenty-six workweeks of leave during a single 12-month period to care for a covered servicemember with a serious injury or illness if the eligible employee is the servicemember's spouse, son, daughter, parent, or next of kin ("military caregiver leave").

Only eligible employees are entitled to take FMLA leave. An eligible employee is one who:

- Works for a covered employer;
- Has worked for the employer for at least 12 months;
- Has worked at least 1,250 hours for the employer during the 12-month period immediately preceding the leave; and
- Works at a location where the employer has at least 50 employees within 75 miles.

Except for military caregiver leave as described below, the 12-month period for FMLA leave will be measured backward from the date an individual employee uses any FMLA leave. For example, each time an employee uses FMLA leave, he or she remains entitled to any FMLA leave balance which has not been used during the preceding 12-month period. Under certain conditions, an employee may be entitled to take intermittent leave or to work on a reduced leave schedule.

Qualifying exigencies may include short-notice deployment, military events and related activities, childcare and school activities, financial and legal arrangements, counseling, rest and recuperation, post-deployment activities, parental care, and additional activities which may arise out of the military member's covered active duty status or call to covered active duty status. The Coalition may require an employee to provide a copy of the covered servicemember's active duty orders the first time the employee requests qualifying exigency leave.

Under military caregiver leave, a covered servicemember is either: (a) a current member of the Armed Forces, National Guard or Reserves who is undergoing medical treatment, recuperation or therapy, is in outpatient status, or is on the temporary disability retired list, for a serious injury or illness suffered or aggravated while on active duty; or (b) a veteran of the Armed Forces, National Guard or Reserves who was discharged or released under conditions other than dishonorable at any time during the 5-year period prior to the first date the eligible employee takes FMLA leave to care for the covered veteran, and who is undergoing medical treatment, recuperation, or therapy for a serious injury or illness. Notwithstanding the 12-month period for calculating other types of FMLA leave, an employee taking military caregiver leave is entitled to such leave during a single 12-month period beginning on the first day the employee takes leave for this reason and ending 12 months later.

During FMLA leave, the Coalition will maintain the employee's health insurance coverage on the same basis as coverage would have been provided if the employee had been employed during the leave. The arrangements for any employee's premium payments will be discussed when an employee provides notice of the leave. Upon return from FMLA leave, the employee will be restored to his or her original or an equivalent position with equivalent pay, benefits, and other employment terms, except where not

required by the FMLA. Although other benefits will not accrue, the employee will not lose any benefit already accrued prior to the start of FMLA leave. An employee may be required to substitute otherwise available paid leave for a portion of the unpaid FMLA leave.

When the leave is foreseeable, an employee must give notice of the need for FMLA leave by advising his or her immediate supervisor at least 30 days before the leave. If 30 days' notice is not practicable because of an emergency or other circumstance, then the employee must advise the Coalition of the need for leave as soon as practicable (within no more than one or two working days of learning of the need). The employee will be required to explain the reason for the leave. The Coalition may require medical certification to support a request for leave because of a serious health condition and may require second or third opinions (at the Coalition's expense) and a fitness for duty report before the employee may return to work. The Coalition may also require a certification to support a request for leave because of a qualifying exigency or to care for a covered servicemember. Periodic reports may also be required during any leave. Information as to qualifying serious health conditions is available from Human Resources or the Chief Operating Officer.

FMLA leave is subject to the provisions and limitations of the FMLA, whether or not the terms of the FMLA are specifically included in this Handbook. The Coalition welcome questions about FMLA leave, which should be directed to Human Resources or the Chief Operating Officer.

### Voluntary Leave Bank Program

#### *Description*

This program is established to allow for an employee to voluntarily contribute unused accrued annual or sick leave to a leave bank for use by an eligible employee and leave bank member who is experiencing a personal or family medical emergency. To be eligible to use donated leave from the leave bank, the employee must be a current employee; must have contributed the requisite amount of leave to the leave bank in the calendar year in which leave is sought; and must have exhausted his or her available paid leave. The Coalition's leave bank board administers the leave bank and determines within its discretion whether an employee qualifies for receiving donated leave and how much donated leave an employee may receive from the leave bank. Any unused donated annual leave is returned to the leave bank for the ensuing year.

#### *Definitions*

**Medical Emergency:** A medical emergency is a medical condition of either the employee or the employee's family member (see below) that is likely to require the employee to be absent from work for more than three working days.

**Family Member:** Family is defined as an employee's spouse, child, stepchild, parent, immediate in-laws, sibling, grandparent, grandchildren.

**Available Paid Leave:** Available paid leave includes an employee's accrued annual or sick leave. It does not include advanced annual or sick leave or other forms of paid time off.

#### *Leave Bank Board*

The Coalition will establish a leave bank board to administer its leave bank program. The board will consist of three employees and will be responsible for reviewing and approving or disapproving each application to become a leave contributor and a leave recipient; monitoring the status of each leave recipient's medical emergency; monitoring the amount of leave in the leave bank and the number of applications to become a leave recipient; and maintaining an adequate amount of annual leave in the leave bank.

#### *Leave Bank Contributors*

Employees can make a contribution to the leave bank at any time. The minimum contribution required to become a leave bank member cannot be less than one full work day (8 hours). In any leave year, an employee may donate not more than one-half of the amount of annual or sick leave he or she would accrue during the leave year.

#### *Leave Recipients*

In order to receive donated leave, an eligible employee who is affected by a personal or family medical emergency must submit a written application to the leave bank board. If the employee/leave bank member is not capable of making written application, a personal representative may make the application on behalf of the employee.

Each application should include:

- The name, position title and pay level of the leave bank member.
- The basis for requesting donated leave from the leave bank and the anticipated duration of leave. Documentation from a healthcare provider may be requested by the board.
- The basis for eligibility for requesting the use of donated leave.

The leave bank board will notify an applicant as to whether or not his or her application has been approved and the amount of donated paid leave that may be used.

An employee may receive donated leave after he or she becomes an approved leave recipient.

An employee receiving donated leave is required to notify the board of any amount of approved donated leave that is not used, and such leave will be returned to the leave bank.

### **Workplace Accidents**

#### *Workers' Compensation*

Employees of the Coalition are covered under the Workers' Compensation Program as required by law. In case of an accident sustained while the employee is on the job, details of the accident must be reported immediately to his/her supervisor, who should assist the employee with any necessary arrangements for medical attention. Failure to immediately report workplace accidents to a supervisor may cause the employee's Workers' Compensation Insurance coverage for the incident to be denied.

Employees may be required to submit to drug or alcohol testing immediately following a workplace accident. Failure to submit to such testing will result in termination.

## Finance

### Contractual Arrangements

Only employees authorized by the Chief Executive Officer may enter into any agreement or other commitment on behalf of the Coalition.

### Tax Exempt

The Coalition is a State of Florida tax-exempt organization. It is the responsibility of the employee to present a copy of the tax-exempt certificate at the time of any Coalition-related travel or purchases. Any Florida sales tax paid by the employee will not be reimbursed unless authorized by the Chief Executive Officer or designee.

### Reporting Fraud and Abuse

The Coalition complies with all applicable federal, state and local laws relating to the prevention and reporting of potential and suspected financial irregularities.

It is the responsibility of each employee to report immediately any and all irregularities indicating actual or suspected existence of a loss, fraud, embezzlement or similar impairment of Coalition funds or property, suspicious persons or suspicious activity. Such reports should be made immediately to the Chief Executive Officer verbally and in writing.

If an employee has actual or constructive knowledge of any irregularity and does not report it to his or her supervisor, the employee has engaged in unacceptable job performance.

“Abuse” means practices that are inconsistent with sound fiscal, business or medical practices and result in unnecessary costs to the state or federal government (including but not limited to the Medicaid program), or in reimbursement for services that are not medically necessary or that fail to meet professionally recognized standards for health care. It also includes beneficiary practices that result in unnecessary costs to the state or federal government (including but not limited to the Medicaid program).

“Fraud” means an intentional deceptive or misrepresentation made by a person with the knowledge that the deception would result in some unauthorized benefit to himself or herself or some other person. It includes any act that constitutes fraud under applicable Federal or State law.

The Coalition has a zero-tolerance policy for the commission, furtherance of or concealment of acts of fraud and/or abuse. Employees who suspect fraud and/or abuse should report such concerns immediately to the Chief Executive Officer.

Allegations of fraud and/or abuse will be immediately investigated and reported in accordance with applicable law and the Coalition’s obligations.

Employees who make good faith reports of suspected alleged fraud and/or abuse or who participate in any investigation surrounding such allegations will not be retaliated against. The Coalition will cooperate fully with all investigations surrounding allegations of fraud and/or abuse.

## Fundraising

Raising money through grants, donations and sponsorships is an important way for the Coalition to build unrestricted funds; to better meet the needs of participants and the community; and to build community partnerships. Implementing consistent procedures for handling all fundraising activities is critical to enhancing relations with donors and funders and improving staff efficiency and effectiveness.

Additional financial requirements are outlined in the Coalition's Official Financial Policies & Procedures.

## Communication

It is vital to the success of the Coalition to ensure consistent messages are communicated when discussing, promoting or advertising the Coalition, its assets and its programs.

### External Communications

All public documents must be reviewed and approved by the Chief Operating Officer. The Chief Executive Officer has final discretion on all publications.

All correspondence with media (including press releases and interviews), Board of Directors/Coalition (including emails, letters and invitations) and elected officials (including advocacy materials, invitations, meeting requests and emails) must be approved by the Chief Operating Officer and Chief Executive Officer.

### Social Media

Only staff authorized by the Chief Operating Officer or Chief Executive Officer can have access to the Coalition's social media accounts and post on behalf of the agency.

On both personal and professional accounts, employees may not post financial, confidential or sensitive information about the company, clients, employees or applicants. Employees may not post obscenities, slurs or personal attacks that can damage the reputation of the company, clients, employees, or applicants. Only disclose information about the Coalition that is already publicly available.

All employees should follow all policies and procedures to protect employees and the organization, while protecting the reputation of the health system by promoting responsible, ethical and thoughtful social media participation. The Coalition reserves the right to monitor employee use of social media regardless of location (i.e. at work on a company computer or on personal time with a home computer).

Procedures:

1. Disclosure – when communicating publicly using social media or any external website, Coalition employees must follow these guidelines:

- a. Use your own name and disclose your specific relationship with and your role at the company if talking about the Coalition; do not comment on any of the Coalition's competitors.
  - b. Be certain to exercise good judgment and have a mind for accuracy in any statements you make regarding the Coalition, as any errors may cause legal ramifications and reflect poorly on the organization. If you are unsure of the accuracy, do not state the information.
  - c. Do not comment on anything related to legal matters, litigation or any parties that might be in litigation, financial information, or any confidential information (any information in any format not available to the public).
  - d. Do not post company or staff-specific information that is not appropriate for the general public (e.g. staff schedule, internal company events, issues you have with other employees, etc.).
  - e. If you make a mistake in a public statement, promptly admit your mistake and correct it.
2. Communicate in First Person – employees must:
    - a. Speak on behalf of yourself and state that the views that you express are solely your own and do not reflect the views of the Coalition.
    - b. Do not speak on behalf of the Coalition. If you feel some kind of official Coalition response is needed, please bring the item to the attention of the Chief Operating Officer.
    - c. Do not post any information that belongs to others. Be aware of intellectual property rights and copyright laws related to publications, music, and other materials.
    - d. Be respectful of others' views and opinions.
  3. Follow all Coalition policies, including the EEO and anti-harassment policy. Employees must adhere to:
    - a. All applicable HIPAA rules, as any information regarding a participant is considered confidential and must be protected at all times. You can be held personally liable and subject to fines, in addition to violating NEFHSC policies.
  4. Commenting on or becoming friends with participants. Coalition employees:
    - a. May respond and "friend" a participant only when initiated by participant, unless for professional purposes, such as public relations initiatives. Encourage participants and families to become involved with our Coalition social media pages.
    - b. Should not post anything publicly regarding the person being a participant of the Coalition or any specific information about participants, including any medical condition.
    - c. Should take special care when publicly promoting specific exercises or participant specific education. When in doubt, seek approval from your manager.
    - d. Should not offer information to participants via social media.
  5. Use your own means of communication – NEFHSC employees should:
    - a. Not use their Coalition email address or work phone number while posting on Facebook or any other social media website.
    - b. Not use Coalition time or materials for personal use, and any business-related blogging or social networking should not interfere with your work commitment.
    - c. Not make comments or create a blog or other social media page representing NEFHSC without prior approval from the Chief Operating Officer.
    - d. Remember that the Coalition has the ability to monitor content exchanged through our network and may exercise this ability at its discretion.
  6. Consider the Topic – Coalition employees should uphold the NEFHSC values in all public communications. Employees' words should reflect the mission of the organization.

## Government in Sunshine

The Coalition falls under the purview of the Florida Government in the Sunshine laws. Per the state Sunshine laws, all meetings are open to the public and should be properly posted and recorded and all records preserved.

## Travel

The Coalition will reimburse employees for reasonable pre-approved expenses incurred as a result of Coalition business. Reimbursement for these expenses will be made on a monthly basis. Forms supplied by the Coalition must be completed at the conclusion of each month, signed by the employee and approved by the supervisor as well as the Chief Operating Officer.

Prior authorization by the Chief Operating Officer is required for out-of-town travel. Employees are required to complete an “Authorization to Incur Travel Expense” travel form prior to the scheduled trip and receive approval from their supervisors.

Reimbursement rates will be based on amounts allowed by the State of Florida (Florida Statutes, Chapter 112.061, Per Diem and travel expenses of public officers, employees and authorized persons). Reimbursement forms must be accompanied by required documentation.

All employees who with personal automobiles and are required to drive as a part of their duties for the Coalition are required to maintain a valid driver’s license, carry automobile insurance, and provide a current copy of proof of automobile insurance to the Coalition. The Coalition’s Commercial General Insurance provides excess insurance only and does not replace the employee’s automobile coverage. The employee’s automobile coverage must meet the minimum liability limits required by applicable law.

Any employee involved in an accident while traveling on business must promptly report the accident to his or her supervisor.

Additional travel requirements are outlined in the Coalition’s Official Travel and Transportation Operating Procedures.

## Performance, Development & Personnel Action

### Professional Development

The Coalition encourages and supports the professional growth of all employees through continuing education and training. Every effort will be made to accommodate professional development activities based on budget, schedule and workload.

During the course of your employment, you may be requested to attend training courses, seminars and workshops by the Chief Executive Officer or other supervisory staff. These activities are considered part of your normal work; they will not be considered as leave and regular pay practices will apply. The

Coalition will also pay the reasonable cost of such courses, seminars and workshops as approved in writing in advance of such course.

The Coalition encourages employees to engage in personal educational activities and/or volunteering during non-working hours. At the discretion of the Chief Executive Officer or designee, these activities may be allowed during work hours when they can be accommodated through flexible work scheduling and do not interfere with job performance or responsibilities.

Please notify your supervisor if you plan on attending an educational activity, internship or volunteer opportunity and if you would like to request flexible scheduling during work hours. Be aware that not all requests can or will be accommodated and that work demands and responsibilities will take priority in all decisions.

### Evaluation

We strongly encourage supervisors and employees to discuss job performance and goals on an informal, day-to-day basis. Additional formal performance evaluations may be conducted to provide both supervisors and employees the opportunity to discuss job tasks, identify and correct weaknesses, encourage and recognize strengths and discuss positive, purposeful approaches for meeting goals.

At least annually, every employee will receive a performance evaluation. New employees will also receive a formal evaluation at the end of their 90-day probationary/introductory period.

In addition to specific duties and job responsibilities, each job description also includes “and other assigned duties.” From time to time, an employee may be asked to perform duties or tasks of a fellow employee who is absent from a position or is temporarily vacant or to perform different duties for the Coalition. Such additional work is intended to contribute to the employee’s skills and will be recognized in the employee’s evaluation. Moreover, the additional work will not result in an increase to an individual employee’s compensation. In the event such additional work becomes permanent in nature, it will be in the sole discretion of the Chief Executive Officer to determine if an increase in compensation for the employee is warranted.

### Advancement

The Coalition is committed to providing opportunities for employee advancement. Vacant positions will be posted internally and made available to current employees, either prior to or at the same time as external posting. The Coalition encourages current employees to apply for vacant positions for which they are qualified. Promotions are based on qualifications, performance, and other similar factors.

Receipt of a promotion does not constitute a commitment for continued employment in the new position, nor is there a guarantee that the employee will be able to return to his/her former position if he/she is unsuccessful in the new job.

### Internal Job Opportunity

The Coalition is dedicated to helping employees reach their professional goals through internal promotion and transfer opportunities. This procedure enables current employees to apply for any available position either before or at the same time the position is advertised outside of the company.

To apply for an opening:

1. Ensure that you meet the following eligibility requirements.
  - a. You are a current, regular full-time, semi-full-time, or part-time employee.
  - b. You have been in your current position for at least six months. (Your current supervisor can make a recommendation to allow an employee to apply for position. Exceptions will require approval from the Chief Executive Officer.)
  - c. You have not had an employee counseling or corrective action within six months. You are not following a performance improvement plan for your current position.
  - d. You meet the qualifications listed for the position on the job posting.
2. Complete an Internal Job Application form and the online job link.
  - a. Attach your resume, completed internal application, and complete an application on the job link.
3. Submit the Internal Job Application to your supervisor for approval.
4. Submit your completed and approved Internal job Application (applications must be received by the job posting closing date) to Coalition's hiring team.
5. Candidates who are qualified will participate in an interview with the supervisor of the position and any members of the hiring team.

### Demotion

Demotion is a reduction in responsibility usually accompanied by a reduction in salary. If and when a demotion occurs, an employee will maintain his/her seniority in time of service with the Coalition.

### Outside Employment

An employee may engage in outside employment during non-working hours as long as such activity does not interfere with his or her job performance or constitute a conflict of interest. Prior to accepting outside employment, or upon initial employment with the Coalition, an employee must notify Coalition management in writing and provide details about the employment. The notice must contain the name of the potential employer, the title and nature of the position, the number of working hours per week and the time of scheduled work. If the position constitutes a conflict of interest or interferes with the employee's job at the Coalition at any time, he or she may be required to curtail or terminate such activity. The use of Coalition supplies, equipment, and materials (including Coalition time) for outside employment is prohibited. Employees may be asked to complete additional outside employment disclosures from time to time.

### Separation

Employees who resign voluntarily are requested to provide a two-week written notice to the Chief Executive Officer or designee if possible. Resigning employees will receive pay for hours worked in accordance with the Coalition's standard payroll policies, practices and procedures. Any employee who leaves in good standing, as determined by the Chief Executive Officer, will also be paid for any accrued, unused annual leave up to the maximum available under the Coalition's policies and procedures of 240 hours.

Employees who are terminated due to budget cuts or elimination of their position will receive pay for hours worked in accordance with the Coalition's standard payroll policies, practices, and procedures. These employees may, at the discretion of the Chief Executive Officer, also be paid for any accrued, unused annual leave up to the maximum of 240 hours.

Employees who are terminated involuntarily (not due to budget cuts or layoffs) will receive pay for hours worked in accordance with the Coalition's standard payroll policies, practices, and procedures. Terminated employees (not due to budget cuts or layoffs) will not receive any pay for accrued, unused annual leave.

All employees separating from employment with the Coalition, regardless of the reason, shall immediately return all property, documents and materials (hard copy and electronic) in their possession, custody, or control and settle all financial accounts with the Coalition.

Upon termination of employment, the last paycheck may be a "live" check rather than direct deposit. The Coalition may deduct appropriate amounts for personal charges and lost or damaged equipment to the extent permitted by law.

An exit interview may be requested of employees who resign voluntarily.

### Return of Company Property

The separating employee must return all company property at the time of separation, including cell phones, keys, laptops and identification cards, documents, materials (hard copy and electronic) or any other property of Coalition. Failure to return Coalition property may result in deductions from the employee's final paycheck and/or pursuing appropriate legal action.

### Rehire

Former employees who left the Coalition in good standing may be considered for reemployment. An application must be submitted for an external job opportunity and the applicant must meet all minimum qualifications and requirements.

Rehired employees begin benefits just as any other new employee. Previous tenure will not be considered in calculating longevity, leave accruals or any other benefits.

An employee who is terminated for violating policy or who resigned in lieu of termination from employment due to a policy violation will be ineligible for rehire.

## Acknowledgement

This Employee Handbook (“Handbook”) describes important information about the Northeast Florida Healthy Start Coalition, Inc. and I understand that I should consult the Human Resources Department regarding any questions not answered in the Handbook. I acknowledge that my employment with the Coalition is at-will and not for any specified length of time. Accordingly, either the Coalition or I can terminate the employment relationship, with or without cause, at any time.

Since the information, policies and benefits described here are necessarily subject to change, I acknowledge that revisions to the Handbook may occur, except to the Coalition’s policy of employment-at-will. All such changes will be communicated as appropriate and I understand that revised information may supersede, modify, or eliminate existing policies. Only the Chief Executive Officer has the ability to adopt any revisions to the policies in this Handbook.

Furthermore, I acknowledge that this Handbook is neither a contract of employment nor a legal document. I have received the Handbook, and I understand that this is my responsibility to read and comply with the policies contained in this Handbook and any revisions made to it.

\_\_\_\_\_  
Employee Name (PLEASE PRINT)

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date