



EMPLOYEE HANDBOOK

YWCA Mission

YWCA Northeastern NY is dedicated to eliminating racism, empowering women and promoting peace, justice, freedom, and dignity for all.

Community of Respect Policy Statement

In order to provide a respectful environment where all are welcome, the YWCA does not discriminate or allow discrimination in program(s) or practices on the basis of race, religion, employment/unemployment status, color, genetic information, pregnancy, sex, national origin, age, marital/partnership status, sexual orientation, gender identity, disabilities, stalking victim/survivor status or domestic violence victim/survivor status or veteran status.

This policy governs all aspects of YWCA program operation and is in place for staff, volunteers and clients.

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SECTION 1: INTRODUCTION

Welcome to the YWCA Northeastern NY!

Dear YWCA Member:

On behalf of the YWCA of Northeastern NY, I want to welcome you to the YWCA and wish you every success during your time with us.

We are pleased that you have joined our dedicated team of employees who are committed, like you, to upholding the mission of the YWCA in our community.

I am pleased to provide the *YWCA Employee Handbook* for your information. In it you will find important information about our policies and procedures, as well as some general information and history about the YWCA.

We ask that you read this *Handbook* to familiarize yourself with its contents. Be sure to keep it with your other reference materials so that when questions arise you can turn to the handbook for information.

You are encouraged to ask questions about any of our policies and procedures. Your department head or Human Resource Director can assist you with finding the answers you need.

Again, welcome to what we hope will be a long, rewarding and challenging work experience with us!

Sincerely,

Kim Siciliano
Executive Director

PURPOSE OF THIS HANDBOOK

This Employee Handbook is not intended to be a complete statement of all YWCA Northeastern NY policies, procedures and regulations. Information contained in this Handbook is subject to change at any time, with or without notice. This Handbook does not represent a contract either expressed or implied between YWCA Northeastern NY and its employees. This Handbook does not alter the “at-will” relationship between the YWCA Northeastern NY its employees. This Handbook does not guarantee employment for any definite period of time. The information contained herein supersedes that published in previous Handbooks. This Handbook applies to all employees regardless of status.

YWCA MISSION

The YWCA Northeastern NY is dedicated to eliminating racism, empowering women, and promoting peace, justice, freedom and dignity for all.

HERSTORY OF YWCA NORTHEASTERN NEW YORK

The YWCA Northeastern NY is a member of the YWCA USA. This national women’ s organization has been providing affordable housing and women’ s support services since 1886. With over 250 YWCA member associations around the country, the YWCA is at the forefront of public policy and advocacy efforts to further its mission to “eliminate racism and empower women.”

The YWCA Northeastern NY has been providing services to this community since it was first organized in 1888 with just 44 members. Today, we are a comprehensive, multi-service human service agency offering a variety of valuable programs and services to residents of Schenectady County and the surrounding area. These services include early childhood education, women’ s residential program, shelter and support services to victims of domestic violence, advocacy and counseling services, economic support services, and health and fitness classes for children and adults.

In addition, the YWCA Northeastern NY partners with local and state agencies to further its mission. With continued support from the community, members, volunteers, and employees, the YWCA Northeastern NY continues to grow and evolve to meet the ever changing needs of the women and families in our community.

AT-WILL EMPLOYMENT

Employees are not hired for any definite or specific period of time. YWCA of Northeastern NY or the employee can end the employment relationship at any time, with or without cause and with or without prior notice. YWCA of Northeastern NY policy requires all employees to be hired at-will and this policy cannot be changed.

For this reason, the contents of this Employee Handbook are presented as informational and for guidance only. The plans, policies and procedures described in this Handbook are not intended to create an employment contract or a guarantee or promise of employment or continuing employment.

COMMUNITY OF RESPECT POLICY

In order to provide a respectful environment where all are welcome, the YWCA Northeastern NY does not discriminate or allow discrimination in program(s) or practices on the basis of race, religion, employment/unemployment status, color, genetic information, pregnancy, sex, national origin, age, ancestry, marital/partnership status, familial status, sexual orientation, gender identity, mental or physical disability, alienage, ethnicity, stalking victim/survivor status or domestic violence victim/survivor status, veteran status, or any other protected classification. This policy governs all aspects of YWCA program operation and is in place for staff, volunteers, and clients.

CODE OF ETHICS

Employees of the YWCA Northeastern NY are expected to behave in a manner which reflects both the YWCA' s mission and principles of conduct, as set forth in our Code of Ethics.

Employees must adhere to the following Code of Ethics:

1. Execute job requirements with honesty and integrity.
2. Adhere to the spirit as well as the letter of all applicable policies and procedures
3. Foster diversity and treat all people with dignity and respect.
4. Actively encourage everyone to embrace and practice ethical principles.
5. Demonstrate a belief in the dignity and worth of all people, and provide services for the welfare of all.
6. Comply with my supervisor' s instructions, or the instructions of other management personnel, in a cooperative manner.
7. Respect everyone' s right to privacy and maintain confidentiality.
8. Refrain from undertaking any activity that results in inferior professional services, or a violation of applicable laws.
9. Respect the rights, views, and experiences of all.
10. Promote policies and working conditions that encourage competence, health, and self-esteem.
11. Help create a climate of trust with fellow employees, volunteers, clients, and visitors.
12. Adhere to safety rules and encourage practices that provide a safe environment.

SECTION 2:
EQUAL EMPLOYMENT OPPORTUNITY POLICIES

The YWCA Northeastern NY is an Equal Opportunity Employer. This means that we will extend equal opportunity to all individuals without regard for race, religion, unemployment status, color, genetic information, pregnancy, sex, national origin, ancestry, ethnicity, alienage, age, marital/partnership status, familial status, sexual orientation, gender identity, physical or mental disability, stalking or domestic violence status, military or veteran status, or any other protected status. This policy affirms the YWCA's commitment to the principles of fair employment, diversity and inclusivity and the elimination of all vestiges of discriminatory practices that might exist.

This policy governs all aspects of employment, including selection, job assignment, promotion, demotion, transfers, leaves of absence, compensation, discipline, termination, and access to benefits and training.

The YWCA Northeastern NY is responsible for the monitoring of civil rights, laws, guidelines, policies, and programs at the federal, state and city levels.

Any employees with questions or concerns about any type of unlawful discrimination, including sexual harassment in the workplace, are encouraged to bring these matters to the immediate attention of their supervisor or the Human Resource Director. We take allegations of discrimination, harassment and retaliation very seriously and will promptly conduct an investigation when warranted. Employees can raise concerns and make reports without fear of reprisal. The YWCA Northeastern NY has policy statements and investigatory procedures for sexual harassment, discrimination, Americans with Disabilities, religious observances and HIV/AIDS.

Nondiscrimination Policy

The YWCA Northeastern NY is committed to maintaining a working environment which supports equal rights for all employees and is free from unlawful intimidation and harassment.

Employment decisions will be based only on merit, performance, and legitimate professional criteria. The YWCA Northeastern NY prohibits discrimination on the basis of race, sex, genetic information, religion, age, gender identity, domestic violence victim status, marital/partnership status, unemployment status, pregnancy, color, creed, national origin, disability, or sexual orientation, and discrimination against disabled and Vietnam era veterans, in the recruitment or treatment of employees, and in the operation of its activities and programs, as specified by Federal and New York State Laws.

Discrimination is defined as the adverse treatment of any employee based on the protected class or category of persons to whom she/he belongs, rather than on the basis of her/his individual merit, with respect to the terms, conditions, or privileges of employment.

Employment applicants are considered with regard to their skills, education, performance, and other professional qualifications. Non-meritorious factors, such as age, race, color, religion, sex, national origin, pregnancy, ancestry, gender identity, veteran status, sexual orientation, or the presence of a disability may not be considered.

Under Title VII of the Civil Rights Act of 1964, the Americans with Disabilities Act and the Age Discrimination in Employment Act, it is illegal to discriminate against individuals, including:

- Recruitment and selection
- Compensation, assignment, or classification of individuals
- Transfer, promotion, layoff, or recall
- Job advertisements
- Testing
- Training and apprenticeship programs
- Fringe benefits
- Pay, retirement plans, and disability leave or
- Other terms and conditions of employment

Discriminatory practices under these laws also include:

- Retaliation against an individual for filing a charge of discrimination, participating in an investigation, or opposing discriminatory practices.
- Employment decisions based on stereotypes or assumptions about the abilities, traits, or performance of individuals of a certain sex, race, age, sexual orientation religion, or ethnic group, or individuals with disabilities and denying employment to a person because of marriage to, or association with, an individual of a particular race, religion, national origin, an individual with a disability or other protected category.

Harassment Policy

YWCA of Northeastern NY is committed to providing a work environment free from unlawful intimidation and harassment. Harassment is unwelcome verbal or physical conduct prohibited by law directed toward, or differential treatment of, an employee because of her/his membership in any federal or New York State protected group or on any other prohibited basis. Harassment is a form of employment discrimination that violates Title VII of the 1964 Civil Rights Act, the Age Discrimination in Employment Act of 1967 and the Americans with Disabilities Act of 1990.

Conduct will be deemed harassment when:

1. Submission to the offensive conduct becomes an explicit or implicit condition of continued employment.
2. The conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive work environment..
3. Submission to or rejection of such conduct is used as the basis of employment decision.

Examples of harassment based on protected categories include, but are not limited to:

- Racial slurs or epithets
- Treating an individual differently because of the individual's race, sexual orientation, National origin, sex, religion or other protected categories

- Racial and sexual graffiti
- Telling jokes pertaining to protected categories
- Suggestive, obscene or insulting sounds
- Posters, email, cartoons, pictures displayed in the work area that creates an offensive and intimidating environment
- Engaging in threatening, intimidating or hostile acts towards an individual because that Individual belongs to or is associated with any protected categories
- Electronic transmission of derogatory, demeaning or hostile materials

Right to Redress:

We are committed to providing a work environment free from unlawful intimidation and harassment. All employees have the right to redress possible injustices or wrongs done to them.

No fixed reporting period has been established. However, early reporting and intervention have proven to be the most effective method of resolving actual or perceived incidents of harassment.

Employees who believe they have been subjected to workplace discrimination, harassment, or retaliation may choose to address it in the following ways:

1. Discuss concerns with the individual engaging in the objectionable conduct. Employees are encouraged to first attempt to resolve the situation independently by notifying the party engaged in the objectionable conduct that his/her actions are unwelcome and asking that it stop.
2. Report objectionable behavior to your supervisor. If you do not feel comfortable discussing your concerns with the individual engaged in the objectionable conduct or you have and the discrimination, harassment, and/or retaliation continued, you should promptly notifying your supervisor.
3. Report objectionable behavior by a supervisor. If the individual who engaged in the objectionable conduct is your supervisor, you should promptly notify the Human Resources Director.

Any reports of harassment, discrimination or retaliation will be investigated promptly. The investigation may include individual interviews with the persons involved and, where necessary, with individuals who may have observed the conduct or may have other relevant knowledge. Confidentiality will be maintained throughout the investigatory process to the extent possible under the circumstances; however, information may need to be disclosed in order to investigate the complaint.

Misconduct will be addressed appropriately, YWCA of Northeastern NY' s response may include, for example, training, referral to counseling, or disciplinary action such as a warning, reprimand, withholding of a promotion or pay increase, reassignment, temporary suspension without pay, or termination, as deemed appropriate under the circumstances

False and malicious complaints of harassment, discrimination or retaliation made in bad faith may be the subject of appropriate disciplinary action.

Sexual Harassment Policy

The YWCA Northeastern NY has an obligation to create a work environment for all employees that is fair, humane, and responsible—an environment that supports, nurtures, and rewards career progress on the basis of such relevant factors as work performance.

All employees of the YWCA have a responsibility to cooperate in creating a climate at this agency where sexual harassment does not occur. We have a zero tolerance for sexual harassment of our employees. All employees at all levels of the YWCA must not engage in sexual harassment.

The following policy statement is designed to help employees of the YWCA become aware of behavior that is sexual harassment and the procedures we will use to deal with sexual harassment in a way that protects complainants, witnesses, and respondents.

What is Sexual Harassment?

Sexual harassment is legally defined as “unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature” when any one of the following criteria is met:

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

There are two types of sexual harassment situations that are described by this legal definition: quid pro quo sexual harassment and hostile environment sexual harassment.

Quid pro quo sexual harassment involves an individual with organizational power who either expressly or implicitly ties an employment decision to the response of an employee to unwelcome sexual advances. Thus, a supervisor may promise a reward to an employee for complying with sexual requests (e.g., a better job, a promotion, or a raise) or threaten an employee’s job for failing to comply with the sexual requests (e.g., threatening to not promote the employee, threatening to give an unsatisfactory performance appraisal).

Hostile environment sexual harassment involves a situation where an atmosphere or climate is created in the workplace that makes it difficult, if not impossible, for an employee to work because the atmosphere is perceived by the employee to be intimidating, offensive, and hostile.

For purposes of this policy, sexual harassment includes, but is not limited to the following:

- Unwelcome sexual advances
- Sexual innuendos, comments and sexual remarks
- Suggestive, obscene or insulting sounds
- Implied or expressed threat of reprisal for refusal to comply with a sexual request
- Patting, pinching, brushing up against another's body
- Sexually suggestive objects, books, magazines, poster, photographs, cartoons, e-mail, or pictures displayed in the work area
- Actual denial of a job-related benefit for refusal to comply with sexual requests

Thus, sexual harassment can be physical, verbal, visual or written. These behaviors constitute sexual harassment if they are committed by individuals who are in supervisory positions or coworkers. And, these behaviors constitute sexual harassment if they occur between individuals of the same sex or between individuals of the opposite sex. The YWCA Northeastern NY prohibits these and other forms of sexual harassment. Any employee who engages in such behavior will be subject to disciplinary procedures.

What should employees do if they believe they are being Sexually Harassed?

Employees who believe they have been subjected to sexual harassment, including any supervisor, co-worker, vendor, client or visitor may choose to discuss their concerns with the individual engaging in the objectionable conduct or to report the conduct to the Human Resources Director. We will investigate all complaints as expeditiously as possible in a professional manner. To the extent possible, a complaint should include names of witnesses and substantiating documentation (notes, emails, etc.) to facilitate the investigation. Employees are required to participate in an investigation and provided truthful and complete information. Confidentiality will be maintained throughout the investigatory process to the extent possible under the circumstances; however information may need to be disclosed in order to investigate the complaint. .

No fixed reporting period has been established. However, early reporting and intervention have proven to be the most effective method of resolving actual or perceived incidents of harassment.

Complainants and those against whom complaints have been filed will not be required to meet together to discuss the resolution of the complaint.

Any employee who is found to have engaged in sexual harassment will be subject to disciplinary action, up to and including termination.

Retaliation

There will be no retaliation against employees for reporting sexual harassment or assisting in the investigation of a complaint. Any retaliation against such individuals is subject to disciplinary action, up to and including termination.

False Complaints

If after investigating any complaint of sexual harassment; it is discovered that the complaint is not bona fide or that an individual has provided false information regarding the complaint, that individual may be subject to appropriate disciplinary action, up to and including termination.

Reasonable Accommodations Policy

YWCA is committed to providing equal employment opportunities to qualified individuals with disabilities. To that end, YWCA will provide reasonable accommodations to such individuals during the application/hiring process or to perform the essential functions of their positions, except where doing so would pose an undue hardship.

If you believe that you need a reasonable accommodation during the application/hiring process or to perform the essential functions of your position, you must notify the Human Resources Director. We will work with you to identify possible reasonable accommodations that allow you to successfully complete the application/hiring process or perform the essential functions of your position. YWCA Northeastern NY retains the right to select which accommodations, if any, will be granted.

Religious Observances Policy

The YWCA Northeastern NY does not discriminate against applicants or employees because of religion. We define the term religion to include all aspects of religious observance, practice and belief.

If an accommodation is required due to an employee's religious beliefs, please contact the Human Resources Director to discuss an appropriate religious accommodation.

The YWCA will not retaliate against an individual for filing a religious discrimination complaint or participating in an investigation of religious discrimination at the YWCA.

Bullying Policy

The YWCA Northeastern NY fosters a civil, open and interactive community. We are committed to maintaining an environment free of bullying and all forms of coercion that diminish the dignity of any member of the YWCA.

We are committed to providing all employees a safe working environment. Bullying is unacceptable behavior because it breaches principles of respect, dignity, equality and fairness, and it presents an abuse of power and authority. It also has consequences for everyone involved, including bystanders.

Definition of Bullying

Bullying is unwelcome or unreasonable behavior that demeans, intimidates or humiliates people either as individuals or as a group. Bullying behavior is often persistent and part of a pattern, but

it can also occur as a single incident. It is usually carried out by an individual but can also be an aspect of group behavior.

Bullying can be direct (face-to-face) or indirect (via texting or email). Furthermore, bullying can be physical (e.g., pushing, kicking, hitting), emotional (humiliating, tormenting, ostracism) and verbal (name calling, spreading rumors).

Cyber-bullying is defined as bullying an individual using any electronic form, including, but not limited to, the Internet, interactive and digital technologies, or mobile phones.

Mobbing

Mobbing is a particular type of bullying behavior carried out by a group rather than by an individual. Mobbing is the bullying or social isolation of a person through collective unjustified accusations, humiliation, general harassment or emotional abuse. Although it is group behavior, specific incidents such as an insult or a practical joke may be carried out by an individual as part of mobbing behavior.

SECTION 3
PERSONNEL POLICIES AND PROCEDURES

Current or Former Clients as Employees Policy

The YWCA Northeastern NY is committed to establishing and maintaining ethical and sound hiring practices and upholding current HIPPA laws. Occasionally, clients who are receiving services or have in the past received services from the YWCA may be interested in applying for an employment opportunity at the YWCA. Due to potential complications of dual relationships (client and employee) and the fact that senior staff may end up in supervisory and evaluative roles with clients, the YWCA has established this policy to address situations where a current or former client is seeking employment at the YWCA.

Current Clients

Clients who currently receive services from the YWCA, including affordable housing services and domestic violence services, will not be considered for employment with the YWCA.

Former Clients

Former clients will be considered for employment with the YWCA if they stopped receiving services from the YWCA more than one (1) year from the date of their application. The YWCA will evaluate the potential for conflicts of interest or appearance of impropriety (e.g., whether and to what extent the former client will work with any former advisors, roommates, etc.). If a former client is hired as a YWCA employee, the individual's electronic record will be locked so it cannot be accessed by anyone but the AVS System Administrator.

Current Employees, Volunteer or Interns

Any current employee, volunteer or intern, who requires services from the YWCA will be referred to an alternate provider in the area. If no comparable alternative provider is available, the employee's need will be referred to the Human Resources Director, who will review the employee's circumstances and assess the appropriate plan of action, which may include a conflict management plan.

The YWCA Northeastern NY is committed to successful onboarding and development of all new hires. To fulfill that commitment, the YWCA strives to engage in the following activities:

- *Orientation/Onboarding.* The Human Resource Director coordinates New Hire Orientation monthly. These two hour sessions are designed to further educate new employees about YWCA philosophy, mission, goals and culture. Clarification on policies such as Time & Attendance, Payroll and Benefits are addressed as well.
- *Recognition.* The YWCA routinely recognizes its employees through a variety of methods, including Staff Appreciation Days, Employee of the Month, department-specific activities, and YWCA publications, such as the Y's word and group emails.
- *Training.* Ongoing training is essential to staff development. The YWCA is committed to providing periodic training sessions to all of its employees. Staff attend in-house training as well as regional workshops and conferences to increase their knowledge and skill sets.
- *Supervision.* The YWCA believes in the collaborative efforts of each department's team. All employees are expected to uphold the Code of Ethics and perform their tasks with minimal

supervision. Supervisors are encouraged to check in daily with staff and offer support where needed.

- **Support.** The YWCA works in partnership with several local human service agencies to provide services to employees of the YWCA. These services may include mental health counseling, financial consultation and employment counseling, daycare and eldercare resources, and emergency shelter or housing. The YWCA offers free tax services, daycare at a reduced cost, wellness and fitness programs to all employees.

Hire and Anniversary Dates

The date of employment is the date of active employment. This date is used as the basis for accrual of Paid Leave and other benefits.

Initial Employment Period

The first 90 days of employment with us are considered an introductory period. This is the period in which the employer has the opportunity to get to know more about the new staff member and the new staff member similarly has an opportunity to get to know more about the organization and the specific job responsibilities.

The introductory period is a time for determining whether this job is a good fit for the YWCA and for you. During the course of the introductory period, we encourage you to ask for feedback from your supervisor and to give us your comments and ideas.

Employees who have been moved into a new position or former employees who have been rehired after a separation from YWCA are considered introductory employees during their first 90 days following rehire.

At the conclusion of the Initial Employment Period, the employee remains an employee-at-will. The completion of the introductory period does not guarantee continued employment for any specified period of time. The only significance of the cessation of this introductory period is that fringe benefits become available for use by the employee.

Performance Evaluation Policy

To provide employees with feedback on their job performance as related to their job description, the YWCA Northeastern NY will maintain an organized system providing for regular review of the job performance of each employee. Performance feedback may be considered when determining your pay, but pay increases are not guaranteed based on any specific performance feedback.

If the employee's performance appraisal is not satisfactory, YWCA Northeastern NY may elect to take corrective action to assist you in meeting expectations. Corrective action may be in the form of written or oral reprimand, extension or the introductory employment period, notice(s) of inadequate job performance, suspension, performance improvement plan, termination of employment, or any combination of the above. We are not required to take any disciplinary action before making an adverse employment decision, including discharge. We reserve our

right to discipline and the manner and form of discipline at our sole discretion. If you fail to address performance deficiencies in a satisfactory manner, we may take additional corrective action or terminate employment.

Employee Promotion Policy

The purpose of the Promotion Policy is to provide greater opportunities for promotion and transfer from within for qualified YWCA Northeastern NY employees. The policy is designed to provide equal employment opportunity to all employees and job applicants.

The YWCA will inform employees of job vacancies through agency-wide postings when a vacancy occurs, at our discretion. The YWCA will also post and advertise the open position for external applicants as well.

Any YWCA employee is eligible to apply for a job vacancy. The primary objective is the selection of the best qualified applicant for each position opening. Selection shall be based upon job-related factors which shall include, but are not limited to, relevant work experience and performance history, applicable education and/or training, and required skills, knowledge and abilities.

Employee Position Definitions

All employee positions are defined as Full-Time, Regular Part-Time, Part-Time or Casual. In addition, YWCA, in accordance with FLSA defines employees as exempt and non-exempt. Employees are notified of their employment status at the time of hire and classifications are listed on each job description.

Full-Time Employee- For the purposes of this employee handbook, the term full-time employee refers to an employee who is regularly scheduled to work at 37-40 hour work week.

Regular Part-Time Employee - For the purposes of this handbook, the term regular part-time employee refers to an employee who is regularly scheduled to work 30-36 hours per week.

Part-Time Employee - For the purposes of this handbook, the term part-time employee refers to an employee who is regularly scheduled to work 20-29 hours per week.

Casual Employee - For the purposes of this handbook, the term casual employee refers to an employee who is regularly scheduled to work less than 20 hours per week.

Internships - For the purposes of this handbook, the term intern refers to a college student currently enrolled in a degree program, with an interest in non-profit agency work. An unpaid intern arrangement does not provide compensation or employee benefits of any kind. An intern is not entitled to employment at YWCA at conclusion of the intern arrangement. The YWCA is not liable for injury sustained or health conditions that may arise for the intern during the course of this arrangement.

Volunteers - For the purposes of this handbook, the term volunteer refers to anyone from the community who donates their time and talents to the agency without pay or employee benefits of any kind.

Categories of Employment (Exempt/Non-exempt)

Classification of employees is defined as follows as per the Fair Labor Standard Act (FLSA):

Exempt Employees - Exempt employees are generally employed on a “salary basis” and will customarily earn the equivalent per week set by State and/or Federal regulations (<https://labor.ny.gov/legal/counsel/pdf/executive-employee-overtime-exemption-frequently-asked-questions.pdf>). Such employees are not eligible for overtime compensation. Their primary duties fall under one or more of the following three defined categories:

- Executive - Employees with executive functions direct or supervise the work of two or more employees and their primary duties must be management.
- Administrative - Employees with administrative duties are generally responsible for office or non-manual work directly related to management policies or general business operations and their work customarily requires the exercise of discretion and independent judgment.
- Professional - Employees with professional responsibilities perform work requiring knowledge of an advanced type or learning customarily acquired by a prolonged course of specialized study. The professional’s work regularly requires the exercise of discretion and independent judgment and is original and creative in character in a recognized field of artistic endeavor.

Non-exempt Employees - Non-exempt employees are generally employed on the basis of a single “hourly rate.” Non-exempt employees are eligible for overtime compensation at the rate of one and one half (1-1/2) the regular hourly rate for hours worked in excess of forty hours in a given week.

Individuals who work for the YWCA on a consultant basis are independent contractual employees and are not classified as employees and are not eligible for benefits. Independent contractors who work for the YWCA on a consultant basis are responsible for paying their own taxed and insurance as required by law.

Eligibility for employee benefits is determined by employment classification and length of service. Exempt and non-exempt employees are eligible for the following employee benefits:

- New York State Disability Insurance
- Workmen’s Compensation
- Social Security
- New York State Unemployment Insurance

Change in Employee Personnel Files

Employees are responsible for reporting personal changes in tax status, health insurance coverage, address, and telephone numbers. The YWCA is responsible to provide the employees with required legal forms.

Employees who wish to change the number of exemptions they have claimed on their W-4 forms may do so at any time. Blank forms are available from the Human Resource Director or on the YWCA website. The employee may then enter the new and revised number of exemptions claimed.

If employees are terminating their employment, a forwarding address should be on file so that a statement of earnings can be mailed at the end of the year.

Upon termination of employment, employees have the option of continuing their health insurance coverage for a period of eighteen months. The YWCA is responsible to provide the separated employee with COBRA information. The employee is responsible for notifying the Human Resource Director of the election to continue health insurance coverage and to submit the appropriate premium for the full cost of health insurance coverage by the tenth day of each month.

Confidentiality of Personnel Files

- All records, data and information constituting the employee's personnel file shall be treated as confidential.
- All official employee records are maintained in each employee's personnel file in the Human Resource Director's office.
- The employee can review their personnel file, by appointment, in the presence of the Human Resource Director to ensure proper maintenance and prohibit tampering of the business record.
- The Executive Director, Board members, Program Directors, and auditors shall also have access to general employee personnel files.
- If an employee disagrees with an item in his/her personnel file, the employee may submit a written statement to that effect, which will be placed in the personnel file.

Telephone requests to the YWCA for information pertaining to references of current or former employees will not be honored except to verify dates of employment, last position held, and if employee is eligible for rehire.

Written requests for information pertaining to employees will be honored if:

- The information requested is in the nature of an employment reference and the employee has authorized the release of information.
- The information requested is sought by a legal authority with the right to subpoena.
- The information requested is in the form of a credit reference or a request for verification of earnings and the employee has authorized the release of information.

Progressive Discipline

The YWCA strives to treat all employees in a consistent manner by applying a system of progressive discipline. It is important that employees are informed of performance standards, given an opportunity to improve when appropriate, and held accountable for their performance in accordance with YWCA Code of Ethics and personnel policies.

Disciplinary procedures will be implemented against an offending employee for any infraction of the aforementioned policies and procedures. These procedures include, but are not limited to, a verbal warning with a subsequent written record being placed in the employee's personnel file; a Corrective Action with a copy recorded in the employee's personnel file, and finally, termination. An offending employee may be given an opportunity to address and remedy the offending aptitude, attitude, or behavior, when appropriate. Emphasis may be placed on the timely constructive solution to the problem, when appropriate. Finally, in no way do these policies affect the agency's rights to terminate employees at will, with or without cause. In order to ensure the best possible work environment, the YWCA Northeastern NY expects employees to follow rules of conduct that will protect the interests and safety of all employees and the agency.

The following examples are infractions considered to be entirely unacceptable and may result in termination:

- Violation of YWCA Code of Ethics or Community of Respect policy
- Falsification of work related documents, including but not limited to time sheets.
- Insubordination and other unprofessional conduct such as harassment of staff, volunteers, interns or clients.
- Failure to report to work without appropriate notice and/or without contacting a supervisor.
- Theft or willful destruction of YWCA property or that of an employee, volunteer, intern, visitor, or client.
- Installing personal internet accounts, and/or other personal computer programs on YWCA computers, and any other unauthorized personal use of the YWCA equipment.
- Willful placement of self or others in unsafe situations or physical jeopardy.
- Working under the influence of alcohol or other controlled substances.

Employees are expected to return any property belonging to and/or issued by the YWCA, including keys, security badges, cell phones, or laptops at the time of termination. Upon termination of employment, employees are to remove their personal possessions from YWCA premises. In addition, terminated employees are not eligible for vacation payout of any unused, accrued vacation time.

Voluntary Resignations

Employment with YWCA is at will, meaning that either YWCA or the employee may end the employment relationship without notice at any time, with or without notice or reason.

All Non-Exempt employees are asked to provide at least two weeks' notice of their intention to resign in order to provide program coverage so services will not be interrupted while providing continuity of YWCA activities and programs despite staff changes.

Exempt Employees are asked to provide at least four weeks' notice of their intention to resign in order to provide program coverage so services will not be interrupted while providing continuity of YWCA activities and programs despite staff changes.

Employees should submit a letter of resignation to the Human Resource Director and a copy to the Director of the Department in which they have been employed.

Once notice of intention to resign is given, no personal/sick time may be taken without a doctor's notice. Vacation time may not be used for any reason.

Employees must complete an Exit Interview form with the Human Resource Director prior to their last day of employment. Exit Interview forms are available through the Human Resource office.

Committee /Community Board Participation Policy

All Coordinators and Directors of the YWCA Northeastern NY are encouraged to participate in community boards, civic organizations, and committees relevant to the YWCA's mission. Time for participation in approved Community Boards/Committees may be compensated by the YWCA.

YWCA resources, such as postage, copying, paper, etc. must be reimbursed by the Community Board/Committee, unless reimbursement costs are waived by the Executive Director and Department Director.

Professional Development Policy

The purpose of this policy is to provide employees with professional development opportunities that increase their skills and enhance their contributions to the organization. YWCA Northeastern NY employees may be eligible for reimbursement for education costs, with prior approval from their Department Director. It is the employee's responsibility to seek out the courses and other training that will enhance his or her career development and are in line with the organization's mission.

Procedure

Professional development can be obtained through attendance at seminars, educational courses and degree programs that once acquired will assist the employee in performing his or her essential job functions and increase the employee's contribution to the organization. Other professional development expenses that may be reimbursable under this policy are membership fees to professional organizations, registration fees for meetings, conferences, workshops and seminars, fees and subscriptions for scholarly journals.

Employees must submit a Request for Training form to their Department Director to request permission from their Department Director for review and approval to attend and to receive reimbursement for desired training and/or resource. The request must include purpose, job relevance, cost, dates, times of training and name of the institution or source of training. Payment for professional development may occur prior to taking the training. Upon completion of the training, the employee must provide documentation to support completion.

Employees must fill out a Request for Training form and submit it to their Department Director. Requests are then submitted to the Finance Director for processing. Certificates are filed in the

employee' s personnel file. If an employee is registered for a training and subsequently resigns or their employment is terminated prior to the start date of the training, another employee will be selected to attend in their place.

SECTION 4: COMPENSATION POLICIES

Compensation Policy

It is the policy of the YWCA Northeastern NY to establish and maintain, to the extent of the YWCA's fiscal ability, a compensation policy which ensures employees that their salaries will be externally competitive, in terms of the agency's ability to recruit new employees, internally equitable, in terms of the agency's ability to retain current employees and fairly administered. The YWCA's pay policies are designed to be free from discrimination.

The policies and procedures that guide the compensation policy will be reviewed by the Board of Directors to ensure fair treatment and compliance with existing laws. These policies and procedures apply to all employees.

It is also a policy of the YWCA to communicate to each employee their salary, and all pay policies and practices that may affect the employee's pay.

Confidentiality of Compensation Policy

The Agency will not discharge or in any other manner discriminate against employees or applicants because they have inquired about, discussed, or disclosed their own pay or the pay of another employee or applicant. However, employees who have access to the compensation information of other employees or applicants may not disclose to individuals who do not otherwise have access to compensation information, unless the disclosure is (a) in response to a formal complaint or charge, (b) in furtherance of an investigation, proceeding, hearing or action, including an investigation conducted by the employer, or (c) consistent with the Agency's legal duty to furnish information.

Employees and others associated with the Agency are directed to refrain from discussing any client names or details pertaining to services provided to any client with any person outside the Agency, unless expressly authorized. The fact that a client received services from our agency may be protected by federal or state law.

Those in violation of this policy may be subject to disciplinary action, up to and including termination. Violations may also result in legal action.

This policy is intended to alert you to the need for discretion at all times and is not intended to inhibit normal business communications. In addition, nothing in this policy is intended to infringe upon employee rights under the National Labor Relations Act (NLRA).

Overtime Pay Policy

We comply with all federal and state laws with regard to payment of overtime work. .

Non-exempt employees are entitled to receive overtime pay for hours worked in excess of 40 in a workweek at a rate not less than 1-1/2 times their regular rate of pay. An employee's regular hourly rate of pay cannot be less than the current minimum wage rate under both FLSA and N.Y.S. law.

Overtime MUST be approved in advance by the Department Director and noted on the non-exempt employee's time sheet. Working unauthorized overtime or the refusal or unavailability to

work overtime is considered unacceptable work performance and may lead to corrective action.

Meal and Rest Periods Policy

YWCA provides both exempt and non-exempt employees with a thirty (30) minute unpaid meal break during their shift, when they work a shift of more than (6) hours. Where only one person is on duty, the employee may be permitted to eat on the job without being relieved from duty where the employee voluntarily consents to the arrangements. Please contact Human Resources for more information.

Time Sheet Policy

Electronic time sheets are the official record of time worked and the basis for determining employee pay. It must not be altered in any manner, except by the immediate supervisor after providing the employee with verbal notification.

Employees must record in and out time with accuracy using the Stratus Time system.

Employees must review and approve their time sheets verifying all the information entered on it, and submit the time sheet for approval by their Coordinator or Director. Employees who fail to review and approve either their own time sheets, or time sheets of employees who are direct reports to them in the Stratus Time system, are subject to the Progressive Disciplinary Policy.

Falsification of timesheets, such as clocking another employee “in” or “out” or having another employee clock you “in” or “out” is a violation of this policy and may result in appropriate disciplinary action, up to and including termination. .

Hours taken as time off for vacations, personal time or sick time should be submitted through the Stratus Time system prior to the Monday of the week in which payroll is processed. If a non-exempt employee lacks sufficient time in the paid leave account to cover the time off during the pay period, the employee must take time off without pay.

Employees may not take paid or unpaid time off without their supervisor’s approval.

Payroll Deductions Policy

Deduction from an employee’s paycheck will be made automatically for Federal income tax, New York State income tax, and Social Security (FICA), and New York State statutory disability, as required by law. Additional deductions must be authorized in writing.

Employees must authorize withholding tax by completing a W-4 form. Changes in name or marital status require the completion of a new W-4 form. These forms are available on the YWCA website or Human Resource office.

The YWCA is required to comply with court orders for garnishments, income execution, wage assignments or tax levies. The employee will be notified that such a court order has been

received and will be given the opportunity to read the court order. Such situations will be kept strictly confidential.

Any additional payroll deduction can only be made with the written authorization of the employee. Voluntary payroll deduction forms can be found on the YWCA website or Human Resource office.

Employees who wish to make changes to or to terminate any voluntary payroll deductions must notify the Human Resource Director in writing. Such documentation is kept in the employee's personnel file.

Employees who wish to donate their Personal/Sick time to another employee may do so through the Payroll Deduction form. Please see the Human Resource Director for details.

Your pay stubs will reflect all deductions and garnishments.

Pay Day Policy

All employees will be paid bi-weekly. Each pay check will include earnings for all work performed through the end of the current payroll period.

Employees are able to view and/or print their paystubs via mobile device or on a computer through the Paychex Mobile Application. Employees may receive instructions on how to download this free app through their Coordinator or Director or through the Human Resource Director.

Expense Reimbursement Policy

The YWCA may reimburse employees for reasonable and necessary expenses directly attributable to the performance of YWCA business.

Recording and Reporting Expenses

Travel Expense - An employee who reports expenses for travel in connection with YWCA business must include documentation of the purpose of the trip on the Mileage form. The explanation must include the name and destination of the program/place visited the starting location, and the ending location. Any YWCA employee who uses their personal automobile for transportation in connection with YWCA business, must record on the Mileage form the number of miles traveled each day for business. The employee will be reimbursed for such mileage at the Federal mileage reimbursement rate. Employees utilizing employee owned automobiles for business must have a valid driver's license and the vehicle must be covered by a comprehensive insurance policy, including liability coverage and have a current automobile inspection and registration.

Meals - Meals are reimbursed during staff development that occurs away from our local region. Employees must fill out the Reimbursement Request form prior to travel and have it approved

by their Department Director. To find the appropriate reimbursement rate, employees should consult their supervisor. The YWCA reserves the right to disallow any meal which it considers extravagant.

Other Expenses - Other expenses incurred on behalf of the YWCA should be listed in the appropriate area of the Reimbursement Request form with a description of the business nature of the expense, the name of the vendor where the goods or services were obtained, and the amount.

Receipts - All receipts must be attached to the Mileage or Reimbursement Request form. All expenses incurred for a particular trip should be submitted together (i.e. food, car rental, air travel, lodging, mileage, etc.)

Submission, Approval and Payment of Mileage and Reimbursement Requests

The Mileage and Reimbursement Request forms are to be signed by the employee and submitted to their Department Director for approval. Approved forms are submitted to the Human Resource Director for processing. Both Mileage and Reimbursements are paid out through payroll and will appear on the employees' pay stub.

Payments of Mileage and Reimbursements are made to employees in the second payroll date of each month. It is the responsibility of each individual to insure that both Mileage and Reimbursement Requests are submitted on a timely basis.

Adjustments may be made to these forms post-submission. In such cases, an e-mail explaining the difference will be sent to the employee.

Abuse of this business travel policy, including falsifying Mileage or Reimbursement Requests to reflect costs not incurred by the employee, can be grounds for disciplinary action, up to and including termination of employment.

Honorarium Policy

YWCA employees are not permitted to receive payment for services under individual contract for work that is generally conducted by the YWCA. If an employee receives an honorarium or a material gift for services rendered, the employee is responsible for submitting it to the YWCA.

Gifts and Entertainment

Definition of Gifts: "Gifts" are items and services of value that are given by/to outside Parties, customers, or grantors, but do not include items described below.

Normal business entertainment items such as meals and beverages are not to be considered "gifts." Items of minimal value, given in connection with sales campaigns and promotions or employee services, or retirement awards are not to be considered "gifts" for the purpose of this policy.

Contributions or donations to recognized charitable and nonprofit organizations are not considered gifts. Items or services with a total value under \$100 per year are excluded.

Gifts

No employee or member of their immediate family shall solicit or accept from an actual or prospective customer or supplier any compensation, gifts, entertainment, or other favors which are of more than token value or which the employee would not normally be in a position to reciprocate under normal expense account procedures.

Under no circumstances should a gift or entertainment be accepted which would influence the employee's judgment.

Reporting Gifts

An employee who receives, or whose family member receives, an unsolicited gift prohibited by this policy, should report it to his supervisor and either return it to the person making the gift, or in the case of perishable gift, give it to a nonprofit charitable organization.

SECTION 5: EMPLOYEE BENEFITS

YWCA Retirement Plan

The YWCA provides a retirement plan, also called a cash-based retirement pension fund, for eligible employees. This is a fully-contributed retirement plan based on 3% of the employee's gross monthly salary, with an additional 1.2% contributed by the YWCA USA on a monthly basis.

The YWCA will provide information about the Retirement Plan to all employees at time of hire and throughout their employment.

To access more complete information about this Retirement Plan, employees should contact the Human Resource Director.

Flexible Spending Account

Full time and part time employees are eligible to receive Flexible Spending Account benefits.

Full time and part time employees are advised of the availability of Flexible Spending Account and may enroll during open enrollment. The FSA may be used by employees to pay for certain medical expenses not covered by the group health insurance plan and some types of child care expenses. Employees should see the Human Resource Director for more information and enrollment forms.

Per Diem employees are not entitled to receive benefits from the Flexible Spending Account.

Employee Assistance Plan (EAP)

The YWCA maintains an Employee Assistance Program (EAP) covering all employees. The YWCA maintains partnerships with area agencies to provide referrals for the following services, if and when needed by any employee of the YWCA:

- Individual and/or family counseling
- Emergency Housing
- DV Services
- Career Counseling
- Tax and Financial management services
- Legal Assistance
- Elder Care Information and referral services
- Childcare Information and referral services

Employees who wish to access the EAP program should contact the Human Resource Director for more information. All requests shall remain confidential.

Employee Discounts for Services

Childcare Employee Discount

Eligible employees may receive a discount for enrolling their children in the YWCA Early Learning Center program.

Eligibility requirements:

- A. Employee must be a Full-time, Regular part-time, or Part-time employee to be eligible for this program.
- B. Childcare payments will be deducted from the employee's paycheck bi-weekly.
- C. Employees who are also staff with the YWCA Early Learning Centers may not enroll their child(ren) at the same site in which they work.
- D. Enrollment of any employee's child(ren) is subject to availability within the program and not guaranteed.
- E. Employees whose child(ren) are enrolled in the Early Learning Center are subject to the rules, regulations, and payment responsibilities of all parents who participate in the program.

Please contact Human Resources to receive more information.

Health Insurance

Full time employees (working 40 hours per week or more) are eligible for group health insurance coverage. Part time and Casual employees are not eligible for group health insurance.

Upon employment, full time and part time employees are advised of the availability of health insurance coverage and provided with all necessary information and enrollment forms. The YWCA offers affordable rates for employees based on current ACA regulations. For those employees enrolled in the YWCA group health plan, coverage begins the first of the month following the date of hire or the first of the month following open enrollment.

Full time employees who desire family coverage may enroll and pay for the additional cost.

Upon termination of employment, employees have the option of continuing their health insurance coverage for a period of eighteen months. The YWCA is responsible to provide the separated employee with COBRA information. The employee is responsible for notifying the Human Resources Director of the election to continue health insurance coverage and to submit the appropriate premium for the full cost of health insurance coverage by the tenth day of each month.

Employees who are on either short-term disability or paid FMLA may continue health insurance coverage with the YWCA's group health plan. See the Human Resources Director for further information.

Dental and Vision Insurance

Full time and part time employees are provided with the option to purchase dental and vision insurance. Casual employees are not eligible.

The YWCA will provide information about Dental and Vision Insurance to all employees at time of

hire and throughout their employment.

Employees are eligible to access this coverage on the first of the month following the date of hire or open enrollment.

To access more complete information about the Dental and Vision coverage, employees should contact the Human Resources Director.

Supplemental Insurance Plans

Full time and part time employees are provided with the option to purchase a supplemental insurance such as Accident, Hospital, Cancer and Short-Term Disability coverage. Some of these insurance plans are pre-tax and some are post-tax. It is the employee's responsibility to be aware of the rules pertaining to discontinuing their supplemental insurance plan (s).

The YWCA will provide information about supplemental plans to all employees at time of hire and throughout their employment.

To access more complete information about the Supplemental Insurance Plans available, employees should contact the Human Resources Director.

New York State Disability Benefits

You may be eligible for short-term disability insurance benefits if you become injured or ill due to non-work related causes.

Employees may apply for New York State Disability when they have been unable to work for seven calendar (five working) days.

The YWCA recognizes maternity disability in the same manner as any other type of medical disability. The time off must be covered by medical documentation from the medical provider and the disability may be extended before or after if there are complications. The YWCA will maintain an employee's group health plan benefits for the duration of disability as if the employee had continued to work. Additionally, an employee will not lose any benefits accrued during employment prior to taking disability benefits.

The YWCA will make every effort to offer the employee returning from disability leave the same or comparable position, with a comparable rate of pay.

An employee may choose to use accrued and available vacation or other paid time off to receive a full salary while on disability (in lieu of the paid disability benefit).

Paid Family Leave (PFL)

Beginning January 1, 2018, YWCA will provide eligible employees with paid family leave in accordance with the terms of this policy.

Covered Leave

This coverage provides wage replacement to employees to help them bond with a child, provide care for a close relative with a serious health condition, or attend to a qualifying exigency when a family member is called to active military service.

“Family member” is defined as a child, parent, grandparent, spouse or domestic partner.

A “serious health condition” is an illness, injury, impairment, or physical or mental condition that involves either an overnight stay in a medical care facility, or continuing treatment by a health care provider for a condition that prevents the qualified family member from participating in school or other daily activities.

“Providing care” includes necessary physical care, assistance with essential daily living matters, assistance in treatment, and personal attendant services. It also includes emotional support, visitation, transportation, and/or arranging for changes in care. It does not include routine examinations, cosmetic treatments, or minor illnesses.

Employees are guaranteed the ability to return to their job and continue their health insurance. The premium for PFL will be fully funded by employee contributions through payroll. PFL coverage will be included under existing New York Disability Benefits Law policy.

In the case of the birth of a child, PFL may be taken within 52 weeks of the date of the child’s birth.

In the case of leave for adoption or foster care placement, an employee can take PFL even prior to the adoption/placement to complete tasks in connection to the adoption/placement (e.g., court appearances or distant travel necessary to complete an adoption). However, an employee is not entitled to benefits under the PFL in connection with their own prenatal conditions.

A “qualifying exigency” may include attending certain military events, arranging for alternative childcare, addressing certain financial and legal arrangements, attending certain counseling sessions, and attending post-deployment reintegration briefings.

Eligibility

To qualify for paid family leave under this policy, employees must have worked for YWCA Northeastern NY:

- full-time (regularly working 20 or more hours per week) for 26 weeks in a row; or
- part-time (regularly working less than 20 hours per week) for 175 days in a row.

Notice

When the need for family leave is foreseeable, an employee must provide the YWCA with 30 days’ advance notice of the intention to take family leave. If the need for leave is not foreseeable, the employee must provide notice as soon as practicable.

Employees must also submit a claim to YWCA's disability insurance plan, along with any documentation they require. The insurer will notify the employee and YWCA of its decision regarding PFL benefits within 18 days of an application.

Documentation Requirements

Employees are responsible to provide medical certification completed by a health care provider to support the need for the family leave. The certification must be sufficient to determine if the leave qualifies for PFL protection and the anticipated timing and duration of the leave. Employees must also inform YWCA if the requested leave is for a reason for which leave was previously taken or certified. Employees may be required to provide a certification and periodic recertification supporting the need for leave.

Intermittent Leave

An employee does not need to use this leave in one block; leave may be received on an intermittent basis (less than a full work week), in increments of one full day (that is, one-fifth of the weekly benefit). No employee is entitled to more than 8 weeks of paid family leave benefits within a 52-week calendar period for 2018. This benefit will increase to 10 weeks in 2019, and 12 weeks in 2021. Also, an employee may choose to use accrued and available vacation or other paid time off to receive a full salary while on family leave (in lieu of the paid family leave benefit).

An employee is not able to receive both full disability benefits and paid family leave benefits at the same time. However, an employee may be able to supplement partial disability benefits with paid family leave benefits, up to the family leave benefit maximum. No employee is entitled to more than 26 weeks of combined disability and family leave benefits during a 52 consecutive calendar week period.

In addition, any paid family leave benefit must run concurrently with an employee's available entitlement under federal FMLA (unpaid leave for self or family members. See FMLA).

An employee who takes time off for a permitted paid family leave reason must be reinstated to his or her original position upon return to work, or reinstated to a comparable position with equal pay, benefits, and other terms and conditions of employment. In addition, an employer may not retaliate against an employee who takes paid family leave.

YWCA's Responsibilities

Employees returning from leave are entitled to return to their same or comparable position without loss of benefits they would have accrued otherwise. YWCA will maintain an employee's group health plan benefits for the duration of paid family leave as if the employee had continued to work. However, if an employee on PFL is more than 30 days late in paying his/her share of health insurance premiums, YWCA may terminate coverage. Additionally, an employee will not lose any benefits accrued during employment prior to taking family leave.

Waiver An employee may choose to waive family leave benefits and therefore not be subject to the paycheck deduction when:

1. the employee regularly works 20 hours or more per week but the employee will not work 26 consecutive weeks; or
2. the employee regularly works less than 20 hours per week and the employee will not work 175 days in a 52 consecutive week period.

Discrimination and Retaliation

YWCA will not discriminate or retaliate against an employee who takes or requests PFL.

FMLA Leave

Please note that FMLA leave may also apply. If so, it will run concurrently with any PFL.

New York State Worker' s Compensation

The YWCA Northeastern NY maintains a program to provide benefits to eligible employees who are injured while on the job. Workers' compensation is insurance that provides cash benefits and/or medical care for workers who are injured or become ill as a direct result of their job. Weekly cash benefits and medical care are paid by the employer's insurance carrier, as directed by the Workers' Compensation Board. The Workers' Compensation Board is a state agency that processes the claims.

Employees who have suffered an injury while on the job are required to report to their supervisor immediately. The supervisor will see that the employee receives immediate medical attention, when necessary.

The employee must file an Incident/Accident Report with their supervisor. Copies go to the Finance Director and Human Resource Director.

The employee may use paid leave for the initial seven calendar (five working) days when absent due to a work related injury. If there is insufficient paid leave to cover the seven calendar (five working) days period, the employee will go without pay until the waiting period has ended. Beyond one week, Worker' s Compensation will make payments to the employee with evidence of medical disability.

If an employee utilizes Worker' s Compensation, the employee may not sue the YWCA for the injury.

SECTION 7: PAID TIME OFF

Paid Time Off Program

The YWCA Northeastern NY provides a Paid Leave Program for employees to provide time off with pay for personal needs, vacations, and short term illnesses. The employee and their immediate supervisor are responsible for the scheduling of paid leave. Full time employees will accrue paid leave at the rates outlined below. Part time employees will accrue paid leave pro-rated at a rate based on their percentage of full time hours worked.

Personal and Sick Time Off

Employees and their immediate supervisor are responsible for the scheduling of paid personal or sick leave. All employees will accrue paid leave at the rate of .55 hours per day for approximately 12 hours per each month of service for full-time employees. Part time employees will accrue paid leave at the same rate, with the total hours accrued based on their number of hours worked for each month.

Unused Personal and Sick time may be rolled over from year to year for a total of 288 hours, or 36 calendar days' worth. Personal/Sick time may not be taken for more than three consecutive days without supervisor approval. A doctor's note may also be required.

Personal/Sick time may not be used in combination with Vacation time.

Accrual of Personal and Sick time begins immediately upon employment, and is available during the Initial Employment Period with supervisor approval.

The YWCA reserves the right to ask for the employee's medical documentation.

It is the employee's responsibility to monitor accrued time and to utilize paid leave annually.

Paid Personal or Sick leave may be used for purposes of bereavement.

Employees may also be able to use Personal time for extended jury duty or military service. See those policies for details.

After an employee submits their resignation no Personal/Sick time may be taken without a doctor's notice. Vacation time may not be used.

Remaining unused Personal or Sick leave is forfeited upon an employee's termination of employment.

Vacation Time Off

The YWCA Northeastern NY provides a Vacation Paid leave for employees to provide time off for rest, relaxation, and personal pursuits. The employee and their immediate supervisor are responsible for the scheduling of Vacation paid leave. Full time and part-time employees will accrue paid Vacation leave at the rates outlined below. Casual employees do not accrue Vacation

time.

Vacation Paid Leave is available after successful completion of the Initial Employment Period (90 days from the date of hire).

Employee Category	Vacation Accruals per pay	Years of Service	Cap
Full-Time (37-40 Hours/Week)	3.08 hours	Years 1-3	80 Hours
Regular Part-Time (30-36 Hours/Week)	2.46 hours	Years 1-3	64 Hours
Part-Time (20-29 Hours/Week)	1.53 hours	Years 1-3	40 Hours
Full-Time (37-40 Hours/Week)	6.12 hours	Years 4 & 5	120 Hours
Regular Part-Time (30-36 Hours/Week)	3.38 hours	Years 4 & 5	88 Hours
Part-Time (20-29 Hours/Week)	2.46 hours	Years 4 & 5	64 Hours
Full-Time (37-40 Hours/Week)	6.15 hours	Years 6,7,8,9,10	160 Hours
Regular Part-Time (30-36 Hours/Week)	4.61 hours	Years 6,7,8,9,10	120 Hours
Part-Time (20-29 Hours/Week)	3.07 hours	Years 6,7,8,9,10	80 Hours
Full-Time (37-40 Hours/Week)	7.69 hours	Years 11 +	200 Hours
Regular Part-Time (30-36 Hours/Week)	5.84 hours	Years 11 +	152 Hours
Part-Time (20-29 Hours/Week)	4.00 hours	Years 11 +	104 Hours

Holiday Time Off

YWCA observes the following paid holidays for eligible employees:

- New Year' s Day
- Martin Luther King Day
- President' s Day
- Memorial Day
- Independence Day
- Labor Day
- Columbus Day
- Thanksgiving Day & Day After
- Christmas Day

- BOD Holiday (floating holiday)

Holiday pay is calculated on regularly scheduled work hours. Part-time staff receive holiday pay on a pro-rated basis (number of hours normally scheduled for a week divided by 5). Holiday leave is not available for Per Diem or Casual employees, or employees on an unpaid status.

Holidays are paid at the employee's regular rate of pay when the employee has the day off. Holidays must fall on a day within the employee's regular work schedule to receive Holiday Leave in the same pay period. Otherwise the holiday becomes a Floating Holiday that the employee may take at another time with their supervisor's approval. Floating Holidays must be taken within 30 days of the holiday.

When Christmas or New Year's Day falls on a Saturday, the observed holiday will be the Friday immediately preceding. When Christmas or New Year's Day falls on a Sunday, the observed holiday will be the Monday immediately following.

Staff who are required to work the actual holiday date will receive time and a half rate of pay for the hours worked on that day. This rule applies to all YWCA holidays.

Jury Duty

If you are summoned to report for jury duty, you will be granted a leave of absence. There are no automatic exemptions or excuses from jury service in New York State. Everyone who is eligible must serve. You are eligible to serve as a juror in New York State if you are:

1. a United States citizen,
2. at least 18 years old, and
3. a resident of the county to which you are summoned to serve.

In addition, jurors must

1. be able to understand and communicate in the English language, and
2. not have been convicted of a felony.

Employees should notify their supervisor of jury duty as soon as possible and provide a copy of the Summons within two days of receipt. Certificates of Jury Duty Attendance must be submitted to the employee's supervisor with a copy for the Human Resource Director for each date served.

The employee should maintain contact with their supervisor on the expected return to work date. An employee will not lose his or her position for reporting to jury duty.

"Jury Duty" should be noted on the time sheet on those days when the employee is serving as a juror when they would normally be scheduled to work. Employees serving on a jury will

be paid at their regular rate of pay for up to 80 hours of jury duty within a calendar year. Any accrued and available Personal time may be used after 80 hours.

Employees must return to their job if they are excused from jury duty during their regular working hours. Failure to report to work may result in disciplinary action. We reserve the right to request employees seek to be excused from or request postponement of jury service if the absence from work would create a hardship to the YWCA.

SECTION 8: UNPAID LEAVE

Witness Leave

Employees are given the necessary time off without pay to attend or participate in a court proceeding in accordance with state law.

Please notify the Department Director of the need to take witness leave as far in advance as possible. Any accrued and available Personal time may be used for time off due to witness leave.

Victim of Crime Leave/Domestic Violence

The YWCA will grant reasonable and necessary leave from work, without pay, to employees who are victims of a crime, including domestic violence, to attend or participate in legal proceedings pertaining to the crime. Affected employees must give the YWCA reasonable notice that leave under this policy is required.

Any accrued and available Personal time may be used for time off due to victim of a crime or domestic violence leave.

Family Medical Leave Act (FMLA)

Covered Leave

YWCA will provide up to 12 weeks (or up to 26 weeks of military caregiver leave) during a 12 month period of unpaid, job-protected leave to eligible employees for the following reasons:

- For incapacity due to pregnancy, prenatal medical care or child birth;
- To care for the employee's child after birth, or placement for adoption or foster care
- To care for the employee's spouse, domestic partner, son or daughter, or parent, who has a serious health condition ;
- For a serious health condition that makes the employee unable to perform the employee's job. A serious health condition is defined as an illness, injury, impairment, or physical or mental condition that involves either an overnight stay in a medical care facility, or continuing treatment by a health care provider for a condition that either prevents the employee from performing the functions of the employee's job.
- To care for a service member (employee's spouse, domestic partner, son, daughter, or parent) who is an active member of the Armed Forces, including a member of the National Guard or Reserves, who has a serious injury or illness incurred in the line of duty for which the service member is undergoing medical treatment, recuperation, or therapy; or is in outpatient status; or is on the temporary disability retired list. This section also applies to care of a veteran who was discharged or released under conditions other than dishonorable at any time during the five-year period prior to the first date the eligible employee takes FMLA leave to care for the covered veteran, and who is undergoing medical treatment recuperation, or therapy for a serious injury or illness. Please note the FMLA definitions of "serious injury or illness" for current service members and veterans are distinct from the FMLA definition of "serious health condition". Leave taken to care for an injured or ill service member when combined with other qualifying FMLA leave may not exceed 26 weeks in a single 12-month period. Service member FMLA leave runs concurrent with other leave entitlements provided under federal, state, and local law.

- To attend to a “qualifying exigency” for families of members of the National Guard or Reserves or of a regular component of the Armed Forces when the covered military member is on covered active duty or called to covered active duty. A “qualifying exigency” may include attending certain military events, arranging for alternative childcare, addressing certain financial and legal arrangements, attending certain counseling sessions, and attending post-deployment reintegration briefings.

Eligibility

To qualify for family medical leave under this policy, employees must meet all of the following conditions:

1. The employee must have worked for the company for 12 months or 52 weeks;
2. The employee must have worked at least 1,250 hours during the 12-month period immediately preceding the commencement of the leave. The 1,250 hours do not include time spent on paid or unpaid leave; **and** the employee must work in a worksite where 50 or more employees are employed by the Company within 75 miles of that office or worksite.

Intermittent Leave

An employee does not need to use this leave entitlement in one block. Leave can be taken intermittently or on a reduced leave schedule when medically necessary. Employees must make reasonable efforts to schedule leave for planned medical treatment so as not to unduly disrupt the employer’s operations. Leave due to qualifying exigencies may also be taken on an intermittent basis.

Notice

Employees must provide 30 days advance notice of the need to take FMLA leave when the need is foreseeable. When 30 days’ notice is not possible, the employee must provide notice as soon as practicable and generally must comply with an employer’s normal call-in procedures.

Documentation

Employees are responsible to provide medical certification completed by a health care provider to support the need for the FMLA benefit. The certification must be sufficient for YWCA to determine if the leave may qualify for FMLA protection and the timing and duration of the leave. Employees must also inform YWCA if the requested leave is for a reason for which FMLA leave was previously taken or certified. Employees also may be required to provide periodic recertification supporting the need for leave. Additional FMLA forms are available in Human Resources office.

Duration

No employee is entitled to more than 12 weeks of FMLA benefits within a 52-week calendar period. Also, an employee may choose to use accrued and available vacation or other paid time off to receive a full salary while on FMLA.

Employee Status and Benefits During Leave

While an employee is on leave, YWCA will continue the employee's group health benefits during the leave period at the same level and under the same conditions as if the employee had continued to

work. Upon return from FMLA leave, most employees must be restored to their original or equivalent positions with equivalent pay, benefits, and other employment terms. Use of FMLA leave cannot result in the loss of any employment benefit that accrued prior to the start of an employee's leave.

Substitution of Paid Leave for Unpaid Leave

Employees may choose or employers may require use of accrued paid leave while taking FMLA leave. In order to use paid leave for FMLA leave, employees must comply with YWCA's normal paid leave policies.

Employer Responsibilities

Covered employers must inform employees requesting leave whether they are eligible under FMLA. If they are, the notice must specify any additional information required as well as the employees' rights and responsibilities. If they are not eligible, YWCA must provide a reason for the ineligibility.

Covered employers must inform employees if leave will be designated as FMLA-protected and the amount of leave counted against the employee's leave entitlement. If YWCA determines that the leave is not FMLA-protected, YWCA must notify the employee.

Unlawful Acts by Employers

FMLA makes it unlawful for any employer to:

- interfere with, restrain, or deny the exercise of any right provided under FMLA; or
- discharge or discriminate against any person for opposing any practice made unlawful by FMLA or for involvement in any proceeding under or relating to FMLA.

Enforcement

An employee may file a complaint with the U.S. Department of Labor or may bring a private lawsuit against an employer. FMLA does not affect any Federal or State law prohibiting discrimination, or supersede any State or local law or collective bargaining agreement that provides greater family or medical leave rights.

If you have any questions about what conditions are covered under this FMLA policy or what qualifies as covered leave you are encouraged to consult with YWCAs Human Resources Department.

Military/Military Spouse Leave

Employees who are required to fulfill military obligations in any branch of the Armed Services of the United States, including those who serve in the Army, Navy, Marine Corps, Air Force, Coast Guard, Reserves, Army or Air National Guard, and Commissioned Corps of the Public Health Service will be given the necessary time off without pay while engaged in military service duty.

Full time employees are paid the difference between their normal rate of pay and their military pay for the full length of the leave. Thereafter, the time off is unpaid, unless state law dictates otherwise.

If you are on an extended military leave of absence for active service, you are entitled to be

restored to your previously held position or similar position, if available, without loss of any rights, privileges or benefits, provided you meet the requirements specified under federal or New York State law.

Employees may apply accrued personal leave and unused earned vacation time to the leave if they wish; however, they are not obliged to do so.

Employees are expected to notify their supervisor as soon as they are aware of the dates of duty so that arrangements can be made for a replacement during an absence. A letter from the employee's commanding officer is required to establish the dates of service duty.

Benefits will accrue during the period of leave in accordance with state and federal law.

If you are the spouse of a member of the Armed Forces of the United States, National Guard or Reserves who has been deployed during a period of military conflict to a combat theater or combat zone of operations, you may be allowed up to ten days unpaid leave when your spouse is on leave from service.

Please see Human Resources for more information.

SECTION 9

WORK/LIFE INTEGRATION POLICIES

Telecommuting Policy

Telecommuting is a work arrangement in which an employee works from a remote work site away from the primary workplace or from home for a portion of the workday or workweek or pay period. Employees approved for telecommuting may send work to and communicate with the main office via telephone, computer or fax.

Telecommuting may be approved for the following reasons:

- during serious weather;
- during medical leave while an employee is recuperating at home (with medical permission);
- when work requires uninterrupted periods of time to complete a specific project.

Working from home is not an entitlement nor is it an organization-wide benefit and it in no way changes the terms and conditions of employment with the YWCA.

Telecommuting arrangements are not a permanent work solution and will only be approved for brief periods. All telecommuting requests must be approved by the Department Director.

The YWCA will determine, with information supplied by the employee and the supervisor, the appropriate equipment needs (including hardware, software, modems, phone and data lines, facsimile equipment, and photocopiers) for each employee working from a telecommuting arrangement. Equipment supplied by the employee, if deemed appropriate by the organization, will be maintained by the employee.

Please note that all YWCA policies apply while performing your job duties.

SECTION 10: EMPLOYEE ATTENDANCE

Business Hours

The work week begins at 12:01 a.m. on Monday and ends at 12:00 a.m. midnight on Sunday.

All employees of the YWCA are expected to work their scheduled hours as arranged with their supervisor. Supervisors are responsible to advise their staff of individual work schedules and any changes in those schedules.

The YWCA offices are open to serve the public Monday thru Friday 9:00 a.m. to 5:00 p.m. In addition, trainings, classes, and special events are held on evenings and weekends to ensure service delivery to clients and the public.

Attendance Policy

Employee attendance and punctuality are important to our operations. It is our expectation that you will be at your work area and ready to work at your scheduled time.

Where possible, absences must be arranged as far in advance as possible. Employees who are unable to report to work at their assigned starting time for any unforeseen reason are required to contact their Coordinator or Department Director as soon as possible and leave a message either by voicemail, e-mail, or cell phone so adequate staffing can be maintained as necessary. See department policy for specific guidelines.

Unscheduled Absences are to be used only in the event of an unforeseen, unavoidable occurrence that prevents an employee from reporting to work (i.e. illness, family emergency, etc.). Employees are expected to follow the call-in procedures for their department. A no call/no show for a scheduled shift is grounds for immediate termination.

If you become ill at work or need to leave for any reason, you are expected to notify your Coordinator or Department Director immediately.

You may be required to provide documentation to substantiate your absence or tardiness. All employees who are not on authorized leave are required to report to work on time. Non-exempt employees should not report to work before or remain at work until after their scheduled work times without prior approval.

Any employee who is uncertain of their work status should consult their job description which was given to them at time of hire.

Failure to maintain consistent and prompt attendance can result in Corrective Action, up to and including termination. Failure to report to work for three consecutive scheduled workdays without appropriate notification is considered job abandonment and will result in a voluntary resignation.

Emergency Closing Policy

YWCA offices are open on a regular basis, Monday thru Friday 9:00 a.m. to 5:00 p.m., in order to serve the community. Employees are expected to make reasonable effort to report to work whenever the YWCA offices are open, or whenever scheduled to work.

Some YWCA programs such as the Shelter, Housing (Front Desk), and Maintenance, must maintain staff around the clock.

In the event severe weather or some other disaster occurs that impacts daily operations, the Executive Director may close the agency for the day. If this occurs, only essential staff will be required to report to work. Essential staff include Shelter, Front Desk, and Maintenance staff.

Essential staff will be paid at the rate of time and a half for any hours worked during an emergency closing. Non-essential staff who are scheduled to work that day will receive a day off with pay at their regular rate.

If the Executive Director closes a specific YWCA program for part or all of a work day, staff who are scheduled to work that day will be excused from work. Personal time may be used to supplement pay for the day.

If an employee is not able to make it in when the agency remains open, they must contact their immediate supervisor to advise that person of the situation. In such a case the employee will take paid time off for the day.

SECTION 11

LEGAL AND ETHICAL CONDUCT

Anti-Fraud Policy

The YWCA will identify and investigate when appropriate, any fraudulent or dishonest behavior against the agency.

No YWCA employee is permitted to accept any cash, checks, goods, services, benefit or gift with a fair market value in excess of \$50.00 unless approved in advance by the Executive Director.

No YWCA employee is permitted to personally accept payment for any services performed for a current contractor or community agency unless approved in advance by the Executive Director.

When suspected fraudulent or dishonest activities by an employee are identified, the activity must be reported immediately to the Human Resource Director. Employees subject to a complaint may be suspended without pay pending investigation.

Whistleblower Protections

The YWCA encourages all employees to report knowledge or concerns of dishonest or fraudulent activity to their supervisor or Human Resources. The YWCA prohibits retaliation against any employee who has made a good faith report of such activity. For more information, see the YWCA's Whistleblower Policy.

Outside Employment

Employees may be employed outside the agency during non-working hours if:

- 1) the potential employer does not compete with or provide services to the Agency or its subsidiaries;
- 2) and the employment does not affect their objectivity in carrying out their Agency responsibilities;
- 3) and the outside employment does not conflict with scheduled hours, including overtime, or the performance of Agency assignments

Prior to accepting outside employment, employees must notify their Coordinator or Department Director in writing. The notice must contain the name of the potential employer, the title and nature of the position, the number of working hours per week, and the time of scheduled work hours.

Employees must not use Agency time, materials, information or other assets in connection with outside employment.

If an employee is asked to participate in a public event such as Legislative Day on behalf of a national or state organization such as the YWCA of New York, the YWCA USA, or any similar non-profit organization, the employee will be paid for these hours as regular worked hours. Such participation must receive prior approval from the Executive Director.

Confidentiality Policy - General Policy

During the course of employment, employees will be exposed to Agency confidential information. Confidential information is defined as privileged and proprietary information of the

Agency to which the general public does not have access. This will include client lists and files, customer lists and accounts, systems, procedures, policies, business plans, financial data, technology, confidential reports, telephone lists, contract forms, and all other information, knowledge, or data of any kind or nature relating to the products, services, or business of the Agency. Confidential and proprietary information also includes any work product of the employee during his or her employment with the Agency, including emails, reports, memorandums, research, and other similar documentation. Additionally, employees and others associated with the Agency should assume that all information relating to the provision of services and to billing is considered confidential.

Employees are prohibited from accessing, disclosing, or duplicating confidential information unless there is a business need to do so. You are also prohibited from accessing files, databases, and other Agency resources which you do not have authorization to access. Upon termination of employment, you shall return all confidential information in your possession.

Conflict of Interest Policy

The YWCA has a particular interest in preserving our reputation and the reputation of our employees for the utmost honesty and integrity and hold ourselves and our employees to the highest standards of lawful and ethical conduct. Therefore, employees are expected to refrain from engaging in any activity that may conflict with your status as an Agency employee. This includes the use of your position with the Agency for personal profit, advantage, or entering into transactions or relationships where it may appear that you have a conflict of interest. If you have questions related to the propriety of a transaction or activity, seek guidance from your Program Coordinator or supervisor and, if necessary, seek prior written approval before engaging in the transaction.

Employees will sign a Conflict of Interest Form on an annual basis pursuant to the policy adopted by the Board of Directors.

Fraternization Policy

At the YWCA Northeastern NY, amorous relationships between employees or between employees and management are deemed unwise. We recommend against such relationships, especially when one employee has a direct authority over the other employee. If any work-related problems develop from such a relationship, the employee who holds the more organizational power will be entirely responsible.

If employees begin a dating relationship and if one party is in a supervisory position, that person is required to inform management and Human Resources of the relationship.

We reserve the right to apply this policy to situations where there is a conflict, or the potential for conflict, because of the relationship between employees, even where there is no direct-reporting relationship or authority involved.

Nepotism Policy

To avoid supervision by relatives that can cause conflicts and employee relation problems, the

YWCA will not permit employees to work in a position in which they would be directly supervised by a relative or a member of the same household.

Relatives are defined as: spouse, domestic partner, parent, grandparent, child, brother, sister, aunt, uncle, nephew, or niece, and corresponding relationships resulting through marriage, domestic partnership and step-relatives.

If employees become relatives or members of the same household and if one party is in a supervisory position, that person is required to inform management and Human Resources of the relationship.

We reserve the right to apply this policy to situations where there is a conflict, or the potential for conflict, because of the relationship between employees, even where there is no direct-reporting relationship or authority involved.

Medical Information Confidentiality Policy

The YWCA Northeastern NY strives to protect the privacy of medical information to the greatest possible extent. In accordance with the Health Insurance Portability and Accountability Act of 1996 (HIPAA), 42 CFR Part 2, and other Federal and State laws, the Agency requires all of its employees to ensure the confidentiality of protected health information (“PHI”) maintained by the Agency. To that end, we provide the following guidelines regarding the confidentiality of medical information:

PHI includes any information, data, or documentation relating to an employee's mental or physical condition, health status, claims experience, medical histories, physical examinations, evidence of disability, medical records, dental records, disability records, workers' compensation records, medical leave records, and genetic information. PHI also refers to individually identifiable health insurance information received by the Agency’ s group health plans and/or received by a health care provider, health plan, or health care clearinghouse that relates to past or present health of an individual and/or visits or payments to any health care professional, hospital, emergency room, or other type of short- or long- term health care facility.

Employees and others associated with the YWCA should assume that all information relating to the provision of services and to billing is considered confidential. In particular, employees and others associated with the Agency are directed to refrain from discussing any client names or details pertaining to services provided to any client with any person outside of the Company, unless expressly authorized. The fact that a client received services from our Agency is protected by Federal Law.

Medical information concerning employees is confidential and must be protected in the same manner as any other client’ s PHI. Any medical information concerning employees will be maintained in separate, confidential medical files apart from regular personnel records. Only authorized employees may ever have access to such files.

YWCA considers any breaches in the privacy and confidentiality of handling of PHI to be serious. Any employee who fails to maintain such privacy and confidentiality in violation of this policy will be subject to disciplinary action.

Arrest and Conviction Policy

All employees are required to notify, in writing, the Human Resources Director of any arrests or convictions within 72 hours of knowledge. This reporting is applicable to all employees whether or not their positions are subject to a background check. The Agency will consider this information consistent with applicable federal and state law. Information about an arrest and/or conviction will not necessarily affect employment, but factors such as the seriousness and nature of the violation may be taken into account.

Political Speech Prohibition

Tax-exempt 501(c)(3) organizations like YWCA Northeastern NY are strictly prohibited in their political speech, so much so that great care should be taken as tax-exemption could be lost or brought into question by the Internal Revenue Service.

An employee of YWCA, while engaged in work for YWCA during their designated working hours, while acting as an agent of YWCA, or while identifying themselves as a representative of YWCA shall not engage in speech which accomplishes the following:

- Endorses a specific candidate for political office;
- Endorses a specific political ideology, party or platform;
- Importunes others to cast votes for or against a particular candidate for public office, party, platform, or political ideology.

Failure to adhere to the above mandates may result in discipline, up to and including termination.

SECTION 12
EMPLOYEE CONDUCT AND WORK RULES

Children in the Workplace Policy

Employees should not bring their children to work, except in emergency situations. This policy is established to avoid disruptions in job duties of the employee and co-workers, reduce property liability, and help maintain the YWCA's professional work environment.

If bringing a child to work is unavoidable, the employee must contact his/her Department Director as soon as possible to obtain permission to have the child accompany the employee while working. Factors the Director will consider the age of the child, how long the child needs to be present, the work environment in the employee's area, and any possible disruption to the employee's and co-workers' work. An ill child may not come to work with the employee.

An employee's child in the workplace is the responsibility of the employee parent and must be accompanied and be under the direct supervision of the employee parent at all times.

Children must never accompany a staff member on a home visit, training, or meeting.

Dress Code: Business Attire Policy

YWCA Northeastern NY employees contribute to the corporate culture and reputation in the way they present themselves. A professional appearance is essential to a favorable impression with clients, visitors, regulators and members. Good grooming and appropriate dress reflect employee pride and inspire confidence.

Basic guidelines for appropriate attire

Basic elements for appropriate and professional business attire include socks or stockings and clothing that is in neat and clean condition. Basic guidelines for appropriate workplace dress do not include tight or short pants, tank tops, halter tops, low-cut blouses or sweaters, sweat pants, sweatshirts, sweat suits, exercise clothes, tattered jeans or shirts, clothing with language or graphics, flip flops, or any extreme style or fashion.

Some YWCA Departments have additional dress code requirements. An employee unsure of what is appropriate should check with his or her Department Director. If a Department Director decides that an employee's dress or appearance is not appropriate, he or she may take appropriate corrective action.

Business casual

Business casual dress is permitted, except during specified and announced occasions when casual dress is inappropriate. Employees who must leave work to change clothes for business reasons will use personal time or vacation time to do so. When meeting clients, business dress guidelines must be observed, unless the client has specifically requested otherwise.

Business casual is defined as follows

Casual shirts: All shirts with collars, business casual crewneck or V-neck shirts, blouses, golf and polo shirts. Examples of inappropriate shirts include T-shirts, shirts with inappropriate slogans, tank tops, muscle shirts, camouflage and crop tops. In specified circumstances, T-shirts may be

approved and provided for specific events only.

Pants: Casual slacks and trousers and jeans without holes, frays, etc. Examples of inappropriate pants include shorts (except for walking-length shorts), camouflage and pants worn below the waist or hip line. Leggings or jeggings may be worn with a tunic or top that reaches fingertip length.

Footwear: Casual slip-on or tie shoes, dress sandals with heel straps and athletic shoes if approved by the department. Examples of inappropriate footwear include floppy sandals, flip-flops and hunting boots.

If an accommodation is required due to an employee's religious beliefs and/or based upon any other legally protected class, please contact Human Resources to discuss an appropriate religious accommodation.

Open Door Policy

All employees of the YWCA Northeastern NY report to a supervisor. The YWCA's Board of Directors provides oversight to the Executive Director. The Executive Director provides oversight to Department Directors.

Department Directors provide oversight to program Coordinators and Supervisors. Coordinators and Supervisors provide oversight to team staff members. All employees who supervise others are responsible for providing performance oversight, written performance appraisals, training, and management of their subordinates' time and production in accordance with the YWCA's Policies and Procedures.

Our open door policy encourages open communication, feedback, and discussion about any matter of importance to employees. Management encourages you to speak with your immediate supervisor first to resolve an issue. If that issue is not resolved, you are then encouraged to speak to any manager at any time.

Grievance Procedure

To ensure the expectation that employees are to treat each other with respect, employees are encouraged to address all employee relations complaints and concerns through the proper chain of command. If employees disagree with established rules of conduct, policies or practices, they can express their concern through the open door procedure.

Employees should lodge concerns by contacting management in the following order: their department Coordinator or Supervisor first, then the Department Director who, if necessary, brings concerns to the Human Resource Director for guidance in the matter.

If employees have a matter that is not resolved to their satisfaction through the open door procedure, they may file a formal written grievance with the Executive Director. Dates, facts, and persons involved should be clearly outlined. The Executive Director will review the formal complaint in consultation with the Human Resource Director, and will render a decision after no

more than 5 business days. The Executive Director's decision on the matter is final.

If the grievance is with the Executive Director, the employee may file a formal written grievance with the YWCA Northeastern NY Board President. Dates, facts, and persons involved should be clearly outlined. The Board President will review the formal complaint in consultation with the Board's Executive Committee, and will render a decision after no more than 5 business days. The Board's decision on the matter is final.

Use of Technology Policy

The YWCA has limitations on the personal use of technology at work to ensure that personal technology does not interfere with employees' job duties while at work.

Cell Phones

Personal use of cell phones for calls, text messaging and internet access should be limited. If an employee uses a cell phone for personal use more than a couple of minutes at a time and shares an office with others, they should go to a place where they will not disrupt other employees. Because cell phones can be a distraction in the workplace it is required that employees put their cell phones on vibrate at all times. As a reminder, it is recommended that if you are traveling in your automobile for business purposes, you should only use your cell phone if you have a hands-free device. Texting, e-mailing, and surfing the internet while driving is unsafe and could lead to accidents and result as a liability to the agency.

Early Learning Center staff may not use their personal cell phones while in the classrooms. Use of a personal cell phone in the classroom is strictly prohibited and employees violating this policy are subject to disciplinary action, up to and including termination.

The Internet

The internet and e-mail make communication more efficient and effective. Unacceptable usage of the internet can place the YWCA and others at risk.

The following guidelines have been established for using the internet and e-mail in an appropriate, ethical and professional manner.

YWCA internet and e-mail access may not be used for transmitting, retrieving or storing of any communications of a defamatory, discriminatory, or harassing nature, or materials that are obscene or X-rated. No messages in violation of our EEO and/or harassment policies shall be transmitted.

Any illegal activities -- including piracy, extortion, blackmail, copyright infringement, and unauthorized access to any computers on the Internet or e-mail -- are forbidden.

All employees obtaining access to other company's or individual's materials must respect all copyrights and may not copy, retrieve, modify or forward copyrighted materials, except with permission or as a single copy to reference only. If you find something on the internet that may be interesting to others, do not copy it to a network drive. Do not save or e-mail copyrighted materials,

but rather email the web address or link to the person.

Each employee is responsible for the content of all text, audio or images that he/she places or sends over the company's internet and e-mail system. No e-mail or other electronic communications may be sent which hides the identity of the sender or represents the sender as someone else.

E-mail is not guaranteed to be private or confidential. All electronic communications are the property of the YWCA. Therefore, the YWCA reserves the right to examine, monitor and regulate e-mail messages, directories and files, as well as internet usage.

Internal and external e-mail messages are considered business records and may be subject to discovery in the event of litigation.

The YWCA' s Right to Monitor

All YWCA-supplied technology, including computer systems and YWCA-related work records, belong to the YWCA and not the employee. The YWCA reserves the right to monitor usage patterns for its e-mail and Internet communications. Although encouraged to explore the vast resources available on the Internet, employees should use discretion in the sites that are accessed. Any personal use of email must be limited to non-working time.

Since all the computer systems and software, as well as the e-mail and internet connections are the YWCA owned, all agency policies are in effect at all times. Any employee who abuses the privilege of the YWCA facilitated access to e-mail or the Internet, may be denied access to the Internet and, if appropriate, be subject to disciplinary action up to and including termination.

Computer Maintenance and Technical Assistance

Do not open an attachment from an unknown source. Laptop Computers should not be left unattended.

If technical assistance is needed, employees must notify the Administrative Coordinator or Executive Director of the issue.

Monitors and printers should be turned off at night to conserve energy and reduce utility costs whenever possible.

Use of YWCA Vehicles

Vehicles owned by the YWCA are to be used only by employees with clearance through the Human Resource Department. To be eligible to drive a YWCA vehicle, the employee must have proof of a valid NYS Driver' s License and a clean driving record (refer to Agency Driving Policy). The Human Resource Director maintains a list of all employees eligible to drive any of the YWCA vehicles for work related travel.

When using a YWCA vehicle, employees are expected to exercise care, perform any required

maintenance, and follow all operating instructions, safety standards, and YWCA guidelines.

Employees are required to notify their supervisor and the Facilities Director if any damage or defect is noted in a YWCA vehicle, or if the vehicle needs repair. Failure to report damage or repair needs may lead to disciplinary action.

Agency Driving Policy

The YWCA has made a commitment of safety, service, and quality to both our employees and clients. Vehicles are not to be operated unless in a safe operating condition. Drivers must be physically and mentally able to drive safely. Drivers must conform to all traffic laws with allowances made for adverse weather and traffic conditions. Respect the rights of other drivers and pedestrians. Drivers may not use drugs or alcohol, or be under the influence of drugs or alcohol while operating a vehicle owned by, or when utilizing a vehicle on behalf of the YWCA Northeastern NY.

All YWCA drivers must provide a copy of their current NY State Driving Abstract (record) and show proof of personal automobile insurance, along with a valid Class D Driver's license upon hire.

All accidents involving an agency vehicle are to be reported immediately to YWCA management. All accidents involving an Agency driver, including those in a non-owned agency vehicle if the accident occurred during work hours, must also be reported to YWCA management. The accident may require review of the driver's eligibility pursuant to Department of Motor Vehicle standards. All accidents will be reviewed and a determination made as to whether the accident was preventable or non-preventable. A preventable accident is defined as an accident in which the driver failed to do everything reasonably possible to avoid it.

New York State Department of Motor Vehicle (DMV) records will be periodically checked on employees authorized to drive for the YWCA. DMV records that reveal the following conditions will disqualify an employee from driving Agency operated vehicles or non-agency vehicles on behalf of the YWCA:

Three or more traffic violations and/or fault accidents over a three year period

One or more of the following serious traffic convictions within the past three years:

Conviction for an alcohol and/or drug related driving offense

Refusal to submit to a Blood Alcohol Content test

Failure to stop/report an accident and leaving the scene of an accident

Conviction for homicide, manslaughter, or assault arising out of the use of a vehicle

Suspension, revocation, or administrative restriction of a driver's license within the last three years

Conviction for reckless or careless driving

Racing

Passing a stopped school bus

Possession of a controlled substance

Making a false accident report

Three or more agency vehicle physical damage claims in any twelve month period

Speeding (10 + MPH over posted speed limit)
Conviction for attempting to elude a police officer

Visitors in the Workplace Policy

Only authorized visitors are allowed in the workplace in order to maintain safety standards, protect against theft, ensure security of equipment, protect confidential information, safeguard employee welfare and avoid potential distractions and disturbances.

All visitors must sign in at the reception area upon entrance to any YWCA building.

The Administrative Receptionist will call the employee being visited and receive authorization to direct visitors to their destination.

If you observe an unauthorized individual on YWCA premises, immediately notify your supervisor.

If supervisor is not available, direct the visitor to the reception area.

SECTION 13: COMMUNICATION POLICIES

Editorial Review Policy

To ensure the YWCA uses consistent messages and language when communicating with the community, Employees are not permitted to make printed materials with the YWCA' s name on it (including flyers) without prior approval from the Communications Department.

Media Activity Policy

It is crucial that staff handle all media inquiries as professionally and quickly as possible. All inquiries must be immediately directed to the attention of the Communications Director. If the Communications Director is absent, such inquiries should be directed to the Executive Director.

SECTION 14: FINANCIAL POLICIES

Business Mileage Reimbursement

The YWCA Northeastern NY will reimburse its employees for the approved use of their personal automobile on official business that is properly authorized, reasonable and appropriately documented.

The YWCA will reimburse employees at approved Federal rate per mile when a personal vehicle is used for a business trip. The employee must document business miles using a Mileage Reimbursement form to determine the total mileage for the trip less the normal commute to and from work (see below). The business mileage rate covers all costs of operating the vehicle including gasoline, oil, insurance and repairs. Receipts for tolls and parking fees are reimbursed separately and not included in the business mileage rate.

Business mileage does not include the normal commute to and from work. When your business travel originates from home, subtract your normal commute from the total miles associated with the trip. Under IRS Reg. § 1.262-1(b) (5), costs of commuting to the place of business or employment are personal expenses. You cannot be reimbursed for commuting expenses even if you work during the commuting trip.

Employees who use their personal automobiles for business travel must have a valid driver's license and comprehensive automobile insurance, including liability coverage. The YWCA will not reimburse individuals for the cost of insurance.

If mileage is incurred while conducting local business, the request for reimbursement is submitted on a Mileage Reimbursement Expense Report. Reimbursement requests should indicate the points of travel, reason for the travel, and program associated with the travel, and the miles eligible for reimbursement. Receipts for tolls and parking should be included with the form and noted on the form as well.

All mileage reimbursement forms must be on the approved form. Forms are located on the YWCA website under the Employee section. Mileage Reimbursement forms must be completed and submitted to the program Coordinator for approval before being submitted to the Human Resource Director. Mileage reimbursements are paid out with the second payroll of every month for the mileage incurred in the previous month (e.g. June's mileage will be paid out with the second payroll in July).

Expense Reimbursement Policy

YWCA employees shall be reimbursed for any ordinary and necessary business and professional expenses paid or incurred by the employee in connection with the performance of services as an employee of the YWCA Northeastern NY. Expenses must be adequately substantiated as described below.

Under no circumstances will the YWCA reimburse employees for business or professional expenses incurred on behalf of the agency that are not properly documented. This requirement is necessary to prevent our expense reimbursement plan from being classified as a "non-

accountable” plan.

Employees must provide documentation on the appropriate purchase request form that includes;

The amount of the expense;

The date and time of the expense;

The business purpose of the expense;

The name of the vendor where the goods or services were obtained;

The receipts

Expense Reimbursement Request forms must have the signatures of both the Finance and Department Directors. These forms may be found on the YWCA website under the employee section. Completed forms must be submitted before the second payroll of the month for expenses incurred in the previous month (e.g. reimbursement for attending a business luncheon in June will be reimbursed the second payroll in July).

SECTION 15
HEALTH AND SAFETY POLICIES

Health and Safety Policy

The YWCA Northeastern NY is committed to providing healthy and safe conditions for work and to eliminating conditions and incidents which could result in personal injury or ill health, in accordance with the Occupational Safety and Health Act of 1970.

All management and employees share the responsibility for protecting from injury those working for the YWCA and members of the public with whom it is involved.

Thus, it is the policy of the YWCA to take all reasonably practicable steps to ensure the health, safety and welfare of all its employees, visitors, contractors, subcontractors, consultants, and visitors who may be affected by its activities.

The YWCA has developed and implements a separate policy on Workplace Violence and Domestic Violence as a Workplace Concern.

The YWCA makes all reasonable efforts to:

- Protect the health and safety of its employees
- Provide safe workplaces for all employees
- Provide information to all employees about health and safety hazards
- Identify and correct health and safety hazards and encourage all employees to report hazards
- Prevent accidents and ill health caused by working conditions

The YWCA is committed to strong programs of accident and injury prevention and to complying with all environmental and health and safety laws and regulations. Good health and safety practices are a responsibility of each employee and manager.

Management staff (Directors, Coordinators and Supervisors) are responsible for protecting the health and safety of employees under their supervision. This responsibility entails:

- Implementing the agency' s health and safety policies, practices and programs
- Ensuring that workplaces and equipment are safe and well maintained
- Ensuring that workplaces are in compliance with the YWCA' s policies, programs and practices

Employees are responsible for:

- Keeping themselves informed of conditions affecting their health and safety
- Adhering to healthy and safe practices at the YWCA
- Advising their Department Coordinator or Director of serious hazards.

Employees are also advised to carry out their assignments in a way that prevents injury to themselves and others. For example, employees must:

- Not put glass or lighted cigarettes or matches in wastebaskets.
- Keep desk and file drawers closed when not in use.

Not put heavy objects on top shelves.
Never run in aisles, corridors, or on stairways.
Not read or text while walking.
Know the location of fire extinguishers near the place of work.
Not leave tools or materials laying on the floor where someone may stumble over them, or overhead where there is danger of their falling.
When piling material, employees must be careful not to exceed a safe height and not pile anything in front of or against fire extinguishers.
Not attempt to lift heavy weight alone. Employees should ask for help.
When lifting any weight, employees should stand with their feet close together, not widespread. Employees should learn to lift so as to avoid strains: They should bend at their knees, keep object close to their body, keep their body erect, and then push upward with their legs.
Help maintain good housekeeping by keeping work spaces clean and free of clutter.
Accidents requiring medical care should be reported to the Department Coordinator or Director immediately.

In the event of an accident, the Accident Form must be filled out and submitted to the employee's supervisor before the end of the business day. Copies go to the Finance Director and Human Resources Director.

Substance Abuse Policy

No employee of the YWCA Northeastern NY shall report to work or remain on duty while under the influence of alcohol or illegal, non-prescription drugs. The use, possession, or sale of alcohol or illegal drugs by an employee during working hours or on the YWCA's property will result in immediate termination.

Therefore, no employee shall:

Work while under the influence of alcohol or any illegal substance; or
Work while using any drug that affects the person's faculties in any way contrary to safety; or

To ensure safety and enforce compliance with this policy, the YWCA shall, with reasonable cause, require an employee to submit to a supervised search of personal work space and belongings when:

The use of alcohol or drugs or other impairing substances during work or within close proximity to reporting time is indicated; or
The appearance, odor, behavior, or actions of an employee seem to be consistent with the use of alcohol or illegal drugs; or
Incidents or accidents resulting in injury, lost time, or damage to property occur under conditions which justify a search in the judgment of the YWCA.

Any suspected illegal drug confiscated will be turned over to the appropriate law enforcement agency. An employee's refusal to consent to such a search when requested will create a

presumption that the employee has violated this policy, and such refusal will result in termination of employment.

In addition, employees are responsible for understanding and complying with applicable laws. The YWCA will not be responsible for enforcing state and local laws, nor will it shield employees from the legal consequences of their actions should they violate these laws.

All employees should report evidence of alcohol or drug abuse to their immediate supervisor and the Human Resource Director immediately. In cases where the use of alcohol or drugs poses an imminent threat to the safety of persons or property, an employee must report the violation.

Any violation of this policy may result in either discipline, up to and including termination.

Smoking Policy

The YWCA Northeastern NY is a smoke-free environment. No smoking is permitted at any time in any of the YWCA buildings or apartments. Each property does maintain a designated outdoors smoking area, in accordance with applicable safety and zoning regulations. Employees and clients of the YWCA are permitted to smoke in any designated outdoors smoking area. Smoking in any space outside of these designated outdoors smoking areas is strictly prohibited. This policy also applies to “E-Cigarette” devices. Violations of this policy may result in disciplinary action, up to and including termination.

Workplace Searches

To ensure the safety of all employees and protect the property, we reserve the right to conduct personal searches consistent with state law and to inspect any packages, parcels, purses, handbags, brief cases, lunch boxes or any other possessions or articles carried to and from the agency’ s property.

In addition, the agency reserves the right to search any employee’ s office, desk, files, equipment or any other area or article on our premises. In this regard, it should be noted that all offices, desks, files, equipment, etc. are the property of the YWCA, and are issued for the use of employees only during their employment. Inspection may be conducted at any time at the discretion of the YWCA.

Persons entering the premises who refuse to cooperate in an inspection conducted pursuant to this policy may not be permitted to enter the premises. Employees working on or entering or leaving the premises who refuse to cooperate in an inspection, as well as employees who alter the inspection, will be subject to disciplinary action up to and including terminations.

Weapons in the Workplace

Possession, use or sale of weapons, firearms or explosives while on YWCA premises, while operating YWCA machinery, equipment or vehicles for work-related purposes or while engaged in agency business off premises is forbidden.

Employees who are aware of violations or threats of violation of this policy are required to report such violations and threats to the Human Resource Director or Executive Director immediately. Any threat reported will be carefully investigated and employee confidentiality will be maintained to the fullest extent possible.

Violations of this policy may result in disciplinary action, up to and including termination.

Workplace Violence Policy

Employees of the YWCA Northeastern NY must be able to work in an atmosphere of mutual respect and trust. As a place of work, the YWCA should be free of violence and all forms of intimidation and exploitation. The YWCA is concerned and committed to our employees' safety and health. We refuse to tolerate violence in our workplace and will make every effort to prevent violent incidents in this workplace.

All employees at all levels must not engage in violence in the workplace and will be held responsible for insuring that the YWCA is free from violence. Any employee who engages in such behavior will be subject to disciplinary procedures.

The YWCA has zero tolerance for workplace violence.

Policy on Domestic Violence as a Workplace Concern

The YWCA will make every effort to prevent violent acts in this workplace perpetrated by spouses, mates, or lovers. We are committed to dealing with domestic violence as a workplace issue. We have a zero tolerance for domestic violence.

The YWCA will offer the following services for our employees who are victims of domestic violence:

- Screen employee's calls

- Screen employee's visitors

- Accompany the employee to her/his car or bus/bus stop

- Permit the employee to park close to the YWC

When there is a restraining order, the Executive Director will send a formal notification to the batterer that indicates that his/her presence on the YWCA's premises will result in arrest

Referrals for individual counseling, outside of the YWCA

Contact the Human Resources Director should you need assistance.

Acknowledgment of Receipt

I acknowledge receipt of the YWCA's Employee Handbook and understand the contents of the Employee Handbook are presented for information purposes only. Except for the at-will provisions, the Handbook may be revised from time to time.

I agree to read the Handbook and to follow the guidelines and policies set forth in the Handbook and any amendments to the Handbook along with the other policies and procedures of the YWCA.

I understand and agree that the Handbook is for informational purposes only and is not intended to create a contract, nor is it a contract of employment or continuing employment between myself and the YWCA. It is further understood that neither the Handbook nor any policy of the YWCA is a guarantee or promise of employment or continuing employment. No representative of the YWCA has made any promise or other statements implying employment will be other than what has been stated above. Nothing in this handbook is intended to infringe upon employee rights under the National Labor Relations Act (NLRA).

Employee Signature

Date