

PERSONNEL MANUAL

CLARK COUNTY YOUTH SHELTER AND FAMILY SERVICES, INC.

118 East Chestnut Street
Jeffersonville, IN 47130

Revised By the Personnel Committee
and
Adopted by the Board of Directors on
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Revisions Approved by:

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PURPOSE OF PERSONNEL MANUAL

The purpose of the Personnel Manual is to set down in written format guidelines for employment and working conditions at the Clark County Youth Shelter and Family Services, Inc. The ultimate responsibility and authority for making decisions and forming corporation policy is vested in the Board of Directors. Personnel policies are subject to change by the Board. The Board of Director members are drawn from the community and include a variety of professional and socially concerned citizenry who guide the policies of the corporation.

The contents of this manual represent an official statement of corporation policy. However, **the handbook is not a contract with the corporation** because it is subject to change. In no way shall the provisions change the “employee-at-will” status of any employee that does not have a written employment contract with the corporation.

This manual shall serve as a guideline in all personnel decisions. Each employee and Board member will receive a copy of the manual.

EMPLOYMENT POLICIES

Personnel policies listed in this manual are not more than broad, internal guidelines, which the corporation may, from time to time, change as necessary. In the event that a change of policy is necessary, the change will be distributed to all staff members. Staff members must sign a statement that the policy change was received.

Equal Employment Opportunity

The Clark County Youth Shelter and Family Services, Inc. does not discriminate against any applicant for employment because of race, ethnicity, national origin, religion, disability, gender, age, or sexual orientation. This policy also applies to promotion, demotion, transfer, layoff, termination, selection for training, rate of pay, and all other forms of compensation and benefits.

MANAGEMENT ORGANIZATIONAL STRUCTURE

Board of Directors

The Board of Directors of the Clark County Youth Shelter and Family Services, Inc. is comprised of 19 - 23 members. They are elected for three year terms on a staggered basis. One member is a permanent member and they represent an

individual designated from the county juvenile Judge's office. The Board establishes policies and employs an Executive Director to administer the corporation under those policies.

Board and Staff Development Committee

The Chairperson is the Vice-President of the Board and all members are appointed by the President of the Board. Meetings are held as required to discuss business, quarterly at minimum. The Committee will recommend and review personnel policies, salary ranges, board member recommendation and other personnel related business.

Finance Committee

The Chairperson is the Treasurer of the Board and all members are appointed by the President of the Board. Meetings are held as required to discuss business, quarterly at minimum. The Committee will recommend and review financial policies, asset management, and quarterly financial status.

Fundraising and Marketing Committee

The Chairperson for this committee is chosen by the committee, and must be a Board Member. This committee directs all fundraising events. In addition, they help with marketing materials for the agency. The committee meets as needed.

Executive Director

The Executive Director is the chief executive officer of the corporation and has full responsibility for planning, directing, and coordinating all activities of the corporation consistent with the policies set by the Board of Directors. The Executive Director is hired and employed by the Board of Directors, upon recommendation of an ad hoc Search Committee.

The Executive Director directs the work of staff members, delegates authority to the management team for the general operation of the corporation, recommends the annual budget, oversees the general administration of the corporation, supervises programs, services, and staff, and provides general oversight of corporation facility, grounds, and equipment.

Assistant Director

The Assistant Director assumes responsibility for the corporation's operation in the absence of the Executive Director. The Assistant Director's normal responsibilities include supervising corporation programs, services, and staff.

EMPLOYMENT OF STAFF

Policy Statement

It is the policy of this corporation to recruit, employ, train, and direct staff in a fair and equitable manner in keeping with the equal employment opportunity policy of the United States Office of Civil Rights and Section 504 of the Rehabilitation

Amendments of 1973. Hiring, termination, rate of pay, promotion, demotion, working conditions, assignment of duties, and other benefits shall be administered without discrimination as to race, ethnicity, religion, gender, age, disability, national origin, or sexual orientation.

General Hiring Practices

The Board of Directors establishes positions, pay ranges, and terms of employment within the financial constraints of the corporation.

No member of the immediate family of the Board of Directors or any staff member shall be employed by the corporation, nor shall the Board exert any inappropriate influence upon the selection of employees. The Board and Staff Development Committee reserves the right to review all questions of relationship or inappropriate influence.

Employee Age Requirement

In accordance with licensing requirements by the Department of Child Services, all employees of the corporation must be at least 21 years of age.

Criminal and Child Protective Services History

Persons convicted of any type of crime or having any substantiated or indicated child abuse or neglect investigations will not be employed as a member of the staff nor serve on the corporation Board of Directors. Applicants for employment must reveal all criminal convictions and all substantiated or indicated Child Protective Services investigations. Applicants must agree to an Indiana Limited Criminal history background check conducted by law enforcement officials, a child protective services background check conducted by the applicable County Department of Child Services, a check of the Sexual Offender Registry, and electronic fingerprinting set up through the contractor used by DCS. All checks are handled by the employee, supervisor, and Executive Director.

Current employees must notify the Executive Director of any criminal convictions and substantiated or indicated Child Protective Services investigations that occurred after they were hired. A criminal conviction or substantiated or indicated Child Protective Services investigation will result in the termination of the staff person's employment with the corporation.

If an employee resigns or is terminated prior to working six months, the cost of the police checks will be deducted from the final paycheck.

Indiana Limited Criminal History check, CPS check, and Sex Offender Registry checks are done annually. The electronic fingerprinting checks are done every four years, or at prior to the annual re-licensing if that is earlier.

Driving History

All persons employed by the corporation must possess a valid driver's license and a good driving record. Persons having poor driving records will not be employed as a member of the staff. Applicants for employment must reveal all traffic violations that occurred within the past five years. Applicants must agree to a driving record check conducted by the corporation's insurance company.

Current employees must notify the Executive Director of any traffic violations that occurred after they were hired and agree to a driving record check conducted by the corporation's insurance company. If the insurance company deems the current employee's driving record presents a risk to the corporation and/or its clients, the staff person's employment with the corporation will be terminated.

Drug-Free Workplace Certification

When hired all employees will be required to sign the following statement.

"The Clark County Youth Shelter and Family Services, Inc. certifies it will provide a drug-free workplace.

The unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited inside the Clark County Youth Shelter and Family Services facility or in any property owned by the corporation. Violation of this prohibition will result in the immediate termination of the employee's employment.

As a condition of your employment with the Clark County Youth Shelter and Family Services, Inc. you must:

1. Abide by the terms of this statement; and
2. Notify the Executive Director of any criminal drug statute conviction, not later than five days after such conviction.

Upon notification of said conviction the Executive Director will take appropriate personnel actions against the employee, i.e. termination of employment.

This certification is required by regulations implementing the Drug-Free Workplace Act of 1988 (CFR, part 75, Subpart F).

I have read and understand the Drug-Free Workplace certification. I pledge to maintain a drug-free workplace at the Clark County Youth Shelter and Family Services, Inc."

Drug Testing Policy

The Clark County Youth Shelter has a commitment to maintaining high standards for employees. The use of illegal drugs by its staff or volunteers presents a threat to the safety of the clients served. Any individual suspected of using illegal substances may be subjected to a drug test. In addition, any employee involved in an accident at the Shelter or involved in an accident in a Shelter vehicle, must submit to a drug test. The cost of this test will be covered by the Shelter. Refusal to submit to a requested test or tampering with a test will result in immediate termination. After submission of test, employee will be placed on paid suspension until test results are received. If tests results reveal use of an illegal substance, this will result in immediate termination.

Physical Examinations and Tuberculosis Tests

Prospective employees are required to have a complete physical examination conducted by their attending physician or physician's assistant. The results of the physical must be documented on the corporation "Adult Physical Form". The physical must indicate that the applicant is presently free of communicable and/or harmful diseases.

Prospective employees are required to have a Mantoux tuberculosis test. If a physician determines that for health reasons a Mantoux test should not be performed, the prospective employee may have a chest x-ray conducted. The results of the Mantoux test or chest x-ray must be made available to the immediate supervisor prior to hire. If the test or x-ray indicates the prospective employee may pose a risk for the client's served by this corporation, the prospective employee cannot be hired.

Current employees are required to have on file an annually updated Mantoux TB test. If a physician determines that for health reasons a Mantoux test should not be performed, the employee(s) may have a chest x-ray conducted. The results of the test or chest x-ray must be given to the immediate supervisor. If the test or x-ray indicates the employee may pose a risk for the client's served by this corporation, the employee will be placed on unpaid medical leave until a physician certifies his/her condition no longer poses a risk.

Recruitment

The management team (Executive Director, Assistant Director, Residential Director/Counselor, and Youth Work Supervisor) posts positions internally so that present employees have adequate opportunity to present themselves for consideration. The management team also recruits through universities, publications, and community groups.

Interviewing Process

The appropriate member of the management team conducts individual employment interviews with applicants who meet the minimum qualifications for the position and who have submitted a resume. During the interview all applicants must complete an employment application as well as provide and/or consent to the following:

- names of two professional references and one personal reference
- agree to a background check by child protective services
- agree to a background check by law enforcement agencies
- agree to electronic fingerprinting
- agree to a driving records check by corporation insurance company
- provision of two forms of identification
- agree to participate in an I-9 E-Verify check
- copy of valid driver's license.

Falsification of any information on the employment application will result in the applicant not being hired by this corporation. If falsification of the employment application is discovered after the employee is hired, his/her employment with the corporation will be immediately terminated.

Hiring Procedures

The appropriate member of the management team will be responsible for checking each of the references, and obtaining all background and driving records checks. Once this information is received and deemed appropriate all applicants must consent to the following:

- physical examination by applicant's physician and a Mantoux TB test or x-ray(all at applicant's expense),
- providing copies of high school diploma, GED certificate, or certified college transcripts/diploma
- sign certification of commitment to a drug-free workplace.

No person may be hired until all of the following have been received and are deemed as acceptable: 3 references, law enforcement records checks, electronic fingerprinting results, CPS records check, driving record history, resume, copy of diploma/GED/degree, physical examination form including Mantoux test or x-ray, and completed employment application.

The corporation will pay for the electronic fingerprinting. If an employee is terminated or resigns from employment prior to their six month anniversary, the cost of the electronic fingerprinting will be deducted from their final paycheck.

Once the above information is gathered and is deemed acceptable, the appropriate member of the management team will give the applicant a letter notifying them he/she has been hired and setting a date for orientation.

The final hiring decision will be that of the Executive Director. All interviewed applicants will be notified by the appropriate management team member of the outcome of the hiring decision.

All hiring documents will be retained in the employee's personnel file.

Employment Confirmation

The employment of all personnel must be confirmed in writing setting forth the following: position title, salary, fringe benefits, status (full-time, part-time, or PRN), name of immediate supervisor, 6 month probationary status, and the designation that the employee received a copy of his/her job description and the following manuals: Personnel, Program Policies and Procedures, and Crisis and Disaster. Both the new employee and his/her immediate supervisor must sign the letter, and both will retain a copy of the letter.

Addition To Payroll

The appropriate member of the management team will complete a “Payroll Change Notice” and a “New Hire Documentation” form, attach a completed W-4, and turn all 3 documents into the Assistant Director. The Assistant Director will review the documents, sign, and submit to the Executive Director. The Executive Director will review the documents, sign, and submit to the Bookkeeper.

Orientation

Every new employee will be required to go through orientation. The orientation process is outlined below.

Initial orientation is the same for all new employees and will be conducted with his/her immediate supervisor. Initial orientation consists of the following:

- Completion of any outstanding paperwork, (i.e. I-9, W-4, Drug Free Workplace, insurance forms for full-time employees only, payroll addition form)
- Review and explanation of work schedule, attendance sheets, and other information relevant to the position
- Discuss Hepatitis B vaccination and complete appropriate forms
- Training on bloodborne pathogens and universal precautions
- Distribute and discuss Job Description and Performance Definitions
- Explain performance evaluation procedures
- Discuss all corporation manuals (Personnel, Program Policy and Procedures, and Crisis and Disaster)
- Discussion of training requirements
- Review corporation’s history, mission statement, purpose, clients served, programs and services offered, outcome targets and measures, and the corporation’s overall structure and policies.
- Introduction to staff
- Tour of facility
- Assignment of work area

The initial orientation process should take approximately 6 hours, and may be divided among 2-3 days time period.

Orientation will continue for the first four weeks of an employee’s hire. Continuing orientation will differ for employees based upon their job responsibilities. Continuing orientation is outlined below.

Continuing Orientation for Youth Work Staff

Full-Time Youth Work Staff

Week 1

- Read all residential policies and procedures.
- Work 40 hours intensively with Youth Work Supervisor. Working intensively means being trained on paperwork and shadowing the Supervisor on at least 3 of the Youth Worker’s regularly scheduled shifts.

- Watch 50% of the training videos.

Week 2

- Work 40 hours.
- Successful completion of CPR and First Aid
- Watch remaining 50% of the training videos.
- Works one half day intensively with the Youth Work Supervisor, shadowing him/her on a shift.
- Meets at least twice with Youth Work Supervisor for supervision session

Week 3

- Work 40 hours.
- Assumes regular shift responsibilities
- Successfully passes competency test
- Meets at least twice with Youth Work Supervisor for supervision session

Week 4

- Successfully passes Therapeutic Crisis Intervention test (if applicable to position)
- Meets at least once with Youth Work Supervisor for supervision session
- Completes all requirements for the position

Part-Time Youth Work Staff

Week 1

- Read all residential policies and procedures.
- Work regularly scheduled hours intensively with Youth Work Supervisor. Working intensively means being trained on paperwork and shadowing the Supervisor on at least 3 of that Youth Worker's regularly assigned shifts
- Watch one-third of the training videos.

Week 2

- Work regularly scheduled hours.
- Successful completion of CPR and First Aid
- Watch one-third of the training videos.
- Works one half day intensively with the Youth Work Supervisor, shadowing him/her on a shift.
- Meets at least twice with Youth Work Supervisor for supervision session

Week 3

- Work regularly scheduled hours.
- Assumes regular shift responsibilities
- Watches final one-third of training videos
- Successfully passes competency test
- Meets at least twice with Youth Work Supervisor for supervision session

Week 4

- Successfully passes Therapeutic Crisis Intervention test
- Meets at least once with Youth Work Supervisor for supervision session
- Completes all requirements for the position

PRN Youth Work Staff

Week 1

- Read all residential policies and procedures.
- Work intensively with Youth Work Supervisor. Working intensively means being trained on paperwork and shadowing the Supervisor for at least 3 shifts.
- Watch one-fourth of the training videos.

Week 2

- Successful completion of CPR and First Aid
- Watch one-fourth of the training videos.
- Works ½ a shift intensively with the Youth Work Supervisor, shadowing him/her on a shift.
- Meets at least twice with Youth Work Supervisor for supervision session

Week 3

- Watch one-fourth of the training videos.
- Successfully passes competency test
- Meets at least twice with Youth Work Supervisor for supervision session

Week 4

- Successfully passes Therapeutic Crisis Intervention test
- Watches final one-fourth of the training videos.
- Meets at least once with Youth Work Supervisor for supervision session

Week 5

- Completes all requirements for the position
- Meets at least once with Youth Work Supervisor for supervision session

Continuing Orientation for Other Staff (Excludes Youth Work Staff)

Week 1

- Read all policies and procedures pertaining to his/her position.
- Watch one-third of the training videos
- Meets at least twice with his/her immediate supervisor for supervision sessions
- Works intensively with immediate supervisor, learning paperwork and policies and procedures
- Get scheduled for CPR & First Aid training
- Review of all program and corporation materials pertinent to his/her position

Week 2

- Watch one-third of the training videos
- Meets at least twice with his/her immediate supervisor for supervision sessions
- Continue intensive work with immediate supervisor
- Obtain CPR & First Aid certification (no employee may work directly with any client until CPR and First Aid certification is obtained)

Week 3

- Watches final one-third of the training videos

- Meets at least twice with his/her immediate supervisor for supervision sessions
- Assumes regular responsibilities for his/her position
- Attends community meetings, becomes acquainted with community resources, and meets pertinent individuals at other agencies.

Week 4

- Meets at least once with his/her immediate supervisor for supervision sessions
- Successfully passes written Therapeutic Crisis Intervention test (if applicable to the position)
- Completes all requirements of his/her position

Supervision

All employees are entitled to regular supervision sessions with their immediate supervisor. Supervision sessions will be scheduled between the supervisor and the employee and conducted in a confidential area of the facility (ideally in the supervisor's closed door office). Supervision sessions will be conducted in the following frequency.

- A. From hire through first three weeks: Two times per week (more frequently if problems are identified)
- B. From fourth week to 3 months: At least weekly supervision sessions (more frequently if problems are identified)
- B. From 3 months to 6 months: At least one session every two weeks (more frequently if problems are identified)
- C. From 6 months to one year: At least one session every three weeks (more frequently if problems are identified)
- D. From one year on: At least one session each month (more frequently if problems are identified)

Supervision sessions will be documented on the "Supervision Session" form, and placed in the employee's personnel file.

Probationary Period

A six-month probationary period is standard for all employees for each position held. If an employee changes positions within the Shelter (promotion, demotion, etc.), the six-month probationary period, evaluations, and pay raises will begin anew, unless the new position is an exact position that has previously been held by the employee. The same process of written evaluations will apply. However, the anniversary date for vacation and personal time for applicable employees will remain the original date of hire. (PRN employees are not eligible for vacation and personal time.) This period may be extended for an additional time period at the discretion of the Executive Director.

During the probationary period, the employee will receive orientation (as outlined in this manual in the section titled Orientation), receive ongoing training, have

regular supervision sessions with his/her immediate supervisor, and become familiar with his/her role and responsibilities within the corporation. The services of any employee may be terminated with or without cause during the probationary period.

A written evaluation by the employee's immediate supervisor will be prepared at the end of three months and six months of employment. The evaluations will be submitted to the Assistant and Executive Directors for review. After the Director's review the supervisor will discuss the three and six month evaluations with the employee.

At the end of the six month time period if the employee's job performance has been satisfactory as evidenced by the written evaluation he/she will be removed from probation, and be moved to regular employment status. If the employee's written evaluation reflects minor problems, the employee will be counseled by the immediate supervisor, an improvement plan developed, and the probationary period extended an additional period of time. At the end of that time period, a written evaluation will be conducted by the immediate supervisor to determine if the probationary status has been successfully completed or if the employee will be terminated. If serious or continued minor problems develop at any time during the probationary period, the employee will be immediately terminated.

Probationary employees are not subject to the progressive disciplinary process nor to the corporation grievance procedure.

Performance Evaluation

Clark County Youth Shelter and Family Services employees will have annual written evaluations that will be placed in the employee's personnel file. Employee files are confidential and not accessible to future employers without written authorization from the employee.

Evaluations are conducted at the end of three, six, and twelve months of employment and every June 30 thereafter. An employee is evaluated by his/her immediate supervisor, with the evaluation approved by the Assistant and Executive Directors.

The evaluation will be in written form utilizing the corporation's Performance Appraisal form. The appraisal process will also include a verbal discussion between the employee and his/her immediate supervisor. The employee has the right to make a written response to his/her performance evaluation. This written response will be attached to the performance evaluation and maintained in the employee's personnel file.

The employee will be asked to sign his/her performance appraisal, his/her signature does not denote agreement with the appraisal, merely that the appraisal was discussed with him/her. If an employee refuses to sign the

appraisal, he/she must prepare a signed statement that states he/she is refusing to sign the appraisal. This statement will be attached to the performance evaluation and maintained in the employee's personnel file.

The employee will receive a copy of the performance appraisal as well as any attachments. A copy will also be maintained in the employee's personnel file. If an employee begins a new position (via promotion, demotion, etc.) within the Shelter (not a position previously held), the probationary period, evaluation process, and pay raise process will begin anew.

Personnel Files

A confidential personnel file will be maintained on each employee by his/her immediate supervisor. Each file will include data pertaining to employment. All items contained in the personnel file are regarded as confidential. However, the following items of the personnel file are required by state regulation to be shared with state and/or federal reviewers: resume, employment application, official diploma/ GED certificate/transcripts, references, 2 forms of identification, drug-free workplace certification, letter confirming employment, physical examination form, verification of Mantoux TB test or chest x-ray, police background check history, and training record.

All personnel files will be kept in a locked file in the supervisor's office. When the office is vacant, the office door must be closed and locked.

All employees have the right to view the contents of their personnel file. In order to view his/her file an employee must contact his/her immediate supervisor and make the request. The supervisor will arrange a mutually agreed upon time for the employee to come into the facility. The employee may view his/her file in the supervisor's office. Neither the personnel file nor any of its contents may be removed from the supervisor's office. Under no circumstances may a personnel file be taken outside the corporation. The employee has the right to copy anything contained in his/her personnel file. Copies of less than 10 pages will be made free of charge for the employee. For copies exceeding 10 pages the employee must reimburse the corporation ten cents per copy, payable when the copies are received. Copies must be made at the corporation by the immediate supervisor. This information will be kept confidential by the supervisor.

EMPLOYEE STATUS AND BENEFIT ELIGIBILITY

Classification of Personnel and Overtime

Employees who are considered executive, administrative or professional, as defined by the Fair Labor Standards act, are compensated by a salary that is commensurate with the responsibilities of the job assignment. This salary is in consideration of all hours worked. It is anticipated that there will be times when employees in these categories will be required to work excess hours because of

the demand of their job. This is anticipated when establishing the salary. No overtime pay is authorized for these categories of employees. Should the Executive Director feel that an employee in this capacity has been required to work excessive hours, beyond what is considered reasonable for the job, he/she may authorize compensatory time off at the rate of one hour per one hour worked for that employee. Any exempt employee needing to work in excess of 40 hours per week must have the additional time approved by his/her immediate supervisor prior to working the hours. Failure to obtain supervisory approval will result in the employee not being considered for compensatory time off. In no instance may an exempt employee work extra hours for the purpose of accruing compensatory time off.

Employees who are not considered executive, administrative, or professional as defined by the Fair Labor Standards act shall be referred to as “non-exempt” employees. Non-exempt employees will be paid hourly salaries; this salary shall be considered as pay for a definite number of hours worked in the established job assignment. Non-exempt employees will be compensated at the rate of one and one-half hours per one hour worked over 40 hours in a week. Hours worked beyond the normal 40 hours work week must have supervisory approval. Failure to obtain supervisory approval will result in the employee not receiving pay for the overtime hours.

Full-Time, Part-Time, and PRN Status

Full-time employees are any staff persons that work 40 hours per week for at least 26 consecutive weeks.

Part-time employees are any staff person that works less than 40 hours per week. If there is a need for a part-time employee to exceed 40 hours in any one-week period his/her immediate supervisor must approve the overtime. No part-time employee may ever exceed 40 hours a week in 26 consecutive weeks.

PRN employees are not a part of the regular schedule. They are called into work on an as needed basis. Typically they serve as substitutes when a full or part-time employee is ill or taking a day off. No PRN employee may ever exceed 20 hours a week in 26 consecutive weeks.

Staff Assignments

All corporation employees are incorporated into the following staff assignments: residential, program, or administrative. A listing of the job titles under each assignment is listed below.

<u>Residential</u>	<u>Program</u>	<u>Administrative</u>
Youth Work Supervisor*	Safe Place Coordinator	Executive Director*
Residential Coordinator	Family Education Instructor	Assistant Director*
Youth Workers FT - 2	Child Care Worker	Residential Director/*
Youth Workers PT - 4	Group Facilitator	Counselor
Youth Workers PRN – 5 - 6		Bookkeeper

**Denotes member of the management team.*

Working Hours

Specific work hours will differ from position to position. Work hours will be assigned by the immediate supervisor based upon the employee's position. At the Executive Director's discretion any schedule may be temporarily or permanently altered as the needs of the corporation require. No work schedule is guaranteed as permanent.

The Youth Work staff will be required to follow a schedule that provides for supervision of the residential program 24 hours per day, seven days per week. Individual Youth Worker schedules are the responsibility of the Youth Work Supervisor. Youth Workers who have not yet completed their probationary period, but who need to take time off from work may change shifts with another probationary Youth Worker. This change must be prior approved by the Youth Work Supervisor. Probationary Youth Workers are allowed only three shift changes during their probationary status. Youth Workers who have completed their probationary period may not change schedules, nor may they trade shifts with another Youth Worker. If a Youth Worker who has completed his/her probationary period needs to take a day off, he/she must request to take a vacation or personal leave day, per the Vacation and Personal Time policy.

Schedules for the Youth Work staff are the responsibility of the Youth Work Supervisor, who will provide copies of the monthly work schedule to all Youth Workers and all members of the management team. The Youth Work Supervisor is responsible for seeing that the residential program is staffed adequately and efficiently, within the approved budget.

The program, administrative, and non-Youth Worker residential staff will be required to follow an assigned schedule that provides for the timely completion of their job responsibilities. Salaried program, administrative, and non-Youth Worker residential staff who have not yet completed their probationary period, but who need to take time off from work must utilize accrued compensatory time. If no compensatory time is accrued, no time off will be granted. Salaried staff is allowed to utilize compensatory time off only three times during their probationary status. Hourly program, administrative, and non-Youth Worker residential staff who have not yet completed their probationary period but who need to take time off from work may request a temporary change in their work schedule. Hourly staff is allowed only three schedule changes during their probationary status. Salaried and hourly program, administrative, and non-Youth Worker residential staff must have all requests for time off approved by their immediate supervisor prior to taking the time off. Program, administrative, and non-Youth Worker residential staff who have completed their probationary period may not change their work schedules. If a staff member needs to take a day off, they must request to take a vacation or personal leave day, or compensatory time if accrued.

Schedules for the program and administrative staff are the responsibility of the Assistant and Executive Directors. Schedules for non-Youth Work residential staff are the responsibility of the Executive Director, Assistant Director, or Residential Director. A copy of the work schedule for all program, administrative, and non-Youth Work staff will be maintained in the display case behind the Administrative Aide's desk.

Attendance Sheets

All employees are required to maintain daily attendance sheets. Work hours are to be recorded on the attendance sheets as they are worked. No hours may be recorded before they are worked. No one other than the employee may complete the attendance sheet. At the end of the pay period all employees must submit their attendance sheet to their immediate supervisor for approval. Attendance sheets must be signed by the employee. Failure to submit timesheet by 2:00 p.m. on Friday, fully completed and signed, will result in check not being issued until the next payday (two weeks). The payroll check will not be released without the employee's signature on the attendance sheet. Falsification of attendance sheets will result in termination of employment for all parties involved.

Pay Periods

Pay periods run for two week time periods with all wages paid on alternate Fridays upon approval of attendance sheets as submitted to the Executive Director. Payroll checks will be distributed by a member of the Management Team. Final payroll checks must be mailed. It is the responsibility of current and past employees to report changes of address directly to the Bookkeeper. This notification must be in writing.

Promotions, Transfers, and Demotions

Employees will be given written notification when a vacancy occurs. An employee interested in a vacant position must submit a letter of interest to the program supervisor. Promotions are based on evidence of satisfactory job performance, educational and technical qualifications, as well as length of service. Current employees are given first consideration if their abilities and qualifications meet with the requirements for the position, and their past job performances have been satisfactory. A promotion will result in the employee beginning the probationary period anew. This will also begin anew the performance appraisal schedule and the pay raise schedule.

A transfer is a shift of an employee to a position of the same grade with the same salary. Transfers are made whenever feasible, or necessary, to meet the needs of the corporation and/or welfare of the clients or staff. This type of shift will not result in changes to evaluations, probationary period, or pay raises.

If an employee fails to fulfill the duties and responsibilities of his/her position, he/she may be demoted and placed in a lower grade position and his/her salary reduced to the lower grade. A demotion will result in the employee beginning the

probationary period anew. This will also begin anew the performance appraisal schedule and the pay raise schedule. The one exception is if the demotion is to an exact position held previously by the employee.

Employees may request a voluntary demotion to a lower grade position with a lower salary by submitting a letter to the program supervisor.

Salary Adjustment Policy

Employees may receive a salary increase at the end of their first full year of employment (if their job performances have been satisfactory and they are no longer in the probationary period). With a few exceptions, all other salary adjustments will be made effective at the beginning of the corporation's fiscal year, dependent on financial status of the Shelter, and remained fixed during that fiscal year (July 1 through June 30).

All new employees will receive a performance appraisal at the end of their first year of employment. This appraisal will cover the time period from date of hire through the first year and will be conducted by the immediate supervisor and reported to the Executive Director. Any resulting pay increase will follow the guidelines of the three step system as outlined in this manual. If the employee is eligible for a pay raise, it will become effective on the date of his/her first anniversary of employment in his/her current position if promoted or demoted.

All current employees who have previously completed their first year of employment (defined as by June 30th) will have a performance appraisal on June 30. This appraisal will cover the time period of July 1st through June 30th. Those employees eligible for annual raises will be granted the raise on July 1. The performance appraisal will be conducted by the supervisor and reported to the Executive Director. The Executive Committee will review the performance of the Executive Director.

Salary adjustments to become effective July 1st, are to be recommended by the Executive Director to the Board in January, with due consideration of:

- a. Financial resources predicted for the upcoming year
- b. Individual merit based on performance appraisal.

Salary adjustments may take the following forms:

- a. General salary increase based on increase in the cost of living
- b. Salary decrease based on financial status of the corporation
- c. Individual salary increase based on job performance.

The amount of the salary adjustment based on job performance as recorded on the performance appraisal form will be determined by a three step system.

Step 1: One level salary increase

An employee will receive a Step 1 increase if he/she has one rating of marginal in General Factors, and/or at least 50% of his/her Areas of Responsibility are rated as “not achieved”.

Step 2: Two level salary increase

An employee will receive a Step 2 increase if the majority of his/her ratings are satisfactory in General Factors, and at least 80% of his/her Areas of Responsibility are rated as “achieved”.

Step 3: Three level salary increase

An employee will receive a Step 3 increase if all his/her ratings are very good and excellent in General Factors, and at least 90% of his/her Areas of Responsibility are rated as “achieved”.

No salary increase will be granted if an employee receives two or more marginal ratings, or any unsatisfactory ratings in General Factors, or if more than 50% of his/her Areas of Responsibility is rated as “not achieved”. A one to three month improvement plan must be developed for any employee not receiving an annual raise. Upon completion of the improvement plan, a performance appraisal will be completed to determine if the employee’s job performance has improved. If the performance has improved a raise may be granted at the completion. Raises will not be granted retroactively to the beginning of the year for those employees on improvement plans.

The Executive Committee of the Board of Directors will annually determine the amount of salary increase corresponding to Steps 1 through 3.

Salary adjustments will be reflected in the operating budget submitted to the Board of Directors for approval.

Individual employees may be granted a bonus payable by June 30th of each year. The Executive Director will make bonus recommendations to the Finance and Executive Committees. These committees will in turn make recommendations to the Board of Directors at the April meeting. The awarding of a bonus is contingent upon:

- a. Superior job performance (defined as eligibility for Step 3 salary increase)
- b. Financial resources of the corporation.

The amount of the employee’s bonus will be set by the Board of Directors each year and will be based upon the employee’s length of continuous and uninterrupted employment with the corporation.

PAYROLL DEDUCTIONS & EMPLOYEE BENEFITS

Payroll Taxes

All required federal, state, and county payroll taxes are withheld from salaries. New employees must complete a W-4 form indicating the number of exemptions to be taken. Any change in this information must be reported to the Bookkeeper, and a new W-4 completed by the employee. W-2 forms will be mailed in January of each year. It is the responsibility of current and past employees to report changes of address directly to the Bookkeeper. This notification must be in writing.

All employees, except contractual, shall be covered under the Social Security Act and participate with the corporation in accordance with the provision of the Act. Coverage is mandatory. A social security card must be presented so that the name and number can be properly recorded and contributions deducted.

Insurance

Group health, RX, life, dental, vision, and short-term disability insurance is available for all insurable full-time employees. Insurance coverage becomes effective on the first of the month following the employee's first 30 days on the job. The employee is required to pay a portion of the premium each month. The employee's portion will be deducted from his/her paycheck. The corporation pays the remainder of the premium for the employee's coverage only. Employees may have their families included in the health, RX, life, dental, and vision insurance plans at the employees' own expenses. The amount of the family insurance premium will be deducted from the employee's paycheck.

Participation in the group insurance plan is voluntary. Any full-time employee may decline or discontinue insurance coverage by submitting this intention in writing to the Executive Director.

When a full-time employee's employment ends his/her insurance coverage terminates on the employee's last day of employment. If the employee desires insurance coverage he/she may be provided with the names, addresses, and telephone numbers of the corporation's insurance carriers. The employee may then contact the insurance carriers directly and discuss an individual policy. It is the employee's responsibility to request in writing the names, addresses, and telephone numbers of the insurance carriers. This written request must be submitted to the Executive Director. It is the employee's responsibility to contact the carriers, make arrangements for individual policy, and to make payment on premium. The corporation is not required to and will not continue insurance benefits to an employee when his/her employment ends.

Workman's Compensation & Unemployment Compensation

All employees, except contractual, are covered by Workman's Compensation and Unemployment Compensation laws of the State of Indiana. If an employee sustains an injury while engaged in the work of the corporation, he/she must file an accident report with the Executive Director immediately, within 12 hours.

Retirement

The corporation participates in a retirement plan. All employees who have completed six months of service with the corporation are eligible for participation. Employees may only enroll in the retirement plan twice a year: January 1 and July 1. Employees who have completed six months of service and who are interested in participation in the retirement plan must notify the Executive Director in writing of their desire to participate 30 days prior to the enrollment date. Enrollment materials will be provided to those employees prior to the enrollment date, after the letter of interest is received. Enrollment materials will not be provided if the employee fails to notify the Executive Director in writing of his/her desire to participate in the retirement plan.

Travel Expenses

Employees asked to use their personal automobile for corporation business may request mileage reimbursement. Employees will be reimbursed for a one-way trip over six miles or a round trip over twelve miles. Requests for mileage reimbursements must be recorded on the corporation prescribed form, signed, and submitted for approval on a monthly basis to the employee's immediate supervisor and the Executive Director. Once approved the mileage will be reimbursed at the rate of 30 cents per mile.

VACATION & PERSONAL LEAVE

Employment Anniversary

For purposes of administering vacation and personal leave policies, employment anniversaries will be calculated from the actual day of the month in which the employee was hired.

Accrual

Full-time and part-time employees are allowed vacation and personal leave accrued on a semi-annual basis. PRN employees do not receive vacation or personal leave. The following schedule will be used in accruing vacation and paid days off, even if the employee is promoted, transferred, or demoted, effective for employees hired after May 1, 2006.

a. From Hire through 2 Years:

Full-time employees who have completed their probationary period, and have worked continuously less than three years for the corporation: at time probationary status is lifted 40 hours personal leave will be accrued, and then 40 hours vacation and 40 hours personal leave at the one year employment anniversary. After one full year of continuous employment the hours will be accrued one half at the annual anniversary date and one half six months from that date. The hours will be accrued each year thereafter during these same months.

Part-time employees who have completed their probationary period, and have worked continuously less than three years for the corporation: at time probationary status is lifted one week* personal leave will be accrued, and then one week* vacation and one week* personal leave at the one year employment anniversary. After one full year of continuous employment the hours will be accrued one half at the annual anniversary date and one half six months from that date. The hours will be accrued each year thereafter during these same months.

*One week is equal to the average number of hours worked per week for the six months prior to the accrual.

b. From 3 Years through 5 Years:

Full-time employees with more than 2 full years continuous service, but less than 6 years: 40 hours vacation and 40 hours personal leave at annual anniversary date, and 40 hours vacation and 40 hours personal leave six months from that date. The hours will be accrued each year during these same months.

Part-time employees with more than 3 years continuous service, but less than 6 years: 1 week* vacation and 1 week* personal leave at annual anniversary date, and 1 week* vacation and 1 week* personal leave six months from that date. The hours will be accrued each year during these same months.

*One week is equal to the average number of hours worked per week for the six months prior to the accrual.

c. From 6 Years +:

Full-time employees with more than 5 full years continuous service: 80 hours vacation and 40 hours personal leave at annual anniversary date, and 40 hours vacation and 40 hours personal leave six months from that date. The hours will be accrued each year during these same months.

Part-time employees with more than 5 years continuous service: 2 weeks* vacation and 1 week* personal leave at annual anniversary date, and 1 week* vacation and 1 week* personal leave six months from that date. The hours will be accrued each year during these same months.

*One week is equal to the average number of hours worked per week for the six months prior to the accrual.

Requesting Vacation

A request for vacation must be made in writing on the corporation prescribed form and submitted to the employee's immediate supervisor at least 30 days prior to the planned leave. Every effort will be made to accommodate the employee's request if within the best interests of the corporation. The Executive

Director shall have the final approval on timing and duration of any employee's leave.

Vacation with pay is available to all employees upon completion of their probationary period. Supervisors shall encourage employees to take vacation. Vacation for all employees may not be taken in less than one day* increments. **One day is defined as 8 hours for those employees on 8 hour day work schedules, and 10 hours for those on 10 hour day work schedules. Part-time employees may use less than a one day increment when using the last of their time if it is less than a full day.*

Prior to the beginning of any vacation, the employee shall determine the tasks to be completed and complete them and participate in arrangements with his/her immediate supervisor for coverage of ongoing work during the vacation. If these arrangements are not made prior to beginning of leave, vacation approval will be rescinded.

Requesting Personal Leave

The purpose of paid personal leave is to accommodate employees who have a need for a short time off work. Personal leave is designed for usage in the event of illness, personal appointments, emergencies, etc. Whenever possible a request for personal leave must be made in writing on the corporation prescribed form and submitted to the employee's immediate supervisor at least one week prior to the planned leave. Every effort will be made to accommodate the employee's request if within the best interests of the corporation. The Executive Director shall have the final approval on timing and duration of any employee's leave.

In the event of an illness or emergency, the Youth Workers must call the staff member on-call to handle emergency issues in order to request personal leave. All other employees must call in and speak with his/her immediate supervisor in order to request personal leave. If the immediate supervisor is unavailable the employee must speak with a member of the management team (Executive Director, Assistant Director, Residential Director, or Youth Work Supervisor). The employee should make this notification as early as possible. An employee may never notify a co-worker of his/her need to take personal leave, approval must come from a member of the management team. Taking off work and failure to obtain approval from a member of the management team will constitute unauthorized leave and result in termination.

Personal leave with pay is granted to all employees upon completion of their probationary period. Personal leave for all employees may not be taken in less than half day* increments.

**Half day is defined as 4 hours for those employees on 8 hour day work schedules, and 5 hours for those on 10 hour day work schedules. Part-time employees may use less than a half day increment when using the last of their time if it is less than a half day.*

General Vacation , Personal, & Disability Leave Information

Usage of vacation and personal leave will be monitored by the immediate supervisor to determine any abuse of the provisions of the policy which may be considered a reason for dismissal.

Any employee taking time off from work must take the time off as vacation or personal leave. No days may be taken off in an out-of-pay status.

In the event an employee has utilized all vacation and personal leave and experiences an illness the employee may apply for short term paid disability leave, if eligible. However, to utilize short disability leave the employee need not exhaust all vacation and/or personal leave.

The employee must contact the Executive Director in order to apply for disability leave, and must submit in writing a physician's statement regarding the need for the leave and an anticipated date of return to work. The insurance company will determine the employee's eligibility for paid disability leave. If the projected return to work date is exceeded, the employee must submit a new statement from the physician with a new projected return to work date. Before the employee may return to work a physician's statement is required verifying the employee is medically able to resume his/her normal job responsibilities and duties.

In the event the insurance company rejects the employee's request for disability leave the employee may request an unpaid medical leave. The need for an unpaid medical leave must be made in writing by the employee. The employee must submit in writing a physician's statement regarding the need for the leave and an anticipated date of return to work. The Executive Director will make all decisions regarding the approval of unpaid medical leave. If the projected return to work date is exceeded, the employee must submit a new statement from the physician with a new projected return to work date. Before the employee may return to work a physician's statement is required verifying the employee is medically able to resume his/her normal job responsibilities and duties.

Unused Vacation & Personal Leave

Payment for unused vacation or personal leave can only be made at the time of resignation (provided adequate notification has been given as defined on page 32, in the section Resignation of Employment, of this Personnel Manual).

Regardless of the number of personal and vacation hours an employee has accrued at the time of his/her resignation, the employee will only be paid up to a maximum of one week personal hours and two weeks vacation hours according to the average number of hours worked per week by that employee. If adequate notification was not given, no payment will be made for unused vacation or personal leave. Terminated employees will not receive payment for unused vacation leave, personal leave, or compensatory hours.

HOLIDAYS

The Clark County Youth Shelter and Family Services, Inc. observes the following holidays:

New Year's Day	Labor Day
Dr. Martin Luther King, Jr. Birthday	Thanksgiving
Memorial Day	Christmas
Fourth of July	½ day New Year's Eve
½ day Christmas Eve	

In addition, the corporation adds as a special paid holiday the employee's birthday. Employees have 90 days from the date of their birthday to take the day off with pay. If the employee fails to take the day off within 90 days, the day off will be forfeited. If the employee works on his/her birthday, he/she will be paid at the regular rate. (Holiday pay is not paid for the birthday holiday. Salaried employees may not accrue compensatory time for working their birthday).

Youth Work staff scheduled to work on paid holidays must work that day. If a Youth Worker wishes to be off on a holiday, he/she must submit his/her request in writing to the Youth Work Supervisor, at least 30 days, but no more than 60 days before the holiday. Requests received less than 30 days before the holiday will be denied. Requests received more than 60 days before the holiday will be returned to the employee. Every effort will be made to accommodate the employee's request if within the best interests of the corporation and its clients. The Executive Director shall have final authority on granting requests for holidays off. Youth Workers working on a paid holiday (with the exception of their birthday) will be paid at the rate of time and a half. PRN workers do not receive Holiday pay unless they are working on the Holiday.

Full-time Youth Worker's Holidays are 10 hours for a full day, or 5 hours for a half-day. Other full-time staff Holidays are 8 hours for a full day, or 4 hours for a half-day. All part-time staff Holidays are 1/5 of the average hours worked per week the previous six months for a full day or 1/10 of the average hours worked per week the previous six months for a half-day.

All non-Youth Work staff must observe the holiday and take the day off, unless an emergency situation dictates reporting to work. If a holiday falls on Saturday, it will be observed on Friday; and if it falls on Sunday it will be observed on Monday. Youth Workers working the holiday will be paid time and a half for working on the actual holiday.

Special arrangements may be made if for religious reasons an employee wishes to substitute a corporation observed holiday for a religious holiday. Any employee wishing to make this substitution must submit the request in writing to

his/her immediate supervisor, at least 30 days prior to the Holiday. Every effort will be made to accommodate the employee's request if within the best interests of the corporation and its clients.

GENERAL LEAVE

Bereavement Leave

Leave with pay shall be granted to any full or part time employee to attend a funeral and/or to attend to the necessary matters resultant from the death of a person in the employee's immediate family. Immediate family is defined as: spouse, children, parents, grandchildren, grandparents, brothers, and sisters, or of persons bearing the relationship of a spouse or similar foster relationship to the employee. Bereavement leave will consist of a maximum of three previously scheduled and consecutive work days.

Employees submitting recurring bereavement leave requests will be asked to provide verification of the funeral and proof of the relationship to the Executive Director.

Military Duty

Indiana Statue 18-5-9-1 provides that all officers and employees who are members of the Indiana National Guard or a reserve component are entitled to leaves of absence from their respective duties for up to fifteen days. Staff members on military leave continue to receive benefits, but not salary.

An employee called for active military service will be treated according to the prevailing state or federal regulations.

Jury Duty & Service As A Witness

In the event that a full-time or part-time employee is called for jury duty or for service as a witness in a court of law, the corporation shall pay the regular salary of the employee. The employee shall be required to turn into the corporation the pay received for jury duty or service as a witness. Documentation of the call for jury duty or the subpoena as a witness must be presented to the Executive Director before the leave will be approved. An employee is expected to report to work if jury duty or service as a witness does not require full-time service.

WORK PRACTICES

Attendance/Punctuality

All employees are required to report to work each work day and to be on time each work day. At their scheduled starting time employees should be at their work area preparing to begin their work day. Employees should rarely be absent, tardy, or request to leave early. Employees whose job duties require they leave the facility during their work day should arrive to and from appointments within allowable time limits. Lunch times must be kept within the prescribed time limit of

30 minutes. Attendance and/or punctuality problems will be addressed through the progressive disciplinary process if the employee has completed their probationary period.

In the event of an emergency or unforeseen circumstance, and an employee is going to be late coming into work he/she must notify his/her immediate supervisor as soon as possible. If the immediate supervisor is not available the employee must notify a member of the management team (Executive Director, Assistant Director, Residential Director, or Youth Work Supervisor). If a Youth Worker will be late for their shift and it is after regular office hours, the Youth Worker must contact the other Youth Worker on duty.

Illness Policy

Absences of 3 or more days due to illness or injury require a physician's statement before the employee can return to work. Recurring absences due to illness or injury regardless of number of days off require a physician's statement before the employee can return to work.

Any employee with a contagious illness may not work. Employees are required to report communicable illnesses to their immediate supervisor. A physician's statement verifying the employee's condition is no longer contagious is required before the employee may return to work.

Confidentiality

No employee may release information about a client or employee without specific authorization from the Executive Director. No employee may disseminate information regarding a client to anyone. Any information concerning clients and employees is confidential. Employees not maintaining confidentiality of information pertaining to clients or employees will be disciplined, i.e. termination of employment.

Employee/Client Contact and Relations

Employees may never involve current clients or past clients under age 18 in their personal lives. This includes taking them to the employee's home, telling the client where they live, giving out home or cell phone numbers, texting, e-mailing, being friends on FaceBook, MySpace, LinkedIn, etc. There should be no contact outside of the specifics of the program in which they are involved. In addition, clients should not be told specifics about an employee's family, personal lives, relationships, financial situation, daily activities, etc.

Dress Code

Employee's work clothing and shoes should be in accordance with the employee's job duties. All employees are required to be clean and well groomed at all times. All employees must wear shoes at all times. Women must wear bras at all times. Skirts and dresses are to be no shorter than six inches above the

knee. Men must wear shirts at all times. The following attire is never permitted: hats, bathing suits, cloth sweat pants, tank tops, or silk sweat pants with no lining.

Youth Work staff may wear shorts; however, shorts must be at least six inches in length below the buttock area.

Program, administrative, and non-Youth Work residential staff may not wear shorts. These staff members may observe “Casual Fridays” whereby a more casual type of attire is acceptable. Casual Friday attire does not include shorts and may not be observed if the employee has community meetings to attend.

Staff Meetings

Attendance at staff meetings is mandatory for all employees. If an employee is unable to attend a meeting he/she must notify his/her immediate supervisor and request authorization to miss the meeting. This authorization must be obtained prior to the beginning of the meeting. The only excused absences will be if an employee is working another paid job, is in school, or has taken paid time off for that day. This request must be made in writing to the supervisor at least 24 working hours (office hours M-F 8 am – 4:30 pm) prior to the meeting. This requirement is due to the important information relayed during these meetings, and mandatory trainings/training hours offered. If an employee receives authorization to miss a staff meeting, it is the employee’s responsibility to contact his/her immediate supervisor to be updated on issues covered at the staff meeting. Failure to attend staff meetings without obtaining written authorization to miss from the immediate supervisor will be considered as a failure to report to work and progressive disciplinary action initiated.

Training, Conferences, & Workshops

All employees are required to have current certification in adult, child, and infant CPR and first aid. All new employees must receive CPR and first aid certification within two weeks of hire. In addition to the CPR and first aid, all full time employees are required to have at least 20 hours of in-service training per year, and part time/PRN employees 10 hours per year, in subjects relating to their job responsibilities. A portion of the 20 hours must be devoted to:

- a. Cornell University’s Therapeutic Crisis Intervention (Cornell University) to include: understanding the nature of a crisis, verbal de-escalation, therapeutic physical restraint techniques, and behavior management techniques
- b. Specific techniques for dealing with suicidal children
- c. Administrative procedures
- d. Overall program goals
- e. Principles and practices of child care
- f. Family relationships and the impact of separation
- g. Emergency and safety procedures
- h. Identification and reporting of child abuse and neglect.

Most of the required training will be offered in-house. At times employees may be asked to attend or they may request to attend trainings, conferences or workshops outside the corporation. Employees must approve training through their supervisor. If the supervisor approves the attendance he/she will forward the information to the Executive Director. The Executive Director must give approval for attendance. The Executive Director will decide if the corporation will pay all or part of the expenses of the training, conference, or workshop.

If an employee misses training, conference, or workshop without authorization and the corporation incurs the cost of a registration fee, that cost will be passed on to the employee. The cost of the registration fee will be deducted from the employee's next payroll check.

All trainings, conferences, or workshops scheduled (both in-house and at other sites) are considered mandatory attendance. Failure to attend without obtaining authorization to miss from the immediate supervisor will be considered as a failure to report to work and progressive disciplinary action initiated.

Employees are compensated at their normal pay rate for attendance at any authorized training, conference, or workshop. If the training, conference, or workshop is held outside of Clark County the employee will also be compensated for driving time.

If an employee attends a training, conference, or workshop without obtaining authorization from the Executive Director, the employee must bear sole responsibility for the registration fee (without reimbursement from the corporation); and the corporation will not compensate the employee for the driving time or time spent in the session.

Personal Telephone Calls & Visitors

Personal telephone calls must be limited to two per day and not more than 5 minutes in length for each call. The two calls per day include both incoming and outgoing calls. No long distance calls may be charged to the Shelter, unless it is work related and approved by the supervisor.

Cell phones are not allowed to be used in front of any client unless it is work related. No employee may make an outgoing call or receive an incoming call while with clients if the call is of a personal nature. No employee may send text or receive text messages while with clients if they are of a personal nature. No staff person should allow a client to use their personal cell phone.

Rarely should an employee receive a personal visitor during the employee's work day. In the rare instance when this may occur the visit is to be limited to 5 minutes.

General Work Rules

When employees are working they may never bring their children and/or pets into work with them, unless approved by the Executive Director.

When employees are not scheduled to work they may not come into the facility to visit co-workers or clients.

Employees should complete whatever tasks they have begun before leaving work, and put away all materials with which they were working. Youth Work staff should relay any pertinent information to the next shift worker before they leave for the day, mostly by use of the Youth Worker Log Book.

Employees should be friendly and courteous to their co-workers. Engaging in gossip regarding their co-workers or clients is not permitted and is cause for termination.

RESIGNATION OF EMPLOYMENT

All resignations must be submitted in writing to the immediate supervisor. Two weeks notice is the minimum required from employees, with the exception of the following: Executive Director, Assistant Director, Residential Director, and Bookkeeper. The Executive Director shall give a minimum of 60 days notice to the Board of Directors. The Assistant Director shall give a minimum of 60 days notice to the Executive Director. The Residential Director and Bookkeeper shall give a minimum of 30 days notice to the Executive Director. Notices required of all employees shall be exclusive of any accrued vacation or personal leave. Once notice is given no vacation, personal leave, or compensatory time off will be granted or paid, even if it was previously approved before the letter was turned into the supervisor. Taking time off after the resignation letter is turned in will result in an employee not giving proper notice of resignation. An employee who resigns and gives adequate notification as defined in the beginning of this paragraph is entitled to be paid for unused earned vacation and personal leave accrued to the time the resignation is effective per policy on page 26 of this manual. No payment for compensatory hours accrued will be paid upon resignation. Employees forfeit all compensatory hours upon resignation. Final payroll checks must be mailed to all employees.

Any employee leaving without giving designated notice forfeits vacation and personal leave time, and will have a letter placed in his/her personnel file indicating the employee did not give adequate notice. An employee's unexplained absence from work will result in termination.

A resignation for whatever reason shall constitute a break in service. All benefits will be forfeited.

DISCIPLINARY PROCEDURES

Progressive Disciplinary Process

Progressive discipline is a positive reaction taken by management in order to correct an employee problem. The philosophy of progressive discipline is that corrective measures are progressive and constructive. It is a process by which the immediate supervisor helps the employee understand why his/her actions were inappropriate and to explain that said actions should not be repeated. Progressive discipline applies only to lesser offenses and does not apply to major offenses. Major offenses are those that are so serious in nature that discharge is appropriate without regard to the employee's prior work record. Lesser offenses are those that are not considered to be major violations. Progressive Disciplinary procedures apply only to those employees who have successfully completed their probationary status. There are three steps to the progressive disciplinary process.

Step #1: Written Warning

The immediate supervisor will issue a written warning to the employee. The written warning must be discussed in person with the employee. The employee will be asked to sign the warning indicating it was discussed with him/her. If the employee refuses to sign the warning, he/she must present a signed statement that he/she is refusing to sign the warning. This statement will be attached to the written warning. One year following the date of the written warning, if employee has not progressed to Step #2, the Written Warning will expire.

Step #2 Unpaid Suspension

Following the issuance of the written warning, if the problem recurs, the immediate supervisor will complete part 2 of the Disciplinary Action form and inform the employee both in writing and in person that he/she is suspended without pay from work for five days. The Executive Director must approve all suspensions. Two members of the management team must be present for all suspension conferences. (One member must be either the Assistant or Executive Director.)

Step #3: Termination

Following the unpaid suspension from work, if the problem recurs, the immediate supervisor will complete part 3 of the Disciplinary Action form and inform the employee in writing (via certified mail) and in person that his/her employment with the corporation is terminated. The Executive Director must approve all terminations. Two members of the management team must be present for all termination meetings. (One member must be either the Assistant or Executive Director.)

Special Circumstances

In certain special and/or serious circumstances the above detailed progressive disciplinary steps will not be followed. These circumstances will constitute serious and/or major rules or policy infractions.

SUSPENSIONS

Paid Suspension

In certain circumstances an employee may be placed on a paid suspension from work. This paid suspension will be invoked when allegations are made regarding the employee that affects the employee's ability to do the job, places the clients at risk, or jeopardizes the corporation's reputation. The paid suspension will be in place until an investigation determines the outcome of the allegations. These circumstances may include but are not limited to:

- a. Allegations of physical abuse or sexual contact with a client or any minor age child
- b. Allegations that employee's conduct placed a client or any minor age child at risk
- c. Allegations of inadequate supervision of clients
- d. Allegations of criminal activities
- e. Any other allegation(s) that affect the safety or welfare of a client or co-worker or the reputation of the corporation.

In the circumstances outlined above the employee will be placed on paid suspension while the allegation or complaint is investigated. If the investigation determines the allegation is unproven or unsubstantiated, the employee will be notified in writing to return to work. If the investigation determines the allegation is proven or substantiated, the employee will be terminated.

Unpaid Suspension

1. No employee may work with an outdated Mantoux TB test or chest x-ray, and/or expired CPR or first aid certification. A Mantoux TB test or an x-ray must be conducted at hire and annually thereafter. CPR certification must be obtained at hire and every two years thereafter. First aid certification must be obtained at hire and every two years thereafter. Each employee will receive notice prior to the expiration of his/her TB test, CPR and first aid certification. The immediate supervisor is responsible for notifying the employee. If the employee fails to obtain the TB test, CPR or First Aid certification before the expiration date he/she will be placed on unpaid suspension beginning with the date the TB test, CPR, or First Aid expired. If the employee is placed on unpaid suspension the employee has 14 days from the first day of the suspension to provide written documentation that the TB test, CPR, or first aid certification was obtained. If the written documentation is provided within the 14-day time frame, the employee will be reinstated to work. If after 14 days of unpaid suspension the employee has not provided the written documentation his/her employment will be terminated.
2. Employees involved in progressive disciplinary procedures will be placed on a five day unpaid suspension in accordance with Step 2 of the progressive disciplinary procedures as detailed on page 32 of this manual.

TERMINATION OF EMPLOYMENT

In cases of termination the employee will be terminated without notice and without additional compensation for time worked. The Executive Director must approve all terminations. Terminated employees will receive a notice via certified mail. In cases of termination the employee's final payroll check will be mailed.

An employee will be terminated for any incident that affects the safety or welfare of a client, co-worker, or the reputation of the corporation. Any serious inappropriate actions on the part of any employee will be dealt with on a case by case basis with the final decision regarding termination resting with the Executive Director.

The behaviors listed below if committed will subject the employee to immediate termination by the Executive Director, or the immediate supervisor with the Executive Director's approval. This list is meant to be used as a guideline, but is by no means inclusive of every employee behavior that would result in immediate termination.

- a. Revealing or supplying to someone not associated with the corporation the personal telephone number or address of any employee or client.
- b. Being on duty or on call while under the influence of illegal drugs or alcohol.
- c. Possession or consumption of illegal drugs or alcohol on the Clark County Youth Shelter & Family Services premises, or while on any corporation activity, or while on any business for the corporation.
- d. Possession of a weapon on the Clark County Youth Shelter and Family Services premises, on any corporation activity, or while on any business for the corporation.
- e. Theft of or willful destruction of corporation supplies or property.
- f. Providing tobacco, alcohol, drugs, or any illegal items or substances to clients or permitting use of said items on corporation premises, on any corporation activity, or while transporting the client.
- g. Becoming involved with a minor age client or past minor age client in a private, personal, or sexual relationship. (Clients are defined as any current or former client until they reach the age of 18 years.)
- h. Revealing confidential client information to any person who does not have the authority to receive such information.
- i. Failure to record significant rule violations by clients or other employees which endangered client's or co-worker's safety.
- j. Falsification of employment records, corporation records, or reports.
- k. Verbal, physical, or sexual harassment of a client, client's parent or guardian, volunteer, or any employee.
- l. Sleeping while on duty at the Clark County Youth Shelter and Family Services.
- m. Leaving youth clients alone while on duty at the Clark County Youth Shelter and Family Services.

- n. Failure to provide adequate supervision of clients.
- o. Making racial or sexual comments while on duty at the Clark County Youth Shelter and Family Services.
- p. Insubordination, which is defined as failure to follow a directive issued by any member of the management team; provided the directive is not immoral, illegal, and does not threaten the employee's personal safety.
- q. Indicated or substantiated incidents of sexual or physical abuse of any minor age child.
- r. Any criminal convictions.
- s. Poor driving record, deemed unacceptable by the corporation's insurance company.
- t. Violation of any of the following policies: media, non-disclosure, or drug-free workplace.
- u. Conducting a physical restraint on a client, without successfully completing Cornell University's Therapeutic Crisis Intervention training, or conducting a physical restraint on a client when not appropriate according to the law.
- v. Engaging in a private personal relationship with any other corporation employee or with any member of the Board of Directors.
- w. Any incident that affects the safety or welfare of a client, co-worker, or the reputation of the corporation.
- x. Engaging in gossip concerning Shelter staff, rules, policies, etc.
- y. Missing a shift without calling the appropriate person in advance or during the hours of the shift.
- z. Failure to respond to an on call issue or failure to report to the Shelter during an on call shift, per the on call guidelines.

EXIT INTERVIEWS

Employees leaving employment of the corporation may be given the opportunity to take part in an exit interview conducted by the immediate supervisor. Employees may request an exit interview with the Executive Director.

GRIEVANCE PROCEDURES

Employees who have successfully completed their probationary period have a grievance process to utilize if a problem arises due to a work condition or as a result of the interpretation of a policy or procedure. It is important that the grievance procedure be initiated within ten working days of when the unsatisfactory condition or problem occurred. Failure of the employee to comply with the 10-day time limit shall void the grievance procedure. The grievance procedure is detailed below.

Step #1: Notification of Immediate Supervisor

Within 10 working days of the unsatisfactory condition occurring the employee must submit the complaint, in writing, to the immediate supervisor on the

Employee Grievance form. Failure of the employee to comply with the 10-day time limit shall void the grievance procedure. The immediate supervisor must respond, in writing, within five working days. Failure by the supervisor to comply with the 5-day time limit shall result in the complaint automatically progressing to step 2.

Step #2: Notification of Assistant Director

If response of immediate supervisor is unsatisfactory to the employee he/she may forward the Employee Grievance form to the Assistant Director. This must be done within 10 working days after receipt of the immediate supervisor's response. Failure of the employee to comply with the 10-day time limit shall void the complaint. The Assistant Director will submit a written response to the employee within 5 working days after receipt of the complaint. Failure of the Assistant Director to comply with the 5-day time limit shall result in the complaint automatically progressing to step 3.

Step #3: Notification of Executive Director

If response of Assistant Director is unsatisfactory to the employee he/she may forward the Employee Grievance form to the Executive Director. This must be done within 10 working days after receipt of the Assistant Director's response. Failure of the employee to comply with the 10-day time limit shall void the complaint. The Executive Director will submit a written response to the employee within 5 working days after receipt of the complaint. Failure of the Executive Director to comply with the 5-day time limit shall result in the complaint automatically progressing to step 4.

Step #4: Notification of Board and Staff Development Committee

If response of Executive Director is unsatisfactory to the employee, he/she may forward the Employee Grievance form to the Chair of the Board and Staff Development Committee. This must be done within 10 working days after receipt of the Executive Director's response. Failure of the employee to comply with the 10-day time limit shall void the complaint. The Chair of the Committee will review the complaint, and schedule a meeting of the committee to review the complaint. The meeting must be held within 15 working days after the Chair receives the complaint. Failure of the Committee to comply with the 15-day time limit shall result in the complaint automatically progressing to step 5. The Executive Director must notify all parties of the date, location, and time of the meeting. All parties will include: members of Committee, employee, any witnesses the employee wishes to attend, any witness's management wishes to attend, and all members of the management team that were involved in the grievance process. Following this meeting the Committee has 15 working days to render a written decision to the employee and the Executive Director. Failure of the Committee to comply with the 15-day time limit shall result in the complaint automatically progressing to step 5.

Step #5: Notification of Executive Committee of Board of Directors

If response of the Board and Staff Development Committee is unsatisfactory to the employee, he/she may forward the Employee Grievance form to the President of the Board of Directors. This must be done within 10 working days after receipt of the Board and Staff Development Committee's response. Failure of the employee to comply with the 10-day time limit shall void the complaint. The Board President shall review the complaint and place the complaint on the agenda of the next regularly scheduled meeting of the Executive Committee. The Executive Director must notify all parties of the date, location, and time of the meeting. All parties will include: Board and Staff Development Committee Chair, employee, any witnesses the employee wishes to attend, any witness's management wishes to attend, and all members of the management team that were involved in the grievance process. Following this meeting the Executive Committee has 15 working days to render a written decision to the employee, Board and Staff Development Committee Chair, and the Executive Director.

SEXUAL HARASSMENT POLICY

Sexual harassment is the act of unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature when:

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

The Clark County Youth Shelter and Family Services, Inc. forbids Board of Director members, management, and fellow employees from sexually harassing other employees in such a manner that would affect the employee's employment, job security, promotability, wages, and general well-being. The Clark County Youth Shelter and Family Services, Inc. wishes to affirm its position on this matter by stating that sexual harassment will be neither condoned nor tolerated. Any act considered as sexual harassment by the above definition is prohibited at this corporation. Anyone proven guilty of harassment will be subject to immediate discipline, which may include termination for employees and removal from the Board of Directors for those members.

All employees are encouraged to report incidents they consider to be sexually harassing at the earliest possible time to one of the following: their immediate supervisor, Executive Director, or the President of the Board of Directors. The reporting of the incident will have no adverse impact on the reporting employee's employment.

Any member of the management team receiving a complaint of sexual harassment is required to report the complaint to the Executive Director or the President of the Board of Directors within 24 hours of receiving the complaint. The Executive Director is required to report the complaint to the President of the Board of Directors and Chairperson of the Board and Staff Development Committee within 24 hours of being notified of the complaint. The President of the Board of Directors is required to report the complaint to the Chairperson of the Board and Staff Development Committee and the Executive Director within 24 hours of being notified of the complaint.

The Executive Director or President of the Board of Directors will appoint the Board and Staff Development Committee to conduct an immediate investigation of the complaint. The investigation will be thorough and fair and to the extent possible protect the complainant's and the accused's privacy and reputational interests. After making the initial report if the complainant experiences any other problems, he/she is to contact the Board and Staff Development Committee immediately.

In conducting the investigation the Board and Staff Development Committee will:

- a. Ask the complainant to place the complaint in writing and sign it. (Putting the complaint in writing is not mandatory, but it will provide a basis upon which to begin the investigation.)
- b. Interview the complainant.
- c. Interview the individual accused, witnesses, and the immediate supervisors of the complainant as well as the accused individual if the accused is an employee
- d. At conclusion of investigation, the Committee reports back to the Executive Director and President of the Board of Directors in writing the results of the investigation.
- e. At conclusion of investigation, the Committee reports back to the complainant and accused in writing the results of the investigation.
- f. If inappropriate or unlawful conduct occurred the Executive Director or Executive Committee of the Board of Directors will take disciplinary action against the accused including termination of employment or removal from the Board of Directors, if warranted.

This policy is being issued out of concern for and the protection of all employees.

GENERAL POLICIES

Hepatitis B

Effective July 1992, the Occupational Safety and Health Administration required employers to develop personnel policies governing Hepatitis B vaccinations. The information in this section addresses the OSHA requirements.

Due to possible occupational exposure to blood or other potentially infectious materials employees may be at risk of acquiring Hepatitis B Virus infections. Hepatitis B vaccine and vaccination series will be made available to all employees free of charge. Upon hire all employees will receive written notification of the availability of the vaccine. The vaccine will be made available within ten working days of the employee's written request for the vaccine. The corporation strongly urges all employees to take advantage of the vaccinations. However, after receiving training on bloodborne pathogens, an employee has the right to decline receiving the Hepatitis B vaccine. Should an employee decline the vaccine he/she must sign a Hepatitis B Vaccine Declination form. The employee has the right initially to decline the vaccine and sign the Declination Form, but then later to request the vaccine if he/she so desires. This request must be in writing. The vaccinations will be provided by a licensed health care professional. Any questions regarding the Hepatitis B vaccine should be directed to the Executive Director.

Conflict of Interest

For full-time employees, work at the Clark County Youth Shelter and Family Services Inc. shall be considered the employee's primary employment. Employees may accept outside employment or volunteer work so long as it does not interfere with their performance at the corporation or create a conflict of interest. All on-call employees (those who carry phones) must not accept outside work that will interfere with on-call duties. It is required that all employees notify the supervisor of all employment outside of the corporation. When a conflict of interest occurs, and if it cannot be eliminated or resolved, the corporation may find it necessary to terminate the employee.

Non-Disclosure Policy

No current or past employee may share corporation information with any person, agency, organization, or business. Corporation information is defined as (but not limited to); program budgets, outcome measures data, revenue sources, referral sources, and/or client bases. Current employees violating this non-disclosure policy will be terminated. Legal proceedings will be initiated against any past employees violating this policy.

Media Policy

All inquiries from the newspapers, radio, or television stations must be referred to the Executive Director.

Personal Relationships

No staff member may engage in a private personal/dating relationship with any other staff member or with any member of the Board of Directors. Violations of this policy will result in termination of employment for the employee(s). Board of Director members violating this policy will be removed from the Board.

Fees and Honoraria

All fees and honoraria paid to an employee by an outside source for services rendered on behalf of or as a representative of the corporation will be endorsed payable to the corporation.

Gifts

The accepting of money or gifts by employees from clients or persons with whom the corporation does business is prohibited. In addition, employees may not give gifts or money to clients.

Professional Licenses & Educational Certificates

All employees are required to provide their immediate supervisor with copies of their professional licenses and/or educational certificates. Educational requirements for every position are detailed in the job descriptions for those positions.

Legal Documents

No employee may witness any legal documents concerning client's affairs or documents for payment of services for clients. Any such request must be forwarded to the Executive Director.

Only the Executive Director or Assistant Director may sign or witness legal documents concerning or involving the corporation.

Employment Verification

No employment verification will be made on any employee without written authorization from the employee. This written authorization must be given to the Executive Director, as only the Executive Director may make employment verifications.

Requests for References or Recommendations

The Executive Director is the only person who can respond to requests for references on current and/or past employees.

Smoking

Public Law 103-227, Part C – Environmental Tobacco Smoke (Pro Children Act of 1994) requires that smoking not be permitted in an indoor facility which cares for children under the age of 18 when the facility is funded through federal monies. As a result of this law smoking inside the building or vehicle of the Clark County Youth Shelter and Family Services, Inc. is prohibited. Only employees who have another employee to cover their duties may smoke outside the building. Smoking must take place out of view of any youth clients and at eight feet from an entryway. Employees may never smoke in the presence of youth clients (this includes on recreational activities and in the employee's personal vehicle). Employees may never provide clients with cigarettes. Employee's

cigarettes must be locked in the file cabinet or in the employee's desk or file cabinet at all times.

Personal Belongings

The corporation is not responsible for the loss or damage of any employee's personal belongings. Items of value should not be brought into the corporation. Handbags, wallets, back packs, keys, etc. must be locked in the file cabinet or in the employee's desk or file cabinet at all times.

Employees may never use a client's personal belongings.

Keys

No employee may duplicate any corporation keys without authorization from the Executive Director. All keys must be immediately turned into the Executive Director when an employee resigns or is terminated. Failure to turn in keys will result in a \$3 charge per key deducted from the employee's final paycheck.

No Guarantee of Employment

Nothing herein is to be interpreted as a guarantee of continued employment. The corporation reserves the right to change these employment policies from time to time without notice.