**FAMILY OF WOODSTOCK INC.**



**Employee Handbook**

**2020**

 **Updated 8/3/2020**

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# PART 1 INTRODUCTION

The purpose of this Employee Handbookis to communicate important information about specific employment policies and practices of Family of Woodstock, Inc. - particularly those that pertain to various work rules and government regulations. In this manual “staff” refers to all paid employees and volunteers. “Employees” refers to the staff who are paid through Family’s payroll. All staff are expected to be familiar with the policies within this handbook.

The policies defined in this Employee Handbook apply to all agency programs. Individual programs cannot develop alternative policies and/or procedures on their own, the staff may propose changes to this Handbook or new policies which relate to their specific program for review and approval by the agency leadership and the Personnel Committee of the Board of Directors.

## Mission Statement

Family of Woodstock, Inc. is a network of individuals, paid and volunteer, whose mission is to provide confidential and fully accessible crisis intervention, information, prevention, and support services to address the needs of individuals and families. The scope of the agency’s vision allows us to bring to bear resources to address a broad spectrum of human problems.

We believe that the common ground which unites us, both helper and helped, is greater than the differences which divide us, and that everyone deserves the respect and support of our larger community. We seek to embody and model the qualities of caring and respect within our organization and with those whom we serve. We maintain an attitude which is non-judgmental and non-directive, so that all individuals are encouraged to resolve problems in a way that honors their own cultural, religious, socioeconomic and value systems. We endeavor to empower each person to find their own solutions to the challenges before them. In this work, we are committed to search all avenues for assistance, creatively combining resources, as needed.

In addition to assisting individuals and families, we continually seek to improve the quality of life in our community by addressing gaps in services and by advocating for more comprehensive, effective, culturally appropriate and humane responses to people's needs.

## Family Values

Family of Woodstock, Inc. (hereinafter referred to as Family) is a community of people committed to helping individuals and families to help themselves. Incorporated in 1971 as a not-for-profit organization under Section 501(c)(3) of the Internal Revenue Service law, Family assists people in Ulster and surrounding counties through a broad spectrum of programs. The scope of the organization has greatly increased over time, but Family’s intent remains the same – to provide the support and the resources people need in order to cope with their own issues. The agency is committed to the concept of self-help. We cannot solve problems for people, but we try to give them support and information that can help them discover for themselves what they really want and how to get it.

From its beginnings, Family has relied heavily on volunteers to accomplish the agency’s mission. Reference to “staff” refers to both paid employees and volunteers, and all policies apply to both equally unless otherwise specifically noted.

## Staff Suggestions/Communication

Family welcomes staffs’ suggestions to improve the quality of customer care, safety and or work processes or conditions. The agency encourages all staff to take the initiative to participate in the communication process by:

* Participating in regularly scheduled program meetings
* Submitting ideas and articles for Items of interest, Family Ties or other Family publications
* Participating in periodic meetings with Family’s leadership, to develop strategic plans for the program and share ideas with the agency-wide committees
* Offering suggestions directly to agency leadership
* Responding to staff surveys
* Attending Board meetings to provide staff input

Constructive suggestions often enhance the safety and ease of job performance for many staff.

The purpose of this Employee Handbookis to communicate important information about specific employment policies and practices of Family of Woodstock, Inc. - particularly those that pertain to various work rules and government regulations. All paid employees and volunteers are expected to be familiar with the policies within this handbook.

The policies defined in this Employee Handbook apply to all agency programs. Individual programs cannot develop alternative policies and/or procedures on their own. Individual programs may propose changes to this Handbook or new policies which relate to their specific program for review and approval by the agency leadership and the Personnel Committee of the Board of Directors.

This Employee handbook replaces any previous handbook issued by Family of Woodstock, Inc. concerning the agency’s policies and practices.

## Consumer/Client Definition

A client is anyone who receives services from a program of the agency. For Family of Woodstock’s purpose, these individuals are not considered former clients, regardless of the funding source that pays for their assistance, until services have not been provided by that program for six months. During that six-month period, they are considered an active client of that program.

The extent to which an active client can either volunteer or be employed by another Family program will be determined on a case-by-case basis based on the type of services they are receiving. This limitation holds for six months after the person no longer receives direct service from the agency.

As helping professionals, staff (paid and volunteer) must limit to the greatest extent possible any relationship which negatively impacts on the ability of the program to provide needed services to a consumer. Friendships, business or intimate relationships may hamper the ability of a consumer to receive appropriate services from the agency. Such relationships could lead consumers to believe they have a privileged connection to the program and/or agency or could lead other consumers to believe that they are not receiving equivalent services because of another consumer’s special relationship with a specific staff person.

Staff must place the needs and goals of the consumer above their own, avoid exploiting trust, promoting dependency, or creating dual role relationships. Staff are prohibited from establishing new personal or business relationships with consumers of services within their program area within 6 months of the client seeking service from that program, unless discussed with the leadership.

## Employment Practices Disclaimers

**Employment-at-Will:** All staff, paid or volunteers, participate in the agency on an “at-will” basis; neither this document nor any other communication shall bind the Agency to employ individuals now or hereafter and that employment may be terminated by an individual or Family without reason at any time with or without notice.

## **Policy Interpretation**

The establishment of agency policy is the responsibility of the Board of Directors. The implementation of those policies is the responsibility of the agency’s management team, which consists of the Executive Director, Team Leaders, and Program Directors. This group has the responsibility to interpret the policies in this handbook. The Executive Director will provide the final interpretation on personnel issues. That decision can be challenged. Staff may present ideas and concerns to the Personnel Committee of the Board of Directors through the Grievance Policy described on page 10. This Employee Handbook should not be interpreted as a guarantee that the policies and practices in it will be applied in all cases.

## **Policy Changes**

Family’s Employee Handbook is subject to change at any time, depending upon the agency’s operational needs.

## Governmental Regulations

In the event any provision contained in Family’s Employee Handbook conflicts with federal or state statute, rule, or regulation, then such statute, rule, or regulation will prevail.

# PART 2 PERSONNEL POLICIES

## Personnel Files

The personnel records maintained by the agency include, but are not limited to, employment applications, references, background check results, job descriptions, personnel change forms, copies of job-required licenses and certificates, Federal and State withholding tax forms, pension enrollment/waiver forms, medical, dental and vision enrollment/waiver forms, performance appraisals, promotions, dispute resolution notices, counseling memoranda, notices of discipline, and orientation reports.

## **Pre-hiring Background Checks**

Applicants will be required to authorize in writing that the agency can conduct a background check, including: the State Central Child Abuse Registry; NYS Justice Center Fingerprinting; review of motor vehicle history; employment verification information; and hold harmless statement. References will also be checked prior to hiring. Thereafter, the Program Director or Team Leader will check the employment references of final applicants.

When hired an individual will be required to submit identifying information (Social Security card or birth certificate or document proving legal residency status in the United States and the Hiring Application forms prior to hiring.

## Chain of Command

Family’s path of supervisory responsibility follows a set course:

* the Board of Directors supervises the Executive Director;
* the Executive Director supervises the Team Leaders;
* Team Leaders and the Executive Director supervise specific Program Directors and their programs;
* Program Directors supervise all their program’s services and staff; and
* Assistant Program Directors supervise program staff as directed by the Program Director.
	+ Program Directors may delegate supervisory responsibility to other staff members as needed. Each program’s functioning is devised to best support its own structure, mission and goals.

## Orientation Period

The first three months of a person’s employment are considered an orientation period. Completion of this training period does not constitute an ongoing commitment of employment. A formal Performance Appraisal shall be conducted with the employee’s supervisor no later than the end of this three-month period in order to qualify the staff person for additional benefits.

## Performance Evaluation

The intent of a performance evaluation is to provide the employees with a clear and comprehensive assessment of their accomplishments, and the strengths and weaknesses in their job performance. Performance appraisal is seen as a process of growth, and, to the greatest extent possible, should be forward-looking and balanced.

## Corrective Action and Discipline

Family must ensure that certain rules and regulations regarding employee behavior are adhered to for the benefit and safety of all staff and clients and the efficient operation of the agency and program. Corrective action, whether verbal, written or both, may be necessary when an employee has violated a policy, rule, regulation, or procedure, or has demonstrated performance deficiencies. Corrective actions may include counseling, training or initiating formal disciplinary action against an employee including probation, suspension, up to termination.

In instances where an inappropriate action has been reported to a supervisor, the first step is fact-finding to determine the full circumstances of the event. This in-house investigation will not preclude notification to the Justice Center or relevant funding sources.

##

## Attendance

Staff must be ready and able to work at the start of the work schedule.

* **Lateness**: In the event a staff person is unable to report to work at the scheduled time, the staff person must notify the appropriate supervisor as soon as possible before the scheduled starting time. The reason for tardiness and the expected time of arrival must be provided.
* **Unscheduled Absences:** In the case of sudden illness or emergency that cause a staff person to be absent from work, the staff person is required to personally notify the appropriate supervisor and designee by telephone, text, or email at the earliest possible time unless the staff in incapacitated.
* **Unexcused Absences:** Notification of an absence does not automatically mean the absence is authorized. Any time off from work that is without approval of the appropriate supervisor is considered an unexcused absence. Staff will not be compensated for unexcused absences and may result in disciplinary action up to and including suspension without pay and/or termination.
* **Leaving Work Early:** Staff are required to notify the appropriate supervisor in advance of any incident that would require them to leave before the end of their scheduled work day (leave early).
* **24-hour Programs:** Programs that operate 24 hours, 7 days a week are contractually committed to providing around-the-clock staffing. Therefore, every effort must be made to fulfill the scheduled shift, and all time off must be prearranged and pre-approved by the Program Director. In emergency weather conditions, staff must communicate with the Program Director as early as possible when they are not able to stay until the end of the shift.

## Rules of Conduct

### **Prohibited Conduct**

A staff person (paid employee or volunteer) who is found to have violated the policies, procedures, rules, or regulations communicated in this Handbook or is found to have engaged in misconduct or has failed to correct poor performance may be subject to disciplinary action up to and including termination.

**Per Se Violations:** The actions listed in this section will generally be regarded as just cause for termination of employment. This list is illustrative and is not intended to limit the agency’s right to impose discipline in other appropriate cases.

* Willful violation of agency policies, procedures, rules, or regulations.
* Behaviors harassing (including sexual harassment), intimidating, coercing, threatening, assaulting, or creating a hostile environment against another employee, volunteer, consumer, or any other person, whether on or off agency premises.
* Possession of weapons, including but not limited to firearms, explosives, or knives (except for pocket knives) on agency property or in agency vehicles.
* Possession, use, or being under the influence of alcohol or controlled substances during hours of work or while on agency property or in agency vehicles.
* Willful or deliberate abuse, destruction, defacement, or misuse of agency property or the property of another employee, volunteer, consumer, or any other person.
* Theft or unauthorized possession, use, or removal of agency property or the property of another employee, volunteer, consumer, or any other person.
* Falsification or alteration of any records or reports including but not limited to employment applications, time records, work records, medical reports, absence reports, performance evaluations, work-related injury reports, and claims for benefits provided by the agency.
* Preparation or manipulation of another employee’s time record.
* Acts of sabotage, including the work of another employee or volunteer.
* Statements that are false about another employee, volunteer, or consumer.
* Gross insubordination or willful refusal to comply with the lawful order or instruction of a supervisor.
* Violation and/or disregard of safety rules or safety practices in such a way that jeopardizes the safety of the employee, another employee, volunteer, consumer, or any other person.
* Unauthorized expenditure of agency funds.
* Illegal gambling while on duty.
* Interfering with agency operations.
* Personal activity during paid work time without the expressed permission of the appropriate supervisor.
* Inappropriate, unprofessional abusive language in the workplace, including slurs and epithets.

Failure to comply with this policy may result in disciplinary action up to and including suspension without pay and/or termination.

## Proprietary Issues

Any written materials, program designs, training curriculum, or other materials produced in the course of performing job responsibilities as an employee of Family are considered the property of the agency and not the individual employee. Under certain circumstances, the agency may consider joint promotion of materials for mutual gain.

Without prior authorization by the Executive Director, and adherence to confidentiality laws, no consumer information, images or agency materials may be used or disclosed outside of the performance of Family business for any purposes.

Failure to comply with this policy may result in disciplinary action up to and including suspension without pay and/or termination.

## Grievances

A grievance is made when a staff person takes an action that is in violation to agency policy. A staff person may make a complaint when they feel they are being treated unfairly by either a supervisor or another staff person.

In most cases, Family expects that the staff will be able to satisfactorily address such concerns with the help of his or her program leadership. However, when it’s not resolved, staff may formally file a grievance or complaint by completing the forms and following the steps in the procedure manual.

## Whistleblower Protection

This policy is created to encourage reporting of serious concerns to proper authorities without personal threat to the person revealing the information. Any staff who in good faith reports violations of Family’s policies, or state or federal laws or regulations, will not suffer harassment, retaliation or adverse employment consequences as a result of reporting the concern. Anonymity will be protected to the greatest extent possible.

Further, any staff who retaliates against another individual for revealing such information is subject to disciplinary action up to and including termination or removal from the Board. The Executive Director will be responsible to administer the Whistleblower Policy and report any concerns to the Board of Directors.

**Failure to Report Violations:** Any employee, volunteer or Board Member who has knowledge of such violations and does not report it is subject to disciplinary action up to and including termination or removal from the Board.

# Part 3 OPERATIONAL POLICIES

## Working Off-Site

Staff assigned to work at sites under the auspices of another program of Family or an outside agency must work under the rules and conditions of that program or agency, including but not limited to dress code, code of conduct, signing in and out procedures, etc.

##

## Inclement Weather & Emergency Conditions

Due to the 24-hour nature of many of Family’s programs and the agency’s commitment to the needs of working parents and other consumers of services, the agency’s offices and programs will remain open, whenever possible, even in adverse conditions. Staff are encouraged to use their own good judgment in determining whether it is safe for them to come to work or remain at work in such conditions.

## **Inclement Weather**

Except in instances when the roads are closed by local or state authorities and there is no other road to take, staff will be expected to report to work.

If an employee chooses to not report to work, or to leave work before their regularly scheduled time, the absence will be charged against the employee’s holiday, sick or vacation time. However, an employee may make up the absence during the same pay period with prior approval of the Program Director.

In cases where an employee does not have enough holiday, sick or vacation time to cover the absence, the Program Director may request approval of the Team Leader or Executive Director to receive an advance against their next accrued time.

## **Remaining at Work Requirement**

In emergency situations it may be required that an employee remain at work past the normal shift to provide coverage until the next staff person arrives. In such instances the employee will be compensated for the extra time worked.

###

## Vehicle Driving Maintenance and Safety

The goal is to take the proper steps to prevent loss of life, injury, or property damage of all staff, clients and the general public. Family recognizes that the responsibilities for safety and loss prevention must be shared by everyone.

Employees who drive Family’s vehicles are responsible for following the guidelines set forth in this Vehicle Safety Policy. These responsibilities include:

* Operating vehicles in a manner that ensures the safety of passengers and cargo
* Having a valid driver's license in their possession
* Inspecting the vehicle which they are about to drive, in accordance with established policies
* Reporting any vehicle maintenance issues and accidents immediately
* Reporting to their Program Director if there is something wrong with an agency vehicle, which may affect safety, and repairs must be made before use.
* Ensuring all passengers wear seatbelts. Car seats/booster seated are used for young children.
* Ensuring that the vehicles are smoke free.
* Handheld devices are prohibited while driving, pullover and park prior to using devices.
* Using a vehicle for the purposes for which it was designed.
* Adhering to all traffic laws and regulations when operating Agency vehicles.
* Using Family’s vehicles for agency business only.
* Parking vehicles in a legal and proper manner and removing the keys and locking it.
* Reporting parking tickets or moving violations to program leadership immediately.

**Driver Responsibility in Accident Investigation**: Any driving accident, whether it’s Family’s vehicle or a personal vehicle must be reported within 24 hours to the TL of Finance and the Executive Director.

* At the scene of an accident deal with the immediate situation particularly if anyone is injured.
* Contact local Police and your supervisor. Be courteous and cooperative. Never leave the scene of an accident.
* Gather accident information promptly to be reported to the TL of Finance within 24 hours, who will report to the insurance company.
* Write down names, license numbers and other information regarding the accident and those people involved in it. Draw a simple diagram of the accident scene. The more detail you can provide, the better it will be for insurance and/or legal purposes later. If you have a camera, document the situation with photographs from various angles.

## Electronics/Technology

**Personal Calls:** The use of Family’s telephones is primarily for agency business. In instances when personal use is necessary, it should be kept to a minimum. When, in the judgment of a supervisor, such use is impeding the staff person’s or program’s work performance, it should be addressed by the supervisor directly.

Producing, exchanging and retrieving information electronically by taking advantage of technology provided by the agency presents valuable opportunities for Family. While staff are encouraged to use this technology, its use carries important responsibilities. Staff are expected to exhibit the same high level of ethical and business standards when using this technology as they do with more traditional workplace communication resources.

Staff have no expectation of privacy with respect to e-mail or electronic communication, or information stored in agency computers, equipment or property. **All staff are given access to the agency’s technology and must read and sign the Technology Use and Privacy Policy, acknowledging the guidelines described in that policy.**

**Technology Use and Privacy:** Family provides various technology resources to authorized staff to assist them in the performance of their job duties. Each staff person has a responsibility to use Family’s Technology Resources in a manner that increases productivity, enhances the services provided, and is respectful of others.

**Definition of Technology Resources:** Technology resources consist of all electronic devices, software, and means of communication including, but not limited to, the following: workstation computers; lap-top computers; cell phones; tablets; computer hardware such as disk drives, tape drives and flash drives (also called memory sticks); peripheral equipment such as printers, modems, fax machines, scanners and copiers; computer software applications and associated files and data, including software that grants access to external services, such as the Internet, electronic mail, telephones, pagers, and voice mail systems.

**Authorization:** All users share responsibility for the security of Family’s Technology Resources. Users have access to sensitive and confidential information as part of their everyday job. Misuse of the technology resources or failure to maintain security procedure can expose sensitive information to an unauthorized user. It is critical that Family’s technology resource users avoid activities that could result in unauthorized access to sensitive information.

Access to Family’s Technology Resources is within the sole discretion of the agency. Generally, staff are given access to the agency’s various technologies based on their job requirements.

Authorized use of some of Family’s Technology Resources is secured by the assignment of a unique user ID and password. Passwords are intended to prevent unauthorized access to information. All users must protect their password(s) from unauthorized use by never sharing personal passwords.

**If staff suspect devices have been corrupted by a virus, contact the IT Department immediately at** **support@fowinc.org** **or call 845-331-7080 and ask for I.T.**

**Acceptable Use:** Family’s Technology Resources are to be used by staff primarily for the purpose of conducting agency business. Staff may, however, use Family’s Technology Resources for the following incidental personal uses so long as such uses do not interfere with the staff person’s duties, do not conflict with Family business, and do not violate any of the agency’s policies:

* To gain personal proficiency;
* To send and receive necessary and occasional personal communications;
* To prepare and store incidental personal data (such as personal calendars, personal address lists, and similar incidental personal data) in a reasonable manner which does not unduly use up the equipment or its storage capacity;
* To use the telephone system, fax machine, or copy machine for brief and necessary personal use; and,
* To access the Internet for brief personal searches and inquiries during times which are outside of work hours, provided that the staff person adheres to all other usage policies.

When a staff person utilizes agency equipment in such a way as to slow down the functioning of that equipment (i.e. streaming music) the staff person may be asked to curtail that operation.

As relates to personal use, Family assumes no liability for loss, damage, destruction, alteration, disclosure, or misuse of any personal data or communications transmitted over or stored on Family’s technology resources. Family accepts no responsibility or liability for the loss or non-delivery of any personal electronic mail or voice mail communications or any personal data stored on any of Family’s property.

## **Improper Use**

Staff must not use Family’s Technology Resources to intentionally obtain or generate information containing content that may be considered offensive or disruptive. Offensive content includes, but is not limited to, sexual comments or images, racial slurs, gender offensive comments, or any comments that would offend someone. Comments offensive to individual’s age, race, color, national origin, religion, sex, gender identity (including gender expression), sexual orientation, disability, age, marital status, family/parental status, income derived from a public assistance program or political beliefs. or disability are prohibited.

Staff must not store personal videos or photos on agency equipment.

Staff must not use Family’s Technology Resources for any illegal purpose, in violation of any of Family’s policies, in a manner contrary to the best interests of the agency, or in any way that discloses confidential or proprietary information of Family or third parties.

Staff must not use Family’s Technology Resources to copy, retrieve, forward or send copyrighted materials unless the staff person has the author’s permission.

## **Administrative Access to Technology Resources**

All messages sent and received, including personal messages, and all data and information stored on the agency’s e-mail system, voice-mail system, website, computer systems, and other social media pages are Family’s property regardless of the content.

While Family intends to respect the privacy of its staff, on occasion, Family accesses all its technology resources including computer files or email and voice mail messages. Staff should be aware that the right of privacy cannot be guaranteed with respect to any messages or information created or maintained on Family’s Technology Resources, including telephone voice mail, electronic mail, and internet uses. Family may, at its discretion, inspect all files or messages on its technology resources at any time for any reason. Family also monitors its technology resources continuously in order to locate information, determine compliance with its policies, to prepare for legal proceedings or other business purposes, to investigate misconduct, to locate information, or for any other business purpose.

## electronic Communications

All electronic communications include using Family email accounts or Family issued cell phones, Devices and Apps. All emails containing personal identification information of client or staff must be encrypted. Family’s encryption software will automatically add encryption when staff fail to do it.

**Texting at Family**: All texts must comply with HIPAA standards for confidentiality. All staff to client communications must be accomplished using Family accounts, devices, Apps and or resources. All communications should adhere to highest possible standards of respect, safety, and privacy. In the event of an emergency, it is best to text your supervisor to call you to discuss the issue at hand by phone.

**Using your own device:** Staff will be permitted to access Family owned email accounts from their personal mobile devices provided they agree to download and install the Google Device Policy app or Apple certificate which would offer a level of protection to the agency by requiring all personal smart phones or devices to use screen lock security, and for Family to be able to remove its private account information and content should the staff member leave the agency.

Staff choosing to use personal phones or accounts to conduct Family business must sign a statement of understanding that they run the risk of exposing their personal information to potentially threatening clients and that their personal phone, accounts and private information could be subpoenaed in the event of a litigation involving Family. By choosing this option it is understood that the staff person may be subjected to some personal risk.

## Social Media

Family recognizes that staff may choose to communicate using social media.  This policy is not intended to restrict staff in the exercise of their Section 7 rights pursuant to the National Labor Relations Act, but is, instead, designed to protect Family from the unauthorized disclosure of confidential or proprietary information and to otherwise protect Family, its staff and clients from any harm that might result through employee misuse of social media.

Reference to Family is intended to be inclusive of all the agency’s programs. Reference to staff is intended to include staff of Family and its programs. Reference to programs, services, clients and vendors is intended to include all programs, services, clients, consultants and vendors of Family and its programs.

The Definition of social media includes all types of postings on the Internet, including, but not limited to, social networking sites (such as but not limited to Facebook©, Myspace© or LinkedIn©); blogs, other online journals and diaries; bulletin boards and chat rooms; micro blogging, such as Twitter©; and the posting of video on YouTube© and any other similar sites and services.  Social media also includes permitting or not removing postings by another individual where staff can control the contents of postings, such as on a personal profile or blog.  This policy applies regardless of whether the individual is utilizing social media for networking or posting during work or non-work time or whether using personally owned or Family owned devices.

Family has spent substantial time and resources building its reputation and good will in the community.If from a post in a blog or elsewhere in social media it is clear the writer is a Family employee, or if Family is mentioned, or it is referring to Family or a position taken by Family, and also expresses a political opinion or an opinion regarding Family’s positions or actions, the post must specifically note that the opinion expressed is the writer’s personal opinion and not Family’s position in order to protect Family’s reputation in the community.

Staff who engage in social media activities should be mindful that their postings, even if done off premises and during non-work time, could have an adverse effect on Family’s legitimate business interests.  Some readers may view staff as a de facto spokesperson for Family.  To mitigate related compliance, legal risk, reputational risk and operational risk as a result of use of social media, staff are required to comply with the following guidelines when participating in social media:

Social media should not be used to post or display comments about co-workers or supervisors or Family that are vulgar, obscene, threatening, intimidating, harassing or in violation of Family’s work place policies against discrimination, harassment, or hostility on account of age, race, color, national origin, religion, sex, gender identity (including gender expression), sexual orientation, disability, age, marital status, family/parental status, income derived from a public assistance program or political beliefs or disability.

Social media use referencing Family and/or postings is subject to all of Family’s policies set forth in this handbook and elsewhere, including, but not limited to, policies on harassment, prohibited conduct, respecting confidentiality, information security and use of technology.

Social Media and Confidentiality

Staff must maintain confidentiality in regard to Family, its staff or its clients in social media disclosures without first obtaining the written permission of the specific individual or entity that is referenced. Releasing of photos on social media is forbidden unless a photo release has been obtained. Remember that social media channels are not the place to conduct confidential business with coworkers, clients, suppliers or partners.

**Authorized Access:** Family’s leadership may designate in writing the authority to specific staff with the authority to publish, edit and manage Family’s social network sites and to publish, edit and manage postings regarding Family. Authorized individuals may access electronic communications systems and review communications within the systems without advance notice to users of the system, when Family deems it appropriate to do so. The reasons for which Family may obtain such access include but are not limited to maintaining the system; preventing or investigating allegations of system abuse or misuse; assuring compliance with software copyright laws; complying with legal and regulatory requests for information; ensuring that Family operations continue appropriately during an employee’s absence; and any other purpose deemed appropriate by Family. As such, when using such systems, staff should have no expectation of privacy regarding time, frequency, content or other aspect of usual use, including websites and other Internet/Intranet activities.

Violations: If an employee becomes aware of a violation of this Policy by another Family employee, he/she shall promptly report the violation to the TL of HR.

Administration may modify access or place restrictions and prohibitions on agency material. Such modifications shall be in writing.

Failure to comply with this policy may lead to disciplinary actions up to and including termination. If appropriate, Family will pursue all available legal remedies to enforce this policy.  Family may report suspected unlawful conduct to appropriate law enforcement authorities.

## Visitors, Children & Pets

It is the policy of Family that children and pets of employees are not brought to work on a regular basis. If a staff person has an emergency and has no other option, the staff person may bring their children or pets for a short term, upon approval of the appropriate supervisor. Children and pets must be supervised closely while on site. If this accommodation is needed for more than two days, approval by the Team Leader, and Executive Director is necessary.

##

## Lactation Accommodation

Family provides break time for nursing staff to express breast milk. This break will be provided for up to three years after the birth of a child. If the break time is less than 20 minutes, it is a paid break. All reasonable efforts will be made to provide a private room for the purpose of breastfeeding or expressing milk.

##

## Political Activity

As a not-for-profit agency, Family is prohibited from endorsing or rejecting a particular candidate or political party. During work staff must remain neutral and avoid expressing personal political beliefs and/or reinforcing positive or negative opinions of a staff or consumer. Staff must not tie the agency or its services to any particular political party, agenda, or candidate. Staff who identify with a political position must not discuss their position during work hours or on Family’s sites.

Failure to comply with this policy may result in disciplinary action up to and including probation, suspension without pay and/or termination.

## **Advocacy**

Notwithstanding the above, staff have the right to educate elected officials, the community and consumers on the impact that proposed policies will have on the agency’s consumers and programs.

###

## Personal Property

A staff person is not to bring unnecessary or inappropriate personal property to work.

Desks, and other storage areas may be provided for the convenience of staff, but they remain the sole property of the agency. The agency is not responsible for loss or damage to personal property placed in such storage devices.

In the event the agency has reasonable suspicion to believe there are drugs, alcohol, weapons, or stolen property in such storage areas, the agency can inspect such storage devices, as well as any articles found within them, at any time, with or without notice. The inspection will normally be done by two representatives of the agency and may or may not be made in the presence of the staff person.

##

## Personal Appearance

Family recognizes that the presentation of its employees in the workplace contributes to a professional environment and the public image that has contributed to the success of the agency. Therefore, Family expects employees to be well-groomed and professional in appearance when coming to work or engaged in work-related tasks with customers, clients, and colleagues.

This policy has been developed to ensure that all staff understand the importance of appropriate dress, grooming and hygiene in the workplace or when representing Family. The standards of grooming and hygiene outlined below set forth the *minimum requirements* to which all employees, contract workers, and temporary staff are required to adhere:

**Dress:** Staff are expected to dress in a manner appropriate to their specific job function. This may vary depending on the tasks to be performed on each day. Care must be taken to ensure staff wear appropriate clothing for the job activity for any given day. Relaxed casual and business casual are considered appropriate. Appearance should not be offensive or off putting to those the staff work with including clients, community members, business relationships and co-workers.

**Hygiene:** Every employee is expected to practice daily hygiene and good grooming habits as set forth in further detail below.

**Hair:** Hair should be clean, combed, and neatly trimmed or arranged in a manner that the face is visible.

**Scent:** No employee shall have an odor generally offensive to others when reporting to work. An offensive body odor may result from a lack of good hygiene, from an excessive application of a fragrant after-shave or cologne or from other causes. If there is a formal complaint regarding an employee’s scent, as for example another staff person has an n allergic reaction to a fragrance, the original staff person may be asked to not to wear a fragrance.

**Nails:** Hands and nails should be clean.

## **Working off site**

Staff assigned to work at sites under the auspices of another program outside of Family must work under the rules, policies and conditions of that program or agency, including but not limited to dress code and grooming.

**Violations:** Violations of this policy may result in discipline, up to and including probation, suspension or termination.

**Exceptions:** Staff seeking an exception from any of the above standards should speak to their immediate supervisor or Program Director, who must seek approval from the host agency.

## Strategic Planning Process

At a minimum the Executive Director and Team Leaders are to meet with each program’s staff annually. At that meeting they will:

* Review feedback from consumers, providers and stakeholders;
* Review the program’s statistical reports;
* Solicit input from the staff on strengths and weaknesses of the program; and,
* Identify unmet needs and new directions the program should consider.

# PART 4 COMPLIANCE POLICIES

## The Americans with Disabilities Act

It is the policy of Family of Woodstock, Inc. to comply with the provisions and spirit of the Americans with Disabilities Act and ensure equal employment opportunity for all qualified persons with disabilities. Accordingly, employment decisions at Family, such as recruitment, hiring, job assignments, training, promotion, demotion, furlough, layoff and recall, termination of employment, compensation and benefits, and employer-sponsored activities will be conducted so as not to discriminate unlawfully against persons with disabilities.

## Equal Employment Opportunity

Family of Woodstock, Inc. is an Equal Opportunity Employer. Family is fully committed to the principles of multi-cultural staffing and equal employment opportunities.

At Family, employment is based upon personal capabilities and qualifications without discrimination on the basis of a person’s age, race, color, national origin, religion, sex, gender identity (including gender expression), sexual orientation, disability, age, marital status, family/parental status, income derived from a public assistance program, political beliefs disability or any other protected characteristic as established by law.

Equal employment opportunity applies to all policies relating to recruitment, hiring, job assignments, training, promotion, demotion, furlough, layoff and recall, suspensions or termination of employment, compensation and benefits, employer-sponsored activities, and all other terms and conditions of employment.

Family is committed to providing culturally appropriate services to its diverse consumer population. The agency also reaches out through both formal and informal networks to recruit diverse candidates for positions. Family incorporates cultural awareness and competency in the training of its staff.

## Religious and Political Beliefs

Family attracts consumers and staff of diverse viewpoints. Care must be taken to avoid demeaning the understanding and opinions of others. In all conversations, care should be taken to respect the opinions and understandings of staff and consumers.

Family remains neutral and avoids advocating any religious or political beliefs in its work with consumers. Staff must remain neutral and avoid expressing personal beliefs and/or reinforcing positive or negative opinions of the consumer. Representatives of the agency may not endorse any political belief, specific religion, or non-religion in their counseling and case management work with consumers or staff. Upon consumer request, referrals may be made to clerical, pastoral or spiritual counseling programs.

## Sexual Harassment

Family is committed to maintaining a workplace free from sexual harassment. Sexual harassment is a form of workplace discrimination. All employees are required to work in a manner that prevents sexual harassment in the workplace. This Policy is one component of Family’s commitment to a discrimination-free work environment. Sexual harassment is against the law and all staff have a legal right to a workplace free from sexual harassment and employees are urged to report sexual harassment by filing a complaint internally with Family. Staff can also file a complaint with a government agency or in court under federal, state or local antidiscrimination laws.

Family’s policy applies to all staff, applicants for employment, interns, whether paid or unpaid contractors and persons conducting business with Family, regardless of immigration status,. In the remainder of this policy, the term “staff” refers to this entire group.

Sexual harassment will not be tolerated. Any employee or individual covered by this policy who engages in sexual harassment or retaliation will be subject to remedial and/or disciplinary action up to and including termination.

## Drug-Free Workforce

The Federal Drug-Free Workplace Act of 1988 is applicable to all recipients of Federal grants. In order to receive federal funds, the agency must certify to the granting Federal agency that it will provide a drug-free workplace in accordance with the legislation. As a recipient of Federal grants, the agency hereby complies with the requirements of the Drug-Free Workplace Act by adopting the following policy:

Family is strongly committed to maintaining a safe, healthy, and productive work environment. Staff at program sites, on-call or conducting business for Family, are prohibited from using, possessing, distributing, selling or being under the influence of alcohol or illegal drugs.

If there is a reason to suspect that an employee is working while under the influence of an illegal drug or alcohol, the employee will be suspended with/without pay until the results of the drug and alcohol tests’ results are made available to Family by the testing facility.

All testing results will remain confidential. Employees must sign a consent form prior to the release of results. Test results may be used in arbitration, administrative hearings and court case arising as a result of the employee’s drug testing. Results will be sent to federal agencies as required by federal law.

## Ethics

It is the policy of Family to carry out its mission in accordance with the strictest ethical guidelines and to ensure that Family’s employees, and volunteers conduct themselves in a manner that fosters confidence in the integrity of the agency, its processes and its accomplishments.

Family and its employees must at all times abide by the rules, regulations, federal, state and local laws under which it operates. Employees must conduct themselves in a manner that avoids favoritism, bias, and the appearance of impropriety, and maintain the highest professional standards.

Family is a registered charitable organization under the laws of New York State. It has received 501(c)3 designation as a not-for-profit agency by the United States Internal Revenue Service.

The agency is committed to seeking licensure in any program area in which it is required and to maintain its not for profit status and all legal and funding source requirements for all of its programs.

## Confidentiality

Confidentiality is essential to all of Family’s operations. The agency cannot help people unless they know that they can trust the staff. Family is bound by personal commitment, as well as federal and state laws and regulations (including Federal Substance Abuse laws 42CFR, Part II; NYS Mental Hygiene laws Title E Article 33’33.13; Domestic violence laws 18 NYCRR452.10; Federal Runaway and Homeless Youth Act of 1974; the New York State Runaway and Homeless Youth Act of 1978; and Federal HIPAA requirements.) not to reveal to people outside of the agency staff any information gained in a helping relationship, without the permission of the person whose information is at issue or any information about Family staff. Among agency and program staff the concept of “need to know” will inform decisions as to what information will be shared and with whom such sharing is appropriate to serve the best interest of the client and staff. When there is confusion or disagreement whether specific information will be shared either within a program’s staff or with staff from another program within the agency, the issue should be brought to the appropriate Program Director, Team Leader and/or Executive Director for clarification. It is the agency’s policy to assist consumers to access all services for which they may be eligible. This may involve sharing or clarifying information with staff of other agencies. This sharing may not occur without the written permission of the person seeking assistance, except in situations covered by a qualified service agreement which maintains the same level of confidentiality for both parties.

All information that is not public knowledge is considered privileged and is not to be disclosed under any circumstances. this includes Agency records, memoranda and any other written material. Employees should not discuss the following information in public places:

* All material pertaining to persons contributing to the Agency;
* Information concerning our budget, income or expenditures except as it may appear in the printed Annual Report or any material made public by the Agency;
* Minutes or content of all meetings arranged by the Executive Director in which Board members, committee members and/or staff members participate in discussing the work and policies of the Agency;
* Any information given to staff in writing or orally which is designated as confidential;
* Salaries or other personal data pertaining to individual staff members to which an employee has access by nature of the work. This includes all types of personnel material, such as salary, evaluations, attendance records, data reported on application forms, references written or received by the Agency, or other material relevant to employment.

Employees who have questions about this rule should immediately discuss the rule with the Executive Director.

## Conflict of Interest

Family, its staff must always abide by the rules, regulations and laws under which it operates. Employees must conduct themselves in a manner that avoids favoritism, bias, and the appearance of impropriety and maintains the highest professional standards.

The purpose of the following policy is to prevent the personal interest of staff members from interfering with the performance of their duties. Actions based on personal financial, professional, or political gain on the part of staff at the expense of the agency itself, its members, supporters, consumers and/or other stakeholders is prohibited.

Definitions: Conflict of interest is a situation in which one who is in a position of trust, has, whether in appearance or actuality, competing professional or personal interest. Such competing interests can make it difficult to fulfill his or her duties or decision making in an impartial manner.

## Mandated Child Abuse Reporting

All staff members who provide direct services to consumers are designated as mandated reporters of child abuse and maltreatment under the Child Protective Services Act of 1973 (Section §411, Article 6, Title 6 Social Services Law). All Family staff are required to immediately report to their supervisors all suspected incidents of child abuse and maltreatment. If, while in the performance of work at Family, there is reasonable cause to suspect child abuse or maltreatment may have occurred, a report must be made to the New York State Central Registry regarding all incidents involved. This report must be made by the staff handling the case who must also notify the Program Director or supervisor. If the staff person is unwilling to file the report, it must be made by the supervisor.

The agency as a mandated child abuse reported must cooperate and provide any first-hand information in investigations of alleged child abuse and maltreatment. This is true whether or not the allegations are reported by Family personnel or not. If an investigator comes to a program employees must immediately notify the Program Director, Team Leader or Executive Director who will assist in the investigation.

Failure to comply with provisions of this policy may result in disciplinary action, up to and including, but not limited to suspension and/or termination.

##

## Justice Center

The New York State Justice Center was created to prevent abuse of low functioning individuals particularly in residential programs.

Incidents involving the maltreatment, abuse or neglect of a client must be reported to the Justice Center’s Vulnerable Persons’ Central Register (VPCR) to be investigated by either the Justice Center or by one of the following state agencies: OMH; OASAS; OPWDD; and OCFS.

Incidents must be reported to a supervisor immediately so a report can be made and supervisors must notify and send documentation to the Team Leader of Human Resources and the Executive Director immediately.

## Consumer Complaints

The agency is committed to providing quality services to all of its consumers. Towards this end, each program must inform their clients about their rights to submit a formal complaint or to appeal a decision that affects them directly.

# PART 5 COMPENSATION

For the purposes of this compensation section the definition of employees is as follows:

A “full-time employee” is an employee regularly scheduled to work thirty-five hours or more per week throughout the year.

A “part-time employee” is an employee regularly scheduled to work less than thirty-five hours per week throughout the year. Benefits for part-time employees are pro-rated based on the number of hours regularly worked. While holiday, sick-time and vacation are granted to any employee who works any regular scheduled number of hours on an ongoing basis, medical, dental, vision, and retirement benefits are only available to employees that regularly work at least twenty hours per week throughout the year, with full benefits for those that work 35 or more hours per week.

A “temporary employee” is someone employed on an as-needed basis, or to work on a special project for a limited duration, or to replace an employee who is on a leave of absence. Employment beyond any initially stated term does not in any way imply a change in employment status. Temporary employees are eligible for all legally required benefits, such as social security, Workers’ Compensation insurance, off-the-job disability insurance, and unemployment insurance, but are not eligible for any of Family’s other benefit programs.

## Rates of Pay

It is the policy of Family to compensate employees at the same level for equivalent responsibilities and job requirements. Salary levels are reviewed annually as part of the development of the following year’s budget and are presented to and reviewed by the Finance Committee, which makes recommendations to the Board of Directors for approval. These decisions are made without regard age, race, color, national origin, sexual orientation, religious belief, disability, marital status or political belief .

## Hazard Pay

Hazard pay is a form of extra compensation given to employees for performing dangerous duties. Family’s Board of Directors may choose to approve hazard pay to workers whose jobs involve extreme risk of physical health especially if protective devices won’t entirely mitigate the threat. The mount of increase of pay for a defined time period is determined by the Board. The Board will also determine the positions eligible for hazard pay.

## Time Sheets

Every employee must complete a time sheet for the hours worked, and time off benefits used each week. Employees who do not submit a time sheet are not guaranteed pay for the work week. Time sheets must be submitted by noon on Monday for the previous work week.

Staff paid by multiple funding sources to provide different tasks must identify time spent providing each of the funding sources’ responsibilities.

## Pay for Overtime

The Fair Labor Standards Act (FLSA) establishes overtime pay and record keeping standards. The minimum wage that an exempt employee must earn to be considered for exemption is established by the State on an annual basis. The Executive Director in collaboration with the Team Leaders, and Program Directors determines which position should be exempt and the salary level and presents it to the Personnel and Finance Committee for approval.

Holiday Pay in 24 hour programs**:** See pay for holidays: Part 6 Benefits.

# PART 6 BENEFITS

## Holidays

Eligibility: All full-time employees and part-time employees accrue paid holiday time commencing at the start of employment. At the beginning of the year employees receive 3 holidays, then 3 at the beginning of April and July. At the beginning of October another 2 holidays are accrued for a total of 11 holidays. Holidays are prorated based on the number of hours worked. Full-time employees receive 11 holidays prorated based on the hours worked.

For employees who do not work in a twenty-four-hour, seven-days-a-week program, New Year’s Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Friday after Thanksgiving and Christmas Day those programs are closed.

Employees working in programs that operate 24 hours, 7 days a week must work with their supervisor to determine when they will use their holiday time or work during the holidays.

Generally, a holiday that occurs on a Saturday will be observed on the preceding Friday and a holiday that occurs on a Sunday will be observed on the following Monday. However, any changes to this schedule will be determined by the Executive Director before January 1st of each year.

In the event a designated holiday occurs on an employee’s regularly scheduled workday and the employee is on a paid leave of absence, the employee receives holiday pay for the day and the employee’s leave is not charged for that day.

Floating Holidays: In addition to the designated holidays listed above, employees are credited with one “floating holiday” upon completion of each calendar quarter: This additional time is noted on the second pay check of the quarter, January, April, July, and October.

Part-time employees are credited with holiday leave prorated by the hours regularly worked per week - with forty hours equal to 100%. For example: 24 hours per week divided by 40 hours multiplied by 88 hours equals 52.8 holiday time per year.

Accumulation of Holiday Time: Any holiday time remaining unused at close of business on December 31st is canceled and lost to the individual employee.

Scheduling of Holiday Time Off: An employee must receive prior approval from the appropriate supervisor to take a floating holiday or holiday leave. The request should be submitted, in writing, as far in advance as possible. In the event more employees request holiday leave than minimum coverage permits, the supervisor will determine which employee will be allowed leave. Should this happen more than once permission to take the holiday should be rotated between employees. The Holiday time is deducted from an employee’s accrued time in quarter-hour increments.

**Premium Pay for Certain Holidays** (Assigned to Work): A full-time employee or part-time employee who is assigned to work on a major holiday (Thanksgiving Day, Christmas Day, or New Year’s Day) is paid for all hours worked at one and one-half times the employee’s regular rate of pay regardless of exempt/non-exempt status. The Program Director designates the 24-hour period to be considered as official 24 hour “holiday”.

Leaving of Employment: An employee who leaves the agency’s employment - whether such employee resigns, retires, is laid off, or is terminated from employment due to disciplinary action - will not receive payment for unused holiday time.

## Vacation Leave

Eligibility: Full-time and part-time employees accrue paid vacation starting after the employee has successfully completed the 3 month Orientation Period.

Allowance (quarterly accrual): Full-time and part-time employees who have completed the orientation period accrue the hourly equivalent of one week of vacation upon completion of each calendar quarter on the first day of January, April, July and October. The one week allowance is based upon the number of hours regularly scheduled to work per week throughout the year and is reflected on the first paystub after the beginning of the next quarter.

Accrual during Leaves of Absence: In the event an employee is absent from work without pay, the amount of vacation for the next quarter is prorated based on the days paid throughout the previous quarter.

Carry-Over: An employee is limited to the amount of the vacation time carried over at the end of each calendar year. Accumulation of vacation time beyond three weeks is subject to prior approval of the Executive Director. In such cases, a plan for utilization of accumulated vacation time will be required in writing. A week of vacation time is based upon the number of hours regularly scheduled to work throughout the year. An employee may not carry-over more than an hourly equivalent of three weeks of vacation time without prior approval to use the time beyond three weeks.

Scheduling: An employee must receive prior approval from the appropriate supervisor to take vacation time. The request should be submitted, in writing, at least two weeks in advance. In the event more employees request vacation time than minimum coverage allows, the supervisor will determine which employee(s) will be allowed the time off. Should this happen more than once, permission to take the vacation should be rotated between employees. An employee may take vacation time only after it has been accrued. Vacation time will only be advanced in rare circumstances with prior approval of the Executive Director.

Leaving Employment: An employee who resigns, retires, or is laid off receives payment for up to an hourly equivalent of 3 weeks of unused vacation accruals at the employee’s current rate of pay.

## Sick Leave

Eligibility: Full-time and part-time employees receive paid pro-rated sick time upon hiring.

Allowance (semiannual accrual): Employees are credited with the hourly equivalent of two weeks of sick time - with one week credited on January 1 and one week credited on July 1. The one-week allowance is based upon the number of hours the employee is regularly scheduled to work throughout the year.

Accumulation: An employee may not accumulate sick time from year to year. Any sick time remaining unused at close of business on December 31st is cancelled.

Leaving Employment: An employee who leaves the agency for any reason will not receive a settlement for unused sick time.

## Bereavement Leave

Immediate Family: In the event of a death of an employee’s immediate family member, the employee may take a leave of absence without loss of pay or leave time for up to five scheduled workdays between date of the death and the day after the memorial service. For purposes of bereavement leave, “immediate family member” means Spouse or Domestic Partner, or Child (including step & foster) or Parent, Legal Guardian or Step-parent, or Sibling or Step-sibling, Spouse’s Parent, Grandchild, or Grandparent, Child’s Spouse.

Additional Bereavement Leave: An employee may receive an unpaid leave of absence or use vacation time or holiday time to extend bereavement leave due to the death of an immediate or extended family member. The request must be submitted, in writing, for approval of the Program’s Team Leader or the Executive Director.

## Leave for Voting

In compliance with the New York Election Laws, an employee who is registered to vote in a state-wide election who does not have sufficient time outside working hours to vote will receive a leave of absence without loss of pay or leave time for up to two hours between the time the polling place opens and closes, generally at the beginning or end of a scheduled shift. Staff must seek prior approval of the PD to allow for adequate staffing.

Request for Leave: The request must be submitted, in writing, to the appropriate Program Director between two and ten days before Election Day. The Program Director may specify the hours during which the employee may be absent.

## Leave for Jury Duty

An employee who is required to serve on jury duty receives a leave of absence without loss of pay or accrued time. The employee must inform the Commissioner of Jurors that the employee is being compensated by Family for up to 5 days

Notification of Jury Duty: When an employee receives notice to report for jury duty, the employee must immediately submit a copy of the notice to his or her Program Director. The Program Director must send a copy of the Jury Duty Notice to the Payroll Department. In order to be paid for the time spent on Jury Duty, the time must be noted on the employees’ time sheet.

Return to Duty: An employee serving on a jury must report to work on the days when the employee is not needed for jury service. In the event the employee is released from jury duty on a given day and there are two or more hours remaining in the employee’s scheduled workday, the employee must report to work considering the travel time to return to work.

## Leave for National Guard or Military Reserve

Full-time employees and part-time employees who have successfully completed the Orientation Period are eligible for a maximum of two weeks paid military service per calendar year for short-term military duty; i.e. participation in national guard and military reserves. Family reimburses the difference between the employee’s military pay and regular agency pay.

Employees who receive a summons to serve in the US government for military duty must immediately notify the appropriate supervisor, in writing, and provide a copy of the summons and the date(s) of the military leave requested. This information must be forwarded to the Payroll Dept. by the supervisor.

Employee Benefits: Medical insurance, dental and vision benefits are continued for the two-week period of military duty.

## Leave for Naturalization

An employee who completes requirements for citizenship and is scheduled for the naturalization ceremony may take a leave of absence without loss of pay or leave time for up to one day if the ceremony is scheduled during the employee’s regular shift.

The request must be submitted, in writing, to the appropriate supervisor.

## Medical Insurance

Family makes available several medical insurance plans with prescription drug riders to full-time employees and on a prorated basis for part-time employees who are regularly scheduled to work at least twenty hours per week throughout the year.

Medical insurance is also available to an employee’s eligible family members. For the purpose of medical insurance eligibility, the definition of family includes domestic partner (same sex or opposite sex partners) and children who reside with the couple. The insurance carrier requires documentation confirming financial interdependence for a minimum of six months.

In no event shall the agency be required or obligated to pay or reimburse any portion of any doctor’s , hospital, prescription, x-ray, laboratory, procedure, or any other medical bill or expense that is not covered or reimbursed by the insurance plan. The Agency may, with Board approval, pay for procedures not covered by the medical as an additional benefit to employees.

##

## Medical Insurance Buy-Out

A full-time employee who is eligible for medical insurance coverage made available through the agency may receive a cash buy-out in lieu of receiving medical insurance and prescription drug benefits. To be eligible for the buy-out the Employee must submit proof of other medical coverage.

## Dental Insurance

Family makes available a dental plan to full-time employees and on a prorated basis for part-time employees who are regularly scheduled to work at least twenty hours per week throughout the year.

The dental plan is also available to an employee’s eligible family members. For the purpose of dental insurance eligibility, the definition of family includes domestic partner (same sex or opposite sex partners) and children who reside with the couple. Insurance companies may require documentation confirming financial interdependence for a minimum of six months.

## Vision Insurance

Family makes available a vision plan to full-time employees and on a prorated basis for part-time employees who are regularly scheduled to work at least twenty hours per week throughout the year.

The vision plan is also available to an employee’s eligible family members. For the purpose of vision insurance eligibility, the definition of family includes domestic partner (same sex or opposite sex partners) and children who reside with the couple.

## Pre-Tax Flexible Benefits Plan

Family makes available a Flexible Benefits Plan provided through a third-party vendor. In compliance with Internal Revenue Service Code, Section 125, this plan consists of several parts that provide for pre-tax savings for employee-paid medical, dental and vision insurance premiums, dependent care expenses, certain unreimbursed medical, dental and vision expenses, cancer insurance, and a variety of other plans offered by the plan administrator.

## Life and Accidental Death and Dismemberment

Family provides a life, accidental death, and dismemberment insurance policy up to the amount of $10,000. The amount of the payout is reduced by 35% when the employee reaches the age of 65 and by 50% when the employee reaches the age of 70. Coverage does not continue once an employee leaves the agency.

## Retirement

The agency makes available an IRS approved 403(b) Tax Sheltered Annuity Retirement Plan through a third-party administrator. Elective contributions by the employee and agency contributions are tax deferred and the funds compound tax-free. A summary plan description and summary annual report are available from the Internal Auditors.

Employees must meet all of these eligibility requirements: 1) regularly scheduled to work at least twenty hours per week throughout the year; and, 2) employed for six consecutive months or one thousand (1000) hours in a year.

# PART 7 MANDATED BENEFITS

## Family Medical Leave Act

The Family and Medical Leave Act Policy (FMLA) allows an eligible employee a maximum of twelve workweeks (defined by the employee's normal workweek) of job-protected, unpaid leave in any twelve month period for certain family and medical reasons. The twelve-month period is a “rolling period” measured backward from the date an employee uses any FMLA leave. At the conclusion of the leave of absence, the employee will be restored to the position the employee held when the leave began or to an equivalent position with equivalent benefits, pay, and working conditions, provided the employee returns to work immediately following such leave.

Types of Unpaid Leave: An eligible employee will receive an unpaid leave under the following circumstances:

Sick Leave of Absence – An employee who is unable to work because of a serious health condition or disability may be granted a sick leave of absence. This type of leave covers disabilities caused by pregnancy, childbirth, or other related medical conditions. The agency requires certification from the health care provider of an employee’s need for sick leave, both before the leave begins periodically during and a that the employee to able to return to work.

Parental Leave of Absence: A female employee, when not disabled by pregnancy or childbirth (see above), and a male employee may be granted a parental leave of absence to care for a child upon birth or upon placement or adoption or foster care.

Family Care Leave of Absence: An employee may be granted a family-care leave of absence for the purpose of caring for a child, spouse or domestic partner, or parent who has a serious health condition. The agency requires certification of the family member’s serious health condition, both before the leave begins and on a periodic basis, by the family member’s health care provider.

To be eligible for an unpaid leave under the Family and Medical Leave Act (FMLA), an employee must meet the following requirements:

The employee must have worked for the agency for at least twelve months before the leave request (these need not be consecutive);

The employee must have worked for the agency for at least 1,250 hours during the previous twelve months prior to the date the leave commences; and

Spouses or domestic partners who both work for Family are allowed a combined maximum of twelve workweeks of leave for the birth or care of a newborn child, adoption or foster care of a child and to care for such newly placed child, or the serious health condition of a parent, during any twelve month period.

## Paid Family Leave

An employee who works 20 hours or more is eligible to take paid family leave to care for a close family member. All employees who have not opted out have a percentage of money deducted from their pay to support a Family Leave Fund beginning 12/1/17.

Employees must request leave at least thirty (30) days prior to the leave being needed, except in emergency circumstance where pre-request is not possible. Forms may be received from the Director of Payroll. They are submitted to the Paid Family Leave insurance agency for approval. This benefit only covers a percentage of an employees pay rate.

## Workers’ Compensation Benefits

Summary: In accordance with New York State law, Family provides a Workers’

Compensation plan for job-related injuries or illnesses.

Premium Payment: Family pays the full premium for Workers’ Compensation insurance.

## Short Term Disability Insurance

In accordance with New York State law, Family provides a short-term disability plan for non-job-related injuries or illnesses that meets the minimum requirements of New York State Disability Insurance.

A disability is defined as the employee’s inability to perform either their regular duties, or any other position Family may offer at the employee’s regular wage during the disability period, or the duties of any employment for which the employee is reasonably qualified by training or experience. This also includes disability caused by or in connection with a pregnancy, although pregnancy in itself is not a disability under the disability law. The employee can not work for anyone else during this period.

## **Continuation of Medical Insurance Benefits (COBRA**)

The Consolidated Omnibus Budget Reconciliation Act of 19811 (COBRA) and New York State laws offer “qualified beneficiaries” the right to continue existing health insurance coverage, completely at their own expense, under certain qualifying conditions. All required premiums and administrative fees must be paid in a timely manner in order for coverage to continue.

An individual is a “qualified beneficiary” if the individual is covered under a group health plan on the day before a qualifying event as either a covered employee, the spouse or domestic partner of a covered employee, or a dependent child of a covered employee.

More information may be found on the US Department of Labor website:

<http://www.dol.gov/ebsa/COBRA.html>

# PART 8 UNPAID LEAVE OF ABSENCE

## Personal Leave

Summary: Unpaid leaves of absence may be available to an employee for personal reasons including, but not limited to personal illness, family responsibilities (non-FMLA), and military leave, without jeopardizing the employee’s status within the agency.

AWOL: Staff are expected to work the number of hours committed to in the job description. Absences taken beyond an employee’s leave accruals shall be considered unauthorized (AWOL) unless prior written approval has been given from the Executive Director. Repeated taking time off without use of accrued time or without approval from the Executive Director will result in disciplinary action up to and including, but not limited to, suspension without pay and/or termination of employment.

Eligibility: Employees are eligible to apply for an unpaid leave of absence after completion of fifteen months of continuous employment. The maximum leave allowed is two months in a rolling 48-month period.

Request for Unpaid Leave: The employee must submit a request for unpaid leave - in writing - to the Executive Director as soon as reasonably possible prior to commencement of the requested leave. The Executive Director has total discretion in the approval of an unpaid leave of absence.

Employee Benefits: Medical insurance, dental, vision and life insurance benefits are continued during the month in which the unpaid portion of the leave begins and may be maintained by the employee for the remaining leave time. Vacation time and holiday time do not accrue during the leave.

Return to Work: During a granted unpaid leave an employee’s job will be retained to the greatest extent possible. Where this is not possible, the employee will return to a different job at a similar level of responsibility and same rate of pay as when the employee went on leave.

An employee who fails to return from an unpaid leave of absence at the scheduled expiration date without giving proper notice or receiving proper authorization is conclusively presumed to have voluntarily resigned from employment.

## Military Leave

Full-time employees and part-time employees who are called for military duty, whether drafted or enlisted, will be considered to be on a military service leave of absence provided the employee enters the service within thirty calendar days of leaving employment.

Notification: The employee must provide the appropriate supervisor with proof of entrance into service to the Director of Payroll.

Return to Employment: Upon release from military duty, the employee will be eligible for reinstatement provided the application for reinstatement is made within ninety calendar days of discharge after four years of military duty (a maximum of five years if the employee is kept beyond a four year term).

## Victim and Witness Leave

In compliance with the New York Penal code, Family recognizes employees’ right to unpaid time off for the following reasons, with prior notice to his or her supervisor:

* To exercise the employee’s rights as a victim as provided by the criminal Procedure Law and the Executive Law;
* Consult with the district attorney as provided in the Criminal Procedure Law; or,
* Exercise rights as provided by law prior to appearing as a witness.

As defined by the law, “victims” include the aggrieved party or the next of kin of a deceased aggrieved party; the representative or guardian of a victim; a Good Samaritan (citizen who assists in an arrest or prevents a crime); or an individual pursuing an application for or enforcement of an order of protection under the Criminal Procedure Law or the Family Court Act. These approved leaves are unpaid, except for exempt employees where required by the Fair Labor Standards Act.

# PART 9 POST-EMPLOYMENT

## Termination of Employment

An employee who resigns, retires, or is laid off receives payment for up to a maximum of 3 weeks of their normal schedule of unused vacation accruals at the employee’s then current rate of pay. Unused holiday time and sick time is not paid at the end of employment.

If an employee is being terminated from Family, the employee will be paid for two weeks in lieu of 2 weeks’ notice, so they may begin their search for new employment. This is referred to as “Termination Pay In Lieu of Notice”.

An employee who resigns, retires, or is laid off is entitled to one week of severance pay for every year of employment up to a maximum of three weeks, at the employee’s current rate of pay. This severance pay is paid provided the employee gave a minimum of two weeks written, signed resignation notice and has completed the exit interview process. An employee may not receive more than three weeks’ severance pay throughout the employee’s history of employment with the agency. The agency does not pay into retire accounts once severance is being paid out.

In the event an employee passes away while still an employee of Family their severance pay will be paid to their estate or beneficiary.

## References

It is the choice of the employee, upon separation from employment with Family, whether a full reference will be given or solely dates of when the person worked for the agency. If permission for a full reference is not given at the time of separation in writing, only dates of employment will be given.