
Employee Handbook Policies and Procedures

Inter-Lakes Community Action Partnership, Inc.

**Revision Date:
September 2016**

**Prepared For:
Inter-Lakes Community Action Partnership, Inc.
Madison, SD 57042**

TABLE OF CONTENTS

A Welcome To Our New Employees	4
Agency History	5
Notice To All Employees	6
Organizational Code of Conduct	7
THE PROMISE OF COMMUNITY ACTION	7
CODE OF ETHICS	8
POLICY 1.0	9
APPLICATION	9
1.1 Applications	9
1.2 Revision	9
1.3 Employee Status	9
POLICY 2.0	10
EQUAL EMPLOYMENT OPPORTUNITY	10
2.1 Equal Employment Opportunity	10
2.2 Affirmative Action Policy	10
2.3 Americans with Disabilities Act	11
2.4 Harassment and Retaliation	11
2.5 Complaint Procedure	13
POLICY 3.0	14
EMPLOYEE CONDUCT	14
3.1 Substance Abuse/Drug and Alcohol Policy	14
3.2 Outside Employment	15
3.3 Vehicle Safety Policy	16
3.4 Tobacco Free Policy	16
3.5 Inclement Weather	17
3.6 Professional Conduct	17
3.7 Conflict of Interest	17
3.8 Confidentiality	18
3.9 Absenteeism and Tardiness	18
3.10 Dress Code	18
3.11 Footwear Policy	19
3.12 Sunshine Fund	20
3.13 Computer, Email and Internet Policy	20
3.14 Telephone Usage	21
3.15 Employment of Relatives/Nepotism	22
3.16 Political Activity	22
3.17 Reporting of Misconduct	24
3.18 Social Media Policy	25
POLICY 4.0	26
EMPLOYEE CLASSIFICATIONS AND STATUS CHANGES	26
4.1 General	26
4.2 Employee Classifications	26
4.3 Substitute	26
POLICY 5.0	28
RECRUITMENT AND SELECTION	28
5.1 General Policy	28
5.2 Selection	28
5.3 Certification and License Requirements	29
5.4 Criminal Background Checks	30
5.5 Credit Checks	30
5.6 Wellness Statements/TB Screenings	30
5.7 TB Tests	31
5.8 Orientation	31
5.9 References	31

POLICY 6.0.....	32
PERSONNEL RECORDS.....	32
6.1 Personnel Records.....	32
6.2 Employees' Access Rights to Personnel File Information.....	32
6.3 Accuracy of Employee Information.....	32
POLICY 7.0.....	33
HOURS OF WORK AND COMPENSATION.....	33
7.1 General Policy.....	33
7.2 Standard Workweek.....	33
7.3 Standard Workday.....	33
7.4 Break Periods.....	33
7.5 Pay Period and Pay Day.....	34
7.6 Retroactive Pay.....	34
7.7 Time Reporting/Wage Information.....	34
7.8 Payroll Deductions.....	35
7.9 Job Descriptions.....	35
7.10 Non-Exempt Employees and Overtime.....	36
7.11 Exempt Employees.....	36
7.12 On-Call.....	36
7.13 Expense Reimbursement.....	36
POLICY 8.0.....	38
BENEFITS.....	38
8.1 Insurance, Retirement and Workers Compensation.....	38
8.2 Personal Paid Leave (PPL).....	39
8.3 Extended Illness Bank (EIB).....	41
8.4 Family Medical Leave.....	43
8.5 Leave of Absence without Pay.....	45
8.6 Jury and Witness Duty.....	45
8.7 Voting Time.....	46
8.8 Military Leave.....	46
8.9 Educational Leave.....	46
8.10 Funeral/Bereavement Leave.....	47
8.11 Holidays.....	47
8.12 Career Development and Training.....	48
8.13 Employee Assistance Program (EAP).....	49
POLICY 9.0.....	50
SAFETY AND RISK MANAGEMENT.....	50
9.1 General Statement.....	50
9.2 Fleet Safety Program.....	50
POLICY 10.0.....	52
PERFORMANCE EVALUATIONS.....	52
10.1 Performance Evaluations.....	52
POLICY 11.0.....	53
SEPARATION FROM SERVICE.....	53
11.1 General Procedures.....	53
11.2 Return of Agency Property.....	53
11.3 Voluntary Separation.....	53
11.4 Involuntary Separation.....	54
11.5 Reference Policy.....	54
POLICY 12.0.....	55
DISCIPLINARY ACTION AND GRIEVANCE PROCEDURE.....	55
12.1 Disciplinary Action.....	55
12.2 Grievance Procedure.....	56
ACKNOWLEDGEMENT OF RECEIPT OF HANDBOOK.....	58

A Welcome To Our New Employees

It is with pleasure that we welcome you to the staff of Inter-Lakes Community Action Partnership, Inc (the “Agency” or “ICAP”). Your appointment to your new position with us is one of which you can be proud.

To our program participants and others in the community with whom you will have contact as an employee, YOU are the Agency. The extent to which the Agency is considered friendly, knowledgeable, efficient, reliable, and trustworthy will be measured by how others see these qualities in you. We hope that you will use your talents in a way that stimulates the customer relations. If, during the course of your employment, you find ways to improve the Agency's operations or services, or to save the Agency unnecessary expenses, we welcome your ideas.

The Personnel Handbook that follows has been prepared to guide you in better understanding our policies, procedures, and practices concerning employment matters. Also, these policies are to ensure fair and consistent administration for the benefit of all employees. You should familiarize yourself with its contents at your earliest opportunity and keep it handy as a periodic reference source. As changes are made to this manual, we will ensure that you get replacement pages so that your copy always remains current.

As you start employment with Inter-Lakes Community Action Partnership, Inc., you will find that your associates are ready to assist you, and you will receive on-the-job guidance to acquaint you with your new duties and responsibilities.

Again, we welcome you to our team of hard-working and talented staff, and please accept our wishes for success in your new position.

***Sincerely,
Executive Director
Board of Directors***

Agency History

ICAP is a private, non-profit corporation, chartered in 1966 to assist low-income and elderly persons to become self-sufficient. The community action movement formally began in 1964 with the passage of the Equal Opportunity Act, although it had its roots in the Ford Foundation's "Gray Areas" programs of the mid-1950s. The Equal Opportunity Act created the Office of Equal Opportunity (OEO), directed by R. Sargent Shriver, and that office distributed federal funds directly to local groups who were then responsible to work with those in poverty to improve their lives.

The original Equal Opportunity Act established several programs, some of which still exist today. Head Start, the Legal Services Corporation, and Community Action Programs (CAPs) were the first OEO programs. Many CAPs have evolved into Community Action Agencies over the years, although their mission and roles have remained fairly stable.

ICAP's service area originally consisted of Lake and Miner counties. As anti-poverty programs evolved at the federal and state levels, local service areas were rearranged several times, so that by 1983 ICAP included Brookings, Clark, Codington, Deuel, Grant, Hamlin, Kingsbury, Lake, Miner and Moody counties. After the dissolution of one of the other Community Action Agencies in the state, ICAP was requested to add Minnehaha and McCook counties to its service area. The Board of Directors accepted, and thus the service area grew to 12 counties. In 2006 the service area changed once again with the addition of Lincoln and Turner counties bringing the total to 14 counties. The thrust of community action, while having evolved over its 35-year existence, is still focused on the empowerment of low-income and elderly persons to help themselves move from poverty toward their maximal level of self-sufficiency.

Notice To All Employees

The purpose of this Personnel Handbook is to provide ICAP employees with a common reference to the basic information that governs an individual's employment with the Agency.

The authority to enforce the provisions set forth in this Handbook rests with the Executive Director, Program Managers and Supervisors; and they are encouraged to adopt and enforce such policies and procedures as are unique to a specific department, but which are not inconsistent or in conflict with the policies and procedures adopted by the Board of Directors and the Policy Council.

This Handbook neither implies nor establishes a contract between ICAP and the employee. The contents of this Personnel Handbook summarize current Agency policies and programs and are intended as guidelines only. Employees of ICAP are employed at the will of the agency for an indefinite period of time. Employment may be terminated at any time at the option of either the employee or the Agency. ICAP retains the right to change, modify, suspend, interpret, or cancel in whole or in part any of the published or unpublished personnel policies or practices of the Agency. As such, the contents of this Handbook do not constitute the terms of an employment contract.

Certain employees, such as those who work primarily within the Early Head Start/Head Start program, may be subject to additional Early Head Start/Head Start regulations and requirements.

Organizational Code of Conduct

ICAP and its employees must, at all times, comply with all applicable laws and regulations. ICAP will not condone the activities of employees who achieve results through violations of the law or unethical business dealings. This includes any payments for illegal acts, indirect contributions, rebates, and bribery. ICAP does not permit any activity that fails to stand the closest possible public scrutiny.

All business conduct must be well above the minimum standards required by law. Accordingly, employees must ensure that their actions cannot be interpreted as being, in any way, in contravention of the laws and regulations governing ICAP's operations.

Employees uncertain about the application or interpretation of any legal requirements must refer the matter to their superior, who, if necessary, should seek the advice of the legal department.

Employees who have access to ICAP funds in any form must follow the prescribed procedures for recording, handling, and protecting money as detailed in ICAP's instructional manuals or other explanatory materials, or both. ICAP imposes strict standards to prevent fraud and dishonesty. If employees become aware of any evidence of fraud and dishonesty, they should immediately advise their superior or the Corporate Compliance Officer so that an investigation can be promptly conducted.

When an employee's position requires spending ICAP funds or incurring any reimbursable personal expenses, that individual must use good judgment on ICAP's behalf to ensure that good value is received for every expenditure.

ICAP Mission Statement

ICAP empowers people to live, not just survive.

THE PROMISE OF COMMUNITY ACTION

Community Action changes people's lives, embodies the spirit of hope, improves communities, and makes America a better place to live. We care about the entire community, and we are dedicated to helping people help themselves and each other.

CODE OF ETHICS

We, as Community Action professionals, dedicate ourselves to eliminating poverty in the midst of plenty in this nation by opening to everyone the opportunity for education and training; the opportunity for work; and the opportunity to live in decency and dignity; and with respect for cultural diversity. We believe the continued success of ICAP depends upon the conduct of its employees, board of directors, committee members, and volunteers and committ ourselves to:

- Recognize that the chief function of the community action movement at all times is to serve the best interests of the economically disadvantaged, thereby serving the best interests of all people.
- Comply with all applicable laws, regulations and organizational policies.
- Accept as a personal duty the responsibility to keep up to date on emerging issues and to conduct ourselves with professional competence, fairness, impartiality, efficiency, and effectiveness.
- Respect the structure and responsibilities of the board of directors, provide them with facts and advice as a basis for making policy decisions, and uphold and implement policies adopted by the board of directors.
- Keep the community informed about issues affecting the economically disadvantaged; facilitate communication by the economically disadvantaged with locally elected public officials and the private sector.
- Conduct our organizational and operational duties with positive leadership exemplified by open communication, creativity, dedication, and compassion.
- Exercise whatever discretionary authority we have under the law to promote the interest of the economically disadvantaged.
- Lead the community action movement with respect, concern, courtesy, and responsiveness, recognizing that service to the economically disadvantaged is beyond service to oneself.
- Demonstrate the highest standards of personal integrity, truthfulness, honesty, and fortitude in all our community action activities in order to inspire confidence and trust in the community action movement.
- Serve in such a way that we do not realize undue personal gain for ourself or any related party from the performance of our professional duties.
- Avoid any unethical actions or appearances thereof that is in conflict with the conduct of official duties.
- Respect and protect privileged information to which we have access in the course of official duties.
- Strive for professional excellence and encourage the professional development of our associates, including those seeking to become certified community action professionals.

Policy 1.0 Application

1.1 Applications

This Personnel Handbook shall apply to all employees. In the event of a conflict between these policies and state or federal law, the terms and conditions of that law shall prevail.

1.2 Revision

ICAP specifically reserves the right to repeal, modify or amend any of these policies with or without notice.

1.3 Employee Status

This Handbook does not confer a contract of employment. The policies, procedures, rules and benefits contained herein are subject to change. These policies are provided as a reference of present policies and not a guarantee of employment or specific employment benefits.

ICAP does not recognize verbal or implied contracts for employment. Only the Executive Director has the authority to enter into any agreement of employment for specified durations. Such employment agreements will only be valid and binding on ICAP when the agreement is set forth in a written document signed by the Executive Director.

Employees of ICAP are employed at the will of the agency for an indefinite period of time. Employment may be terminated at any time at the option of either the employee or the Agency.

Policy 2.0 Equal Employment Opportunity

2.1 Equal Employment Opportunity

To give equal employment and advancement opportunities to all people, the Agency makes employment decisions based on each person's performance, qualifications, and abilities. The Agency does not discriminate in employment opportunities or practices on the basis of race, color, religion, gender/sex (including pregnancy), national origin, age, disability, genetic information, military/veteran status, or any other characteristic protected by law.

Our Equal Employment Opportunity (EEO) policy covers all employment practices, including selection, job assignment, compensation, discipline, termination, and access to benefits and training.

If you have a question about discrimination, talk with your immediate supervisor. If you feel that you have been subjected to discriminatory treatment, you are to report your claim to your immediate supervisor or the Executive Director. All claims of discriminatory treatment will be investigated and appropriate action taken. Individuals who violate this EEO policy will be subject to disciplinary action, up to and including termination of employment.

No Agency official will retaliate against an employee who makes a complaint of discrimination. **All employees who file and employees who participate in any investigation regarding a claim of discrimination are protected against retaliation.**

2.2 Affirmative Action Policy

The Agency strongly supports the principles of equal employment opportunity and affirmative action in all its employment policies and practices, including recruiting, hiring, compensation, benefits, transfers, training, promotions, layoff and recall, and other terms and conditions of employment. The Agency requires that all of these practices be administered without regard to race, color, religion, gender/sex (including pregnancy), national origin, age, disability, genetic information, military/veteran status, or any other characteristic protected by law.

A complaint must be filed in writing to the EEO Officer and contain: the name and address of the individual or representative filing the complaint, a description of the alleged discriminatory action in sufficient detail to inform the entity of the nature and date of the alleged violation, and it is to be signed by the complainant or authorized representative. Complaints filed on behalf of third parties must describe or identify the alleged victims of the discrimination.

**A copy of the Affirmative Action Policy Procedures may be obtained by supervisors from the Personnel Officer.

2.3 Americans with Disabilities Act

The Americans with Disabilities Act (ADA) provides comprehensive civil rights protections to individuals with disabilities in the area of employment, public accommodations, state and local government services and programs

2.3.1 Requesting an Accommodation

Qualified individuals with disabilities may make requests for a reasonable accommodation to his/her individual Supervisor. The Supervisor, Personnel Officer and the EEO Officer along with the individual's Doctor and other necessary professionals at ICAP will determine the feasibility of the requested accommodation, considering various factors as permitted by law.

2.3.3 Conflicting Disabilities

Employees with medical issues that are impacted by animals (such as respiratory diseases) should contact their supervisor if they have a concern about exposure to an assistance animal. The employee will be asked to provide medical documentation that identifies the disability and the need for an accommodation. The Supervisor and Executive Director or designee will facilitate a process to resolve the conflict that considers the conflicting needs/accommodations of all persons involved

**A copy of the Assistant Animal Policy Procedures may be obtained by supervisors from the Personnel Officer.

2.4 Harassment and Retaliation

ICAP will not tolerate harassment of any kind by supervisors or coworkers. In general, ethnic, racial slurs, jokes and other verbal or physical contact relating to a person's race, color, age, creed, gender, national origin, religion, ancestry, genetic information, disability, or any other legally protected characteristic, constitutes harassment when it unreasonably interferes with the person's work performance or creates an intimidating work environment.

We at ICAP strongly disapprove of and do not tolerate harassment of any kind. All employees must avoid offensive or inappropriate behavior at work and are responsible for assuring that the work place is free of harassment at all times for

co-workers and clients. Such conduct may make a reasonable person uncomfortable in the work environment or could interfere with an employee's ability to perform his/her job or with a client's comfort in accessing services. Comments or actions of this type, even if intended as a joking matter among friends, are always inappropriate in the workplace and will not be tolerated. If you believe you have been the victim of harassment, or know of another employee who has, report it immediately. Employees can raise concerns and make reports without fear of reprisal.

Any supervisor who becomes aware of possible harassment should promptly advise their supervisor or the Executive Director who will handle the matter in a timely and confidential manner.

Our policy prohibits sexual harassment, which is defined as:

1. Unwelcome sexual advances
2. Requests for sexual acts or favors, with or without accompanying promises, threats, or reciprocal favors or actions
3. Other verbal or physical conduct of a sexual nature made to an employee or client when submission to such conduct is made either explicitly or implicitly a condition of an individual's employment; submission to or rejection of such decisions; such conduct has the purpose or effect of substantially interfering with an individual's work performance; or such conduct has the purpose or effect of creating an intimidating, hostile or offensive working environment.

Examples of prohibited conduct include, but are not limited to: lewd or sexually suggestive comments; off-color language or jokes of a sexual nature; slurs or other verbal; graphic or physical conduct relating to an individual's gender; or any display of sexually explicit pictures, emails, greeting cards, articles, books, videos, magazines, photos, cartoons or any other sexual activity.

Staff members are prohibited from dating clients. If client initiates behavior that is deemed to be inappropriate by the employee, the employee should advise the client. Any employee who has a complaint of harassment at work by anyone, including supervisors, co-workers, clients or visitors should bring the matter to the attention of either their Supervisor or the Executive Director so that they may investigate the complaint and deal with the problem.

All complaints will be investigated and we will endeavor to handle these matters expeditiously and in a professional manner so as to protect the offended individual.

**A copy of the Harassment and Retaliation Policy Procedures may be obtained by supervisors from the Personnel Officer.

2.4.1 Confidentiality and Non-Retaliation

Employees are encouraged to report incidents of harassment and are encouraged to cooperate in the investigation. Confidentiality will be maintained to the extent possible. Retaliatory action against any employee who files a complaint or any retaliatory action against any employee who assists or cooperates in any investigation is prohibited. Coercion, intimidation, interference, or any adverse act against anyone who reports a concern or participates in an investigation is also strictly prohibited.

2.5 Complaint Procedure

ICAP is committed to offering employment opportunities based on ability and performance, in a productive climate, free from illegal discrimination and harassment. Illegal discrimination and harassment by managers or coworkers based on an individual's race, color, religion, gender, national origin, age, status with regard to public assistance, marital status, genetic information, disability or veteran status will not be tolerated. In addition, ICAP will endeavor to protect its employees, to the extent possible, from reported discrimination and harassment by non-employees in the workplace.

In general, ethnic or racial slurs and other verbal or physical conduct relating to a person's race, color, religion, national origin, sex, age, disability, genetic information or veteran status constitutes harassment when they create an intimidating work environment.

Complaint: If you have a complaint of an incident or incidents of discrimination or harassment, you should immediately report the matter – either verbally or in writing – to your supervisor or to the Director of the Agency. Each of those individuals has an obligation to follow-up on your complaint.

Investigation: All complaints will be thoroughly investigated and will be treated as confidentially as possible.

Response: If an investigation determines that allegations of discrimination and/or harassment are true, appropriate corrective action will be taken, up to and including discharge of offending employees. Under no circumstance will retaliation against an employee who alleges discrimination be allowed.

Policy 3.0 Employee Conduct

3.1 Substance Abuse/Drug and Alcohol Policy

All ICAP employees are subject to the provisions of the Drug-Free Workplace Act of 1988. Any employee reporting for work under the influence of alcohol or drugs will be asked to leave immediately, and may be subject to disciplinary action.

For the sake of your own safety and the safety of all others who work for the agency, please report any suspected abuse of drugs and/or alcohol.

3.1.1 Drug and Alcohol Abuse Policies

The following are ICAP's policies regarding drug and alcohol abuse:

- A. The unlawful manufacture, distribution, dispensing, possession or use of controlled drugs or substances, or the use of alcohol while on duty, on or off business property owned or leased by the agency is proper cause for disciplinary action.
- B. Any illegal controlled drug or substance possessed while on duty by employees will be turned over to the appropriate criminal justice agencies and may result in criminal prosecution.
- C. It is not permitted for an employee to be under the influence of controlled drugs or substances or alcohol on the job, except as provided for in item (D).
- D. The legal use of controlled drugs or substances prescribed by a licensed physician is not prohibited, but safety sensitive employees and all employees in a position where side effects of the prescribed medication could affect performance and safety on the job are required to disclose such use to his/her Supervisor.
- E. The illegal use, sale, and possession of controlled drugs or substances while off duty and off agency premises, which results in a criminal conviction, is unacceptable. Off-duty alcohol-related criminal convictions are also unacceptable. They may affect the job performance and ICAP's ability to meet its responsibilities. Such off-the-job conduct may be proper cause for disciplinary action.
- F. Employee must notify their supervisor in writing of his/her conviction for a violation of a criminal drug statute occurring in the workplace no later than five calendar days after such conviction.

- G. Short term counseling services are available to employees, and his/her family members through the Employee Assistance Program.

3.1.2 Parameters for Testing for Drug and Alcohol

ICAP may request that an employee undergo drug and alcohol testing for various reasons to include but not limited to, random testing, pre-employment, post incident or accident, or “reasonable suspicion” that the employee is under the influence of drugs or alcohol during work hours. “Reasonable Suspicion” means an articulate belief based on specific facts and reasonable inferences drawn from those facts that an employee is under the influence of drugs or alcohol.

Where “reasonable suspicion” or post incident circumstances exist, employees may be asked to submit to blood and/or urine testing by a qualified medical physician at ICAP’s expense. Prior to testing, the proper authority shall secure a signed release statement from the employee to have the physician release medical information to the Agency. An employee who refuses to consent to a drug and alcohol test in accordance with this policy may be subject to disciplinary action up to and including termination.

**A copy of Drug and Alcohol Testing Policy Procedures may be obtained by supervisors from the Personnel Officer.

3.1.3 Safety Sensitive Employees

All employees working in a “safety sensitive” position as described by state law, will be required to comply with all state and federal regulations for drug and alcohol testing. Refer to the ICAP Drug and Alcohol Policy for Safety Sensitive Employees. See Attachment A

3.2 Outside Employment

ICAP recognizes that employees sometimes seek additional employment during his/her off hours. ICAP asks these employees to remember that, despite any outside employment, his/her position with ICAP is his/her prime responsibility. All employees holding outside employment must inform his/her Supervisor of the nature of the work and the hours when they work. Outside employment by a person who is employed by ICAP is subject to the following conditions:

- A. Such employment shall not interfere with the efficient performance of the employee’s duties.
- B. Such employment shall not involve a conflict of interest or conflict with the employee’s duties.

- C. Such employment shall be of a legal nature and not cause ICAP negative publicity.
- D. Such employment shall not involve performance of duties which the employee should perform as part of his/her employment.
- E. Such employment shall not occur during the employee's regular or assigned working hours unless the employee, during the entire day on which such employment occurs, is on either personal paid leave or leave without pay.
Example: An employee who works as a consultant shall take personal paid leave or leave without pay.

If an employee's Supervisor determines that the outside employment interferes with the employee's performance or creates an actual or apparent conflict of interest, the employee can be asked to terminate the outside employment. ICAP does not consider outside employment to be an excuse for poor job performance, tardiness, absenteeism, or refusal to work overtime. If outside employment leads to these problems, disciplinary action may occur, up to and including termination.

3.3 Vehicle Safety Policy

It is the policy that all employees and his/her passengers, with the exception of Public Transit, shall be required to use seat belts when driving any agency owned or leased vehicle (if equipped with seat belts) or while driving his/her personal vehicle on official agency business. Failure to comply with this policy may result in disciplinary action. Employees' use of cell phones while driving should be on a limited basis, and use restricted when driving conditions are poor. Transit drivers will be provided a hands free device. All emailing and texting is expressly forbidden while driving.

3.4 Tobacco Free Policy

No tobacco use (including smoking cigarettes, cigars or pipes; chewing or dipping tobacco, e-cigarettes, or any other use) is permitted in any vehicle or office controlled by ICAP, including the grounds around any building occupied by ICAP. Employees who use their personal vehicle subject to reimbursement for transporting clients or coworkers shall not smoke in the vehicle while transporting others. Violation of this policy shall be subject to sanctions up to and including dismissal.

Because it is in ICAP's best interest to help employees' maintain their health, ICAP encourages employees to stop smoking. Information is available from the SD Quit Line at 1-866-737-8487 and other sources.

3.5 Inclement Weather

Employees are expected to make every effort to come to work whenever possible without jeopardizing personal safety. Inability to come to work due to inclement weather must be reported to the Supervisor as soon as possible. In such case, an employee may use personal paid leave (please see section 8.2).

When an employee's maximum amount of personal paid leave is exhausted, the employee may request leave without pay; or if the situation allows, the employee will be allowed to make up the hours missed by working other hours within the same workweek. All employees exercising working other hours must receive prior approval from the Program Manager/Deputy Director/Executive Director.

3.6 Professional Conduct

Employees, paid consultants, and volunteers should conduct themselves in a businesslike manner appropriate to his/her job responsibilities. Individuals must avoid behavior that interferes with the operations or mission of ICAP. Appropriate behavior must be displayed under all circumstances, be it in or out of the work place. Any inappropriate behavior that has a direct detrimental effect on an employee's job performance or interferes with the operation or mission of ICAP can be a reason for disciplinary action including termination. In addition, employees, paid consultants and volunteers are prohibited from promoting personal, political, or religious views or attitudes in the workplace. Such activity will result in disciplinary action.

3.7 Conflict of Interest

All employees must avoid activities or relationships that conflict with the Agency's interests or adversely affect the Agency's reputation.

Except as noted below, employees shall discourage the offer of, and decline, individual gifts or gratuities of value in any way from persons receiving service, and persons (entities) performing services (vendors).

Except as noted below, employees shall notify their immediate supervisor if they are offered such gifts.

No employee shall participate in the selection or administration of a contractor/vendor if a real or apparent conflict of interest would be involved. Such a conflict would arise if an officer, board member, employee or agent, or any member of his or her immediate family, his or her spouse or partner, or an organization that employs or is about to employ any of the parties indicated herein, has a financial or other interest in the vendor selected.

Unsolicited gifts with a value of \$25 or less may be accepted without the approval of the Executive Director.

3.7.1 Conflict of Interest for Senior Staff

See Attachment B

3.8 Confidentiality

Employees are expected to safeguard confidential information regarding the Agency's business, program participants, services, or other information associated with the Agency. Violation of confidentiality regulations will result in disciplinary action up to and including termination.

3.9 Absenteeism and Tardiness

Employees are expected to be on the job, on time, every day that they are scheduled to work. Unscheduled absences, late arrivals, and early departures are grounds for disciplinary action and are considered during the employee's annual performance review.

An employee absent from work due to illness or disability shall notify his/her immediate Supervisor within two (2) hours of his/her scheduled work shift, or as soon as possible. If an emergency situation exists, indicate the nature of the situation and the expected length of absence. If an employee is absent two (2) consecutive days without proper notification, he/she will be considered to have voluntarily resigned his/her position. After three (3) consecutive sick days, medical doctor approval may be necessary prior to an employee's return to work. However, the Supervisor may request a physician's notice at any time. Any employee found to have abused his/her attendance and/or benefit privileges may be subject to disciplinary action.

3.10 Dress Code

It is important that staff members present a professional image to the public. Employees are expected to dress in appropriate office attire according to the duties of the day. Blue jeans, T-shirts with offensive logos, sweatpants, informal wear, shorts, and offensive jewelry, tattoos, pins or other insignia are not considered appropriate professional dress. Dresses and skirts must be longer than mid-thigh and pants/capris must be below the knee. Blouses and tops should cover the midriff and not reveal excessive bare skin. Jeans not blue in color (e.g. black, white, khaki, etc.) are allowed if they are appropriate to the work atmosphere and schedule. Blue jeans or other clothing with holes and fraying are not allowed.

Blue jeans and knee length pants, appropriate to the work atmosphere, are acceptable for Transit drivers, Classroom/Home Base staff, and Janitorial staff, Kitchen staff, Home Rehab and Weatherization staff only.

Clothing containing extensive and/or offensive graphics or messages is not permitted in the workplace or outside the workplace while conducting Agency business. Exceptions to the dress code may be made by the Program Director depending upon the activity of the day.

It is the policy of ICAP that Fridays be designated as a "Dress Down Dollar Day" for ALL staff. Employees may wear jeans (knee length or longer and appropriate to the work atmosphere) or blue jeans to work if the following conditions are met:

1. All staff wishing to wear blue jeans (knee length or longer) to work on Friday must participate in the "Dress Down Dollar Day" activity.
2. In the "Dress Down Dollar Day" activity, each staff member will pay \$1.00 for each Friday he/she chooses to wear blue jeans.
3. The "Dress Down Dollar Day" donations will be directed to (1) the Sunshine Fund, and (2) at some future point, once the Sunshine Fund is adequately funded, other selected charitable causes (e.g. United Way).
4. Staff may pay their "Dress Down Dollar Day" donations via a pre-authorized payroll deduction or direct payment. Those choosing direct payment can submit their donations with their weekly time sheet. The authorization for payroll deduction can be changed once each six months.

Employees must use discretion when "dressing down" in view of their scheduled activities for the day. In the event an employee has a scheduled meeting or activity on the designated "dress down" day, that employee must dress appropriately according to his/her schedule.

It is not possible to list every specific piece or style of clothing that may or may not be appropriate under this policy. If an employee has a question regarding the appropriateness of certain clothing, he/she should ask his/her supervisor.

In the event that an employee is found to be wearing inappropriate attire to work, employee will be sent home to change.

3.11 Footwear Policy

The Agency requires the use of appropriate footwear for the risks the employee may encounter.

Employees, who are at risk of injury, must wear low-heeled, sturdy footwear which covers and protects the toes. Staff working in kitchens, Head Start classroom staff, Weatherization and other Construction Staff that are in the field must all wear shoes that cover the toe and heels and are low-heeled.

In the event that an employee is found to be wearing inappropriate footwear, an employee may be sent home to change.

3.12 Sunshine Fund

It is the policy of ICAP to have a 'Sunshine Fund". The purpose of this fund will be to purchase flowers to send when an employee is hospitalized, has a baby or adopts, or has a death in the family (parent, child, spouse, or significant other). In the event of a death of a grandparent, grandchild, in-law or sibling, a card will be sent.

Contributions are voluntary and can be sent to the Executive Secretary. This can be done through cash or payroll deduction.

3.13 Computer, Email and Internet Policy

ICAP provides its employees with systems to send and receive electronic mail (e-mail) and information so they can work more productively. ICAP's e-mail system is a valuable business asset, and should be used in a professional manner. The messages sent and received on the e-mail system, like memos, purchase orders, letters, or other documents created by employees in the course of his/her workday, are the property of ICAP.

This policy explains rules governing the appropriate use of e-mail and the Internet and sets out ICAP's rights to access messages on the e-mail system or review files downloaded from the Internet. Employees should not have any expectation of privacy with respect to messages or files sent, received, or stored on the agency's e-mail system. E-mail messages and files, like other types of correspondence and documents, can be accessed and read by authorized employees or authorized individuals outside the Agency.

Employees should anticipate that an e-mail message might be disclosed to or read by individuals other than the intended recipient(s), since messages can be easily forwarded to other individuals. In addition, while agency endeavors to maintain the reliability of its e-mail system, employees should be aware that a variety of human and system errors have the potential to cause inadvertent or accidental disclosures of e-mail messages.

3.13.1 Restrictions

Employees are strictly prohibited from sending e-mail or otherwise using the e-mail system and/or the Internet in connection with any of the following activities, but not limited to:

- A. Engaging in illegal, fraudulent, or malicious activities
- B. Engaging in activities on behalf of organizations with no professional or business affiliation with ICAP
- C. Engaging in personal activities on any social networking site, such as Facebook or Twitter while on company time.
- D. Making disparaging or abusive comments about ICAP or any work related issue on a social media site.
- E. Sending or storing offensive, obscene, or defamatory material
- F. Annoying, harassing or discriminating other individuals
- G. Sending uninvited e-mail of a personal nature
- H. Using another individual's account or identity without explicit authorization
- I. Attempting to test, circumvent, or defeat security or auditing systems, without prior authorization
- J. Permitting any unauthorized individual to access the agency e-mail system
- K. Viewing pornographic sites
- L. Distributing or storing chain letters, jokes, solicitations or offers to buy or sell goods, or other non-business material of a trivial or frivolous nature

3.14 Telephone Usage

Proper use of telephones, voice mail, texting and other components of ICAP's telephone system is important in controlling costs, ensuring effective communications, and maintaining productivity. While the telephone system is intended to be used for business purposes, ICAP recognizes that some personal calls and texts are necessary. Employees are permitted to make and receive personal calls or texts that are urgent or extremely difficult or impractical to schedule outside of work hours. Such calls and texts should be infrequent and as brief as possible. Whenever possible, employees should make personal call(s) during meal or break periods.

While Agency-issued cell phones are intended for Agency-related business, the Agency recognizes that occasional personal use may occur. ICAP employees should make every effort to keep personal use of Agency cell phones to a minimum. Because such employer-provided phones are considered to be a working condition fringe benefit-Agency employees' use of the cell phone for personal reasons may be treated as excludable from the employee's income as a de Minimis fringe benefit. That is, the value of personal use of an Agency owned cell phone will not be taxable income for the employee.

Failure to comply with any of the policies associated with the use of Agency cell phones may result in revocation of corporate cell phone privileges. The Executive Director determines whether to revoke cell phone privileges.

3.14.1 Voice Mail

Voice mail, like the other components of ICAP's telephone system, is intended for business use. All messages are agency records. While voice-mail passwords are intended to limit access to authorized people only, employees should not have an expectation of privacy in connection with voice-mail messages and should use the system accordingly. Employees with voice-mail boxes should respond to his/her messages promptly and delete old messages.

3.15 Employment of Relatives/Nepotism

It is the policy of ICAP that no person shall hold a job while either the individual or a member of the immediate family serves on a board or committee who, either by rule or by practice regularly nominates, recommends, or screens candidates for ICAP or programs by which the individual is employed. A member of the immediate family shall include any of the following persons: Husband, Wife, Father, Mother, Daughter, Son, Daughter-in-law, Son-in-law, Sister, Brother, Sister-in-law, Brother-in-law, Father-in-law, Mother-in-law, Step Children, Step Parents, Grandparents, and Grandchildren.

In addition, it is the policy that no person whose employment is supported by federal, state or local funds or by cash contribution to the Non-Federal share shall hold any positions over which any member of the individuals immediate family or household (as defined above) has authority or responsibility, either as a member of the governing body or as an employee of ICAP, to order or recommend personnel actions.

Employees who marry or become members of the same household may continue their employment as long as there is not:

- a) A direct or indirect supervisor/subordinate relationship; or
- b) An actual conflict of interest or the appearance of a conflict of interest is possible. ICAP will attempt to find another position for one of the affected employees. If this is not feasible, the employees will be permitted to determine which of them will resign.

3.16 Political Activity

ICAP encourages its employees to participate fully in the democratic political process as private citizens. As a non-profit 501 (c)(3) tax-exempt organization

and recipient of Community Services Block Grant and other funds, ICAP must follow certain laws concerning political activity.

A. Activities by Individuals

1. Allowable Activities (Off-Duty): All ICAP employees may engage in the following activities as private citizens, if conducted during non-ICAP work hours, off ICAP premises (either owned, leased, or otherwise controlled), and without direct or indirect financial support or identification by ICAP:
 - a. Hold membership and office in, attend meetings of, vote in, and otherwise participate in, political parties, clubs, organizations, and conventions;
 - b. Participate in and manage partisan or nonpartisan political campaigns, including volunteering, writing and making speeches, writing letters, and soliciting voters to support or oppose a candidate;
 - c. Be a candidate in a nonpartisan election for public office;
 - d. Contribute to partisan or nonpartisan political campaigns or political parties and request contributions from others (but, as described below in "Prohibited Activities (At All Times)," ICAP employees may not coerce, attempt to coerce, command or advise any employee of ICAP or of any other Community Action Agency or Head Start program to make contributions to political campaigns or political parties, nor may they request such contributions from ICAP employees whom they supervise);
 - e. Participate in voter registration drives; and
 - f. Assist in providing transportation to the polls.
 - g. Agency employees engaging in political activities outside the scope of their employment with or service to the Agency shall at all times maintain a clear distinction between personal activities and those which can be attributed to the Agency.
2. Prohibited Activities (On-Duty): While on duty for ICAP, on ICAP premises or using ICAP resources, ICAP employees: (1) may not engage in activities relating to (a) their membership or office in political parties, clubs, organizations or conventions or (b) the partisan or nonpartisan political campaign of any candidate, including themselves; (2) may not contribute to or request that others contribute to partisan or nonpartisan political campaigns or political parties; and (3) may not, without the prior approval of ICAP's Executive Director, participate in voter registration drives or assist in providing transportation to the polls.
3. Prohibited Activities (At All Times): In general, ICAP employees may not engage in the following activities at any time or place, including during off-duty hours, during leave of any type (including leave without pay), and off ICAP premises:

- a. Be a candidate for public office in a partisan election (including primaries);
- b. Use official ICAP authority or influence to interfere with or affect the results of an election or a nomination for office, and
- c. Directly or indirectly coerce, attempt to coerce, command or advise any employee of ICAP or any other Community Action Agency or Head Start program to make political contributions, or request such contributions from ICAP employees whom they supervise.

However, if the ICAP employee either: (1) spends less than half of his/her working time employed by ICAP or receives less than half of his/her working income from ICAP; or (2) does not perform any work in connection with activities financed by Community Services Block Grant or Head Start funds (e.g., does not have a salary paid from those funds, does not supervise employees whose salaries are paid from those funds, and does not work in a building or use supplies paid for with those funds), the employee may be exempted from the prohibitions listed above in "Prohibited Activities (At All Times)." In order to be exempted, the employee must receive written authorization from ICAP's Executive Director.

B. Activities by ICAP

While performing their duties for ICAP, employees must keep in mind the following principles and ensure that ICAP does not violate them:

1. ICAP may not participate or intervene in a political campaign on behalf of or in opposition to any candidate for public office. ICAP employees must scrupulously avoid identification of ICAP with, or use its funds or resources for, such activity;
2. ICAP funds may not be used to make contributions to political campaigns, political parties, or political action committees (PACs);
3. ICAP may under certain conditions conduct limited activities designed to educate, but not influence, voters, such as neutral candidate forums or vote guides, voter registration drives, and transportation to the polls, but only if they are carried out by ICAP programs or employees not funded by the Community Services Block Grant or Head Start and receive the prior approval of ICAP's Executive Director.
4. Employment with ICAP may not be offered as a consideration or reward for support or defeat of any political party or candidate for public office.

3.17 Reporting of Misconduct

It is the responsibility of every employee, supervisor, manager and executive to immediately report **suspected** misconduct or dishonesty to the Corporate

Compliance Officer. If it pertains to the Corporate Compliance Officer the complaint would be reported to the Executive Director, if it pertains to the Executive Director it would be reported to a member of the Board of Directors, whether such suspicion is based on direct or indirect information or knowledge. Any reprisal against any employee or other reporting individual because that i

individual, in good faith, reported a violation is strictly forbidden.

All relevant matters, including suspected but unproved matters, should be referred immediately to the Corporate Compliance Officer or member of the Board of Directors.

**A copy of Investigating of Misconduct Policy Procedures may be obtained by supervisors from the Personnel Officer.

3.18 Social Media Policy

Publically available information including information that is job related and available on the internet may be accessed. The information will not be used to discriminate against an applicant or employee on the basis of any protected status; however, any information which is in violation of the policies as set forth herein may cause the employee to be subject to disciplinary action.

Policy 4.0

Employee Classifications and Status Changes

4.1 General

Proper classification of employees is important to administering salaries, determining eligibility under ICAP's employee benefits plan, and complying with employment and tax laws. ICAP offers regular full-time, regular part-time and may offer temporary employment opportunities to meet a variety of staffing requirements and accommodate employee needs and preferences. ICAP may also use contract workers to respond flexibly to changing staffing requirements.

All employees—whether regular full-time, regular part-time, or temporary—are classified as exempt or nonexempt for overtime and minimum wage requirements.

4.2 Employee Classifications

A. Regular Full-Time Employee— A regular full-time employee is an employee who is employed by the agency to work a predetermined schedule of forty (40) hours per normal workweek and has completed his/her introductory period. A regular or introductory full-time employee may be exempt or nonexempt and is eligible for all benefits.

B. Regular Part-Time Employee— A regular part-time employee is an employee who regularly works fewer than forty (40) hours per week and has completed his/her introductory period. A regular part-time employee may be exempt or nonexempt and is eligible for certain benefits.

C. Seasonal or Temporary Employee— A seasonal or temporary employee is an employee who is employed by the agency for a specified period of time or for the duration of a specified and definable project. A seasonal or temporary employee may be exempt or nonexempt and is not eligible for benefits. The position will not fall under the recruitment and selection process, and advertising for this position is not required.

4.3 Substitute

A Substitute is defined as a person who takes the place of or acts in the place of another person. A substitute employee is hired with no specific amount of hours or period of time, but is hired for a specific program or programs. This person is not eligible for any employee benefits except those required such as FICA, worker's compensation and unemployment insurance. This position will not fall under the recruitment and selection process, as there could be no advertising for this position.

Policy 5.0 Recruitment and Selection

5.1 General Policy

It is the policy of ICAP to recruit and fill job vacancies with the most qualified applicant for the position. The agency has two methods of recruiting qualified applicants to fill job vacancies: internal and external postings. All selections shall be based on merit and fitness to fill the job vacancy. All recruitment efforts are based upon equal employment opportunity and conducted without regard to age, race, color, religion, creed, national origin, sex, marital status, disability, veteran's status, pregnancy, gender, ancestry, medical condition, and any other protected group status.

5.1.1 Internal Posting

The job opening may first be announced to only the present staff. The Personnel Officer shall inform present employees within the area of consideration that a position is open. The area of consideration will be decided by the Program Manager and the Executive Director. The staff will have five working days from the date of the Job Announcement to notify the Personnel Officer of intent to apply. They will have two additional working days to complete and return the application form to the Personnel Officer. Should the position be filled by present staff, the vacancy will not be advertised further.

In the event the position is not filled internally or there is no qualified candidate, ICAP will follow the following procedures for advertising outside ICAP. In cases where a position must be filled quickly, the Executive Director may approve concurrent advertising for the position within ICAP and to the general public. In such instances, present staff applying would be given first consideration.

**A copy of Recruitment and Selection Policy Procedures may be obtained by supervisors from the Personnel Officer.

5.2 Selection

Selection to fill a job vacancy is made on the basis of knowledge, skills, ability to perform the duties, and meeting the qualifications listed on the job description of the position. All selections will be made without regard to any protected group status.

Funding source must approve designated positions. See the Personnel Officer for identified positions. Selection of the applicant for the position advertised shall be administered in the following manner:

- A. Executive Director—** The Personnel Committee of the Board shall review all applications for the position and arrive at no more than five qualified candidates for the position. The committee shall submit the list to the Chairman of the Board and the Board shall interview and make the selection. If the duties of the Executive Director are principally (greater than 50%) funded by Head Start, approval by the Regional HHS Office must be received prior to making a job offer to the candidate.
- B. Head Start Director—** The Policy Council will appoint members to serve jointly on the screening and hiring committee with ICAP staff appointed by the Executive Director for the purpose of screening and selecting a Head Start Director. Approval by the Regional HHS Office must be received prior to making a job offer to the candidate.
- C. Fiscal Director—** The Executive Director or her/his designee may appoint a committee or designate to an individual the power to review applications, interview applicants and make the selection. If the duties of the Fiscal Director are principally (greater than 50%) funded by Head Start, approval by the Regional HHS Office must be received prior to making a job offer to the candidate.
- D. Head Start Employees—** The Executive Director or her/his designee may appoint a committee or designate to an individual the power to review applications, interview applicants and make selection. The Policy Council will appoint members to serve jointly on the hiring committee. The Policy Council will approve or disapprove the final selection of the Head Start staff. All Head Start employees will be required to complete a form stating they understand and will comply with rules and regulations on the use of corporal punishment and maintenance of the confidentiality of records.
- E. All Other Positions—** The Executive Director or her/his designee may appoint a committee or an individual the power to review applications, interview applicants and make the selection.

5.3 Certification and License Requirements

ICAP requires employees to obtain and maintain all job related licenses and certifications.

1. Prior to beginning work, employees whose position requires licenses and/or certification must provide verification to the Personnel Officer/Supervisor. A copy of the license and/or certification will be kept in the personnel file.

2. Where licenses or certificates are required, renewal must be made according to federal and/or state law. It is the employee's responsibility to ensure the licenses and/or certifications are kept current and copies are submitted to Personnel Officer/Supervisor.
3. Failure to keep required licenses and/or certifications current may result in disciplinary action.
4. ICAP will pay the actual cost toward the renewal of specific licenses and or certifications deemed to be relevant and related to the employee's position.

5.4 Criminal Background Checks

As a condition of employment, ICAP is mandated by state and federal law to conduct a criminal background check on designated positions, complying with all applicable laws. ICAP may also conduct a criminal background check on all other positions as deemed necessary by the position's duties and responsibility. In addition to employees, volunteers may need to submit a criminal background check as deemed applicable to the volunteer's duties. Please see the Personnel Officer for a listing of the applicable positions required to submit a criminal background check.

Current employees are required to report any conviction for a criminal offense which occurs during the time they are employed by ICAP including driving under the influence.

5.5 Credit Checks

Employees who are hired in positions which are responsible for advising and educating clients in regard to financial responsibility, and fiscal employees must exhibit personal financial integrity. This will be evaluated on an individual basis at the time of employment for new applicants. Current employees will be expected to maintain personal financial stability. A credit check will be performed on the finalist applicant for said positions.

5.6 Wellness Statements/TB Screenings

As a condition of regular employment, employees paid from the Head Start Pre-Birth to Five Program are required to provide a Wellness Statement within 30 days of employment, and every four years thereafter. The agency's health insurance plan may pay 100% of the cost for employees who are covered by the plan.

All employees paid from the Head Start Pre-Birth to Five Program are required to complete a Tuberculosis Screening prior to employment and every four years thereafter. Any employee whose tuberculosis screening requires further evaluation may be required to have a TB test and/or doctor evaluation.

The employee's reasonable cost of obtaining the wellness statement/ Tuberculosis screening, if not covered by insurance will be reimbursed.

5.7 TB Tests

As a condition of employment, employees working in the Early Head Start Full Day/Full Year Center are required to have a Tuberculosis test prior to employment. ICAP will pay for the test if it is performed at the Community Health Office. The results of the test must be submitted to the Madison office.

5.8 Orientation

All new employees will be provided an orientation. Each employee of ICAP will have access to the Personnel Handbook and will be oriented to it. Employees will receive keys to access their work areas as needed upon hire.

5.9 References

Employees should not provide references or any comments, written or verbal, to individuals requesting information on current or former employees. All requests for information should be referred to the Personnel Officer.

Policy 6.0 Personnel Records

6.1 Personnel Records

In collecting, maintaining, and disclosing personnel information, ICAP makes every effort to protect employees' privacy rights and interests and prevents inappropriate or unnecessary disclosures of information from any worker's file or record. While complying with its governmental reporting and record keeping requirements, ICAP strives to ensure that it handles all personal and job-related information about employees in a secure, confidential, and appropriate fashion in accordance with the principles and procedures outlined below.

6.2 Employees' Access Rights to Personnel File Information

All employees can review the information contained in his/her own personnel file, although ICAP reserves the right to remove certain sensitive documents, such as letters of reference and management planning documents, such as succession or promotion plans. To prevent abuses of this access privilege, ICAP also reserves the right to limit the number of times an employee can access his or her file during a 12-month period. Employees who are interested in reviewing the contents of his/her personnel file should contact his/her Supervisor or the Personnel Officer and provide at least two days' notice of his/her desire to schedule a mutually convenient time for an appointment.

NOTE: ICAP retains documents in accordance with record retention requirements. After the expiration of the applicable retention period, the records are destroyed. Consequently, certain historical documents might not be available for review.

6.3 Accuracy of Employee Information

To ensure that ICAP's personnel files are up-to-date and contain accurate, complete information, employees are required to notify his/her Supervisor of any changes that need to be made in the following categories: name, telephone number, home address, marital status, number of dependents, beneficiary designations, scholastic achievements, or individual to notify in case of an emergency.

Employees can request correction or deletion of information to his/her personnel records as appropriate by submitting a written request to the Executive Director.

**A copy of Personnel Records Policy Procedures may be obtained by supervisors from the Personnel Officer.

Policy 7.0 Hours of Work and Compensation

7.1 General Policy

It is the intent of the Executive Director to create a standard workweek within which an employee is expected to perform ICAP services. The Executive Director also realizes that emergency and extenuating circumstances may arise in which an employee is required to work variable hours. Nothing within this policy is meant as a guarantee to the number of hours, either daily or weekly, that an employee may be required to work. However, it is the Executive Director's intent that every employee be treated equally and fairly when expected to work odd or extended hours.

7.2 Standard Workweek

The standard forty (40) hour workweek, unless otherwise stated, for the purpose of calculating pay and overtime shall begin at 12:00 AM Sunday and end at 11:59 PM Saturday.

7.3 Standard Workday

A standard work schedule will be established for each employee. Any deviation from this schedule must be approved in advance by the immediate Supervisor. Daily and weekly schedules may be changed to meet the needs of ICAP at the immediate Supervisor's discretion. Managers/Supervisors are encouraged to put schedules in writing and to announce changes as far in advance as possible for the convenience of the employee. Program Managers shall be notified of any changes in employee schedules.

7.4 Break Periods

Meal periods are not included in paid work hours. However, in the event an employee is unable to leave and is subject to work during his/her meal period, employee will receive a paid lunch break. Nonexempt employees must "sign out" during the designated half hour allowed for lunch. Twenty-minute break periods are also permitted during the workday. These breaks are considered "paid time" and will be given only when the work load permits. Employees should not expect to receive a paid break.

The break schedule below is defined for employees according to total daily hours worked:

- A. 1 to 3 hours = no break
- B. 3.5 to 5 hours = (1) 20 minute break
- C. 5.5 to 7 hours = (1) 20 minute break + (1) 30 minute lunch

D. 7.5 hours or more = (2) 20 minute breaks + (1) 30 minute lunch

Paid break periods are given when the work load permits. They may not be accumulated for time off, to leave work early or grouped together to provide a longer break period and breaks are not guaranteed to the employee. They shall be at the discretion of the immediate Supervisor. Breaks should be taken and arranged according to the workload.

7.4.1 Nursing Mothers

Employees who are nursing mothers will be allowed a reasonable break time to express breast milk for their nursing baby up to one year of age. Employees should consult with their supervisor for direction to the private area provided for nursing activity. Such area is not a bathroom and is shielded from view, and intrusion from co-workers and the public.

7.5 Pay Period and Pay Day

ICAP operates the payroll on a biweekly pay period; therefore, there are 26 pay periods per year. Payment will be dated every other Friday. Paper timesheets must be mailed to the Madison Office at the end of each workweek. Saturday before payday is the cut-off day for bookkeeping and wages earned beyond that date will be remitted during the next pay period. If the payday falls on a designated federal Holiday, payment will be dated on the last working day before the Holiday.

Under no circumstances will a paycheck be written for an employee in advance of the established pay date for a given pay period.

7.6 Retroactive Pay

Persons who are no longer employed at the time retroactive pay is disbursed will not be eligible to receive said pay.

7.7 Time Reporting/Wage Information

7.7.1 Time Sheets

Each nonexempt employee is required to complete a daily time sheet to keep a record of all hours worked, and all hours not worked such as personal paid leave, etc. for the purpose of calculating and issuing pay checks. Non-exempt staff are also required to document daily activities. All certified time sheets are to be turned into the Madison Office. These time sheets must be certified by the Supervisor or an individual authorized by the Supervisor. Intentional falsification of time sheets may result in a disciplinary action.

7.7.2 Work Logs

All exempt employees are required to document activities performed during the workday on a work log designated by the Executive Director.

7.7.3 Step and Grade

There are four to five (4-5) steps for each position in the Salary Step and Grade Schedule. These rates shall be the minimum and the maximum rate for the position. New employees will normally be hired at step "A" or "B" contingent on experience and qualifications. After satisfactory completion of the first year, the employee will advance to the next step in the appropriate grade. The individual will continue to advance annually, if performance is satisfactory.

All step increases are contingent upon at least a satisfactory performance evaluation for the period prior to the qualification for advancement. The absence of a completed performance evaluation does not constitute a step freeze. In the event of an unsatisfactory performance evaluation, the Supervisor, Executive Director or Board of Directors shall, at his/her discretion, determine a future date to re-evaluate the employee not to exceed the time limits for the appropriate step in consideration.

Employees will normally receive a step increase on his/her anniversary; in addition to the annual agency increase to ensure employee reaches the maximum of the range which is set up in the step and grade. Once said employee is to the maximum of the range, employee will only receive annual agency increases.

7.8 Payroll Deductions

ICAP is required to withhold Federal Income Tax and Social Security (FICA) from each employee's paycheck. Other deductions include contribution to the employee's 403 (b), health insurance and other withholdings required by law or pre-selected by the employee.

7.9 Job Descriptions

ICAP job descriptions will identify the Typical Duties and Responsibilities, the Minimum Qualifications required for the position, any pertinent certifications necessary, as well as detailed information on mental and physical attributes, which are required or highly suggested for the position. In addition, the job description shall indicate the title, grade, and the immediate Supervisor of the position. Each employee of ICAP will receive a copy of his/her job description upon hire, promotion or transfer. Applicants should also review the job description at the time of application.

Each position is assigned a grade with a stated minimum and maximum wage. The position step and grade or range is based on the following factors:

A. Skill, Knowledge, and Abilities required

- B. External Market
- C. Cost of Living
- D. Working Conditions

7.10 Non-Exempt Employees and Overtime

All personnel are covered by the Fair Labor Standards Act. Under this law, personnel not exempted by reason of assignment of duties and salary level must be paid time and one-half (1 ½) for overtime in excess of 40 hours in any workweek. Non-exempt employees shall not work more than 40 hours per week unless pre-approved by the immediate Supervisor. Unauthorized overtime will be subject to disciplinary action. Hours paid but not worked such as holidays, personal paid leave, administrative leave, etc. are not computed for the calculation of overtime. Employee has to physically work for the hours to be calculated for overtime purposes.

7.11 Exempt Employees

An exempt employee, as defined in the Fair Labor Standards Act, will be charged with personal paid leave when they are absent from work for one full scheduled workday, such as 8:00 A.M. - 4:30 P.M. or 7:00 A.M. - 5:30 P.M. When it is necessary to work on a Saturday or Sunday, the employee may take a day off during that same workweek.

7.12 On-Call

A non-exempt employee who makes herself/himself available at the request of the Program Manager on a non-scheduled day in a situation which may require the performance of regular job functions shall be considered "on-call". If the non-exempt employee has to respond to an "on-call", she/he will be compensated from the time he/she answers the call.

7.13 Expense Reimbursement

It is the policy of ICAP to control and process all travel expenses. No employee shall be reimbursed for expenses incurred in going to or coming from work. Employees may be reimbursed for approved travel on official business in accordance with the budget.

7.13.1 Authorization

All ICAP payments for travel by employees, consultants and members of governing or administering boards must be authorized in advance and must

be supported by properly approved invoices, if applicable. The governing board establishes the mileage reimbursement rate.

**A copy of Business Travel Policy may be obtained by supervisors from the Fiscal Director.

Policy 8.0 Benefits

8.1 Insurance, Retirement and Workers Compensation

The benefits that follow are those offered by ICAP. Please refer to the necessary employee classification, as some or most of the benefits are afforded to the respective individual employee classification. Full details of the group insurance plan can be obtained from the Personnel Officer.

ICAP offers a comprehensive and competitive benefits package to all employees. Participation with any of the benefit programs is a decision of each individual employee.

8.1.1 Health Insurance

Regular full-time employees and regular part-time employees who work 24 or more hours per week are eligible for health benefits. Anyone who is eligible for health insurance on May 16, 2012 will be grandfathered as eligible. If an employee who was grandfathered as eligible changes positions or their hours are permanently reduced below 24, they will no longer be deemed eligible. Any employee hired after May 16, 2012 who works less than 24 hours will not be eligible for health insurance.

8.1.2 Extended Health Coverage

In the event of an employee's termination of employment (except for gross misconduct) or reduction of hours, the employee, spouse, and dependent children are entitled by law to purchase continuing health care coverage under ICAP's group plan for up to 18 months

8.1.3 Disability Insurance

ICAP offers disability insurance to regular full-time employees and regular part-time employees who work 30 or more hours.

To find out more information on this insurance, please see the Personnel Officer.

8.1.4 Life Insurance

ICAP offers life insurance to regular full-time employees and regular part-time employees who work 30 or more hours. The amount of coverage will be based on a percentage of the employee's annual wages or salary. For more information, please see the Personnel Officer.

8.1.5 Supplemental Insurance

ICAP offers AFLAC coverage at the employee's expense through payroll deduction. Since this is an optional insurance benefit, ICAP does not participate.

8.1.6 Retirement Benefit

ICAP shall provide a Tax Sheltered Annuity plan (403b) for regular full-time employees or regular part-time employees. When funds are available ICAP will pay a percentage towards the employee's TSA fund providing the employee participates in the plan works 20 or more hours per week. The employee is eligible to enroll immediately upon employment, but is not eligible for ICAP contribution until the Introductory Period is completed. Please see the Personnel Officer for further information on this benefit and the vesting schedule.

8.1.7 Workers' Compensation

This fund is designed to protect employees against medical costs and salary loss as a result of injuries while on the job. ICAP pays the contribution cost for this coverage. South Dakota Worker's Compensation Law requires that an employee report all work-related injuries or illnesses within three (3) days knowledge of the occurrence. If a serious injury should occur, notify your Supervisor immediately and then contact the Madison office immediately.

Any employee involved in any on-duty accident shall immediately report the accident and any physical injury sustained to his/her Supervisor. When required by ICAP, the employee, before starting his/her shift, shall complete an accident report on forms furnished by ICAP and shall supply all available names and addresses of witnesses to the accident.

The employee shall receive a copy of the accident report that is submitted to the employer. Failure to comply with this policy may be grounds for disciplinary action by ICAP. All employees shall also immediately report all safety hazards to his/her Supervisor.

In the event an employee encounters an open and obvious danger at the work site, he/she may refuse to work at such site until such time as proper safety measures and/or tools are available.

8.2 Personal Paid Leave (PPL)

ICAP has established a Personal Paid Leave policy benefit (PPL) to meet the diverse needs of all employees.

All regular employees are eligible for participation in the PPL program.

Effective February 1, 2012 regular full-time employees will accrue PPL leave at a rate according to the following schedule:

YEARS OF SERVICE	ANNUAL PPL ACCRUAL
Zero through 12 months	1.4 work weeks annually
First through Third years of service	3.4 work weeks annually
Fourth through the Ninth year of service	4.4 work weeks annually
Tenth through the Nineteenth year of service	5.4 work weeks annually
Twentieth and additional years of service	6.4 work weeks annually

Employees will only be allowed to use accrued PPL.

8. 2.1 Administrative Guidelines-Personal Paid Leave (PPL)

- A. Personal Paid Leave-**PPL will begin accruing on the regular employee's start date. If the employee is a regular part-time employee, the employee will accrue PPL on a prorated basis according to how many hours are worked annually. When an employee moves from one length-of-service level to the next, his/her additional PPL will be prorated based on the start date (see H below). Employees will be allowed to accrue a maximum of 12 weeks of PPL.
- B. Scheduling of PPL-** Supervisory notification is required for all absences. ICAP reserves the right, within reason, to timely disapprove requested time for PPL for the purposes of maintaining the workforce during heavy scheduled work periods. However, ICAP will make every effort to accommodate employee's requests for time off. Leave days will be assigned on a first request basis. Patterns of behavior that shows excessive absences which hinder the operations of ICAP will result in a discussion with the employee and supervisor to correct the situation.
- C. Termination of Employment-**Employees will be paid for his/her earned PPL balance upon termination of employment with ICAP at his/her current rate of pay.
- D. Salary in Lieu of PPL Leave-**Employees who retire or are laid off may receive pay for accrued PPL, based on the end date as defined in I. below. In the event of death, accrued PPL will be paid to the employee's estate.
- E. Leave of Absence without Pay-**Employees granted an unpaid leave of absence will not earn any PPL during their time off. (Refer to 8.5)

F. Minimum Leave Used-Regular nonexempt employees shall take PPL in 1/4-hour increments

G. Start Date –Only for the purpose of accruing PPL, when a new employee begins his/her employment he/she will have a start date of his/her first day of employment.

H. End Date-Only for the purpose of this section, when an employee leaves his/her position, his/her end date is the last day of his/her employment.

8.3 Extended Illness Bank (EIB)

The Extended Illness Bank (EIB) is designed to provide income protection for more extended periods of illness and as a bridge to ICAP's Disability insurance plans.

8.3.1 Extended Illness Bank (EIB)

All eligible regular full-time staff working year round earn EIB leave at the rate of **6 days, 48 hours (.023 per hour worked) per year**. Eligible part-time employees and full time employees not working year round will receive a pro-rated amount of EIB benefits based on the average number of hours worked per pay period.

A. Extended Illness Bank (EIB) For Employees

- 1. Qualifications** - EIB leave is used for absences of more than three (3) consecutive **work** days attributable to illness or disability of the employee. The first three days of absence due to illness or disability the employee is required to use PPL, or LWOP if PPL is not available. After three (3) consecutive EIB leave days, medical doctor approval may be necessary prior to an employee's return to work. However, the Supervisor may request a physician's approval at any time. Any employee found to have abused his/her PPL/EIB privileges may be subject to disciplinary action.
- 2. Usage** - Regular nonexempt employees shall take EIB leave in 1/4-hour increments. EIB (including donated EIB) for qualifying employees will be limited to a maximum of nine employee work weeks.

B. Extended Illness Bank (EIB) For Family Members

- 1. Qualifications** – A portion of EIB may also be granted when an immediate family member living in the employee's household is seriously ill and/or has a contagious illness that goes beyond three consecutive days. Immediate family is defined for employee and employee's spouse as parents, spouse, children, spouses of children, grandchildren, siblings, stepchildren, and spouses of stepchildren, stepparents and only the employee's immediate

grandparents. After three (3) consecutive EIB leave days, medical doctor approval may be necessary prior to an employee's return to work. However, the Supervisor may request a physician's approval at any time. Any employee found to have abused his/her PPL/EIB privileges may be subject to disciplinary action.

2. **Usage** – Regular nonexempt employees shall take EIB leave in 1/4-hour increments. EIB (including donated EIB) for qualifying family members will be limited to a maximum of four employee work weeks per family member in a rolling twelve month period.
- C. Leave Accumulation**-An employee continues to earn PPL/EIB leave hours when they are on paid leave using existing PPL/EIB. An employee will not earn PPL/EIB leave hours during a leave in which the employee receives short term disability, long term disability, workers compensation benefits, donated EIB leave hours or any unpaid leave of absence.
- D. Extended Illness Bank (EIB) Accumulation**-EIB hours may be carried forward from year to year, but the maximum number of EIB hours that can accrue is up to 9 work weeks. Once the EIB maximum of 9 work weeks is reached, no additional EIB time will be accrued until a day of EIB is used. Upon termination from ICAP, employees will not be paid for any accrued but unused EIB leave.

8.3.2 Catastrophic Illness Bank (CIB)

In the event that an employee must be absent from work due to catastrophic condition illness of himself/herself or an immediate family member living in the employee's household, which requires specific care and attendance of the employee, that employee may, upon approval of the Executive Director, be eligible for Catastrophic Illness Bank (CIB) hours. Refer to Section 8.3 part B for the definition of immediate family. The following terms are required and will apply:

- A.** On or about February 1st, all ICAP employees will be petitioned to donate to the CIB. If the CIB is depleted of hours, all employees will again be petitioned to donate EIB hours.
- B.** Regular employees may donate up to two standard work days (8 hours maximum per day) of accrued EIB per calendar year in one hour increments, as long as they have over **40 hours remaining** in their accrued EIB leave.
- C.** Donated EIB may only be received after the employee has exhausted their own earned PPL and any available EIB.
- D.** A regular employee may receive a maximum of 4 (four) work weeks in a rolling twelve month period of donated CIB.
- E.** While using donated CIB, the employee will not earn additional PPL/EIB.
- F.** Any donated CIB hours which are received by an eligible employee, will be considered EIB hours when received.

- G. A regular employee who is absent from work for a qualifying event longer than 12 work weeks in a rolling 12- month period will not be eligible to receive CIB beyond that already received, if any, through the 12-week period.
- H. Employees are not eligible to receive CIB if they are in their first 6 months of employment.
- I. CIB may not be used for the first three days of absence. Employees may use PPL or Leave without Pay for those hours.

8.4 Family Medical Leave

ICAP will grant up to 12 weeks of family and medical leave (or up to 26 weeks of military caregiver leave) during a 12-month period to eligible employees in accordance with the Family and Medical Leave Act of 1993 (FMLA). The purpose of this policy is to provide employees with a general description of their FMLA rights. In the event of any conflict between this policy and the applicable law, employees will be afforded all rights required by law.

8.4.1 Conditions:

Employee must be employed by ICAP for at least twelve months and have worked at least 1,250 hours in the twelve months preceding the request for leave time. The twelve month period is determined on a “rolling” basis, measured backward from the date the employee first uses FMLA leave. Under this method, each time an employee takes FMLA leave, the remaining leave entitlement would be any balance of the 12 weeks which has not been used during the immediately preceding 12 months. For additional information please contact the Personnel Officer.

An employee will be required to take all earned PPL and EIB if applicable at the start of the leave and run concurrently with the leave until exhausted or the leave is complete.

To qualify for FMLA leave under this policy, the employee must be taking leave for one of the reasons listed below:

- 1) the birth of a son or daughter and in order to care for such a child;
- 2) the placement of a son or daughter with the employee for adoption or foster care and to care for the newly placed child;
- 3) to care for a spouse, son, daughter, or parent who has a serious health condition;
- 4) because of a serious health condition of the employee;
- 5) Military Caregiver leave – Leave for a spouse, child, parent, or next of kin to care for a member of the Armed Forces, including a member of the National Guard or Reserves, who is undergoing medical treatment, recuperation, or therapy, is otherwise in outpatient status, or is on the temporary disability retired list, for a serious injury or illness incurred in the line of duty on covered active duty or for a

veteran within five years of leaving service if he or she develops a service-related injury or illness that was incurred while on covered active duty. The caregiver may take up to 26 weeks of leave during a single twelve-month period.

6) Qualifying Exigency leave – Leave for a spouse, child, or parent of an Armed Forces member being deployed to a foreign country or a National Guard or Reserves member who is on or called to covered active duty to a foreign country.

The qualifying exigency leave must be for one of the following: 1) short-notice deployment; 2) military events or activities; 3) childcare or school activities; 4) financial and legal arrangements; 5) counseling; 6) rest and recuperation; 7) post-deployment activities; or 8) additional activities that arise out of covered active duty. An employee may take up to 12 weeks of leave during a twelve month period.

Eligible employees taking “military caregiver leave” may take up to 26 weeks of leave to care for a seriously injured or ill service member. This leave is only available during a single 12- month period per incident. Eligible employees would include spouse, child, parent or next of kin. To qualify for this type of leave, the recovering service member must be a member of the Armed Forces or a veteran within five years of leaving service who suffered a serious injury or illness while on covered active duty that may render the person unable to perform the duties of his or her office, grade, rank or rating.

8.4.2 Health Insurance

Conditions: All benefits will continue in force under the following conditions: If employee is required to pay portion of premium, payments will continue to be expected during leave time. If payment is more than 30 days late, the employee’s health coverage may be dropped for the duration of the leave. Should employee request discontinuation of coverage, a written request must be filed in the personnel office.

Entitlement for leave for a birth or placement of a son or daughter expires at the end of the 12-month period beginning on the date of the birth or placement.

Should two spouses work at ICAP their combined leave is 12 weeks during any 12-month period to care for the birth or placement of a child for adoption, or to care for the employee's parent with a serious health condition. For other cases, each would be entitled to 12 weeks of annual leave.

ICAP will reinstate the employee to the same position or an equivalent position upon return to regular duty in accordance with the Family Medical Leave Act.

Intermittent leave or a reduced work schedule may also be available under certain circumstances. All employees requesting leave under this policy must provide verbal or written notice of the need for leave to their immediate supervisor. If the leave is foreseeable, a written request for leave and the reasons may be required. Additional information may be obtained from the Personnel Officer.

Please see the Personnel Officer for more information regarding Family Medical Leave Act.

8.4.3 Posting Requirements

ICAP will keep posted on its premises, in conspicuous places a notice explaining the provisions of the Family and Medical Leave Act.

8.5 Leave of Absence without Pay

A regular or introductory employee, upon application in writing, may be granted by the Executive Director, leave without pay for a period of up to twelve calendar weeks. Such leave may be extended by the Executive Director upon written application, but no leave without pay shall exceed one year. An employee shall utilize all possible types of leave earned when circumstances prevent them from being on the job. However, the Executive Director may, upon request of the employee, grant leave without pay before all types of available leave are used if, in the opinion of the Director, leave without pay is beneficial to ICAP and the employee.

A leave without pay does not guarantee that the same position will be open upon return. However, ICAP will try to place workers in a comparable position if one is open at the time of return.

Leave without pay may be granted for the following reasons:

- A. Physical disability of the employee
- B. The employee's entering upon a course of training or study for the purpose of improving the quality of his/her service to ICAP or for the purpose of fitting the employee for promotion
- C. Extraordinary situations sufficient in the opinion of the Executive Director to warrant such leave without pay

Any employee on a leave without pay shall not accrue any personal paid leave or holiday pay. Any employee on an unpaid leave that goes over 3 of his/her normal workweeks shall not be entitled to any (insurance) benefits, therefore, health, disability, retirement and life insurance premiums, as applicable, will be the responsibility of the employee when on leave without pay for a period longer than three weeks. (Except in the case of approved FMLA leave.)

8.6 Jury and Witness Duty

Employees will be given leave in order to comply with a subpoena to appear in court or before a judge, or legislative committee, or any other mandatory court duty. Time off with compensation will be granted under these provisions and time

away shall not be charged to leave time provided the absence does not exceed two calendar weeks. ICAP will pay the difference between your regular earnings and the fee you receive for jury service. The employee shall furnish ICAP proof of days performing court duties and payments received. Employees may choose to use personal paid leave and keep the compensation.

Employees will not be paid by ICAP for time taken for court appearances in cases in which he/she is personally involved, or in which he/she appears on a voluntary basis. This time may be taken as personal paid leave or unpaid leave.

8.7 Voting Time

ICAP employee's whose work schedule does not enable time to vote during the times the polls are open shall be allowed up to two (2) consecutive hours to vote. Such time shall be treated as regular work time for the purpose of pay and accrual of leaves.

8.8 Military Leave

Employees serving in the Military Reserve, National Guard, or Naval Militia will be granted an unpaid leave of absence when they are called out for active service. There will be no loss of seniority for purposes of rate of pay and leave accrual. Employees may utilize his/her accrued personal paid leave

A. Reserve Training—In accordance with South Dakota law, any employee who is a member of the "Reserve Component of the Armed Forces," or a member of the "Ready Reserve," or a member of an organized branch of the military service of the United States and who in order to receive annual military training with the armed forces of the United States not to exceed one hundred twenty (120) hours in any one federal fiscal year will be entitled to a leave of absence. Employees will be returned to active employment upon completion of annual training provided they are still able to perform the duties of their position. There will be no loss of pay, status, or seniority for the employee provided the necessary conditions are met.

ICAP will pay the difference between military pay and the employee's current pay during the annual military training.

8.9 Educational Leave

If an employee is authorized to enroll in an education course and if these educational activities are scheduled during the employee's regular work hours, the employee may use personal paid leave; use leave without pay; or arrange to trade-off education hours and other hours so as to make up the work hours missed. All of these arrangements must be approved by the Executive Director.

8.10 Funeral/Bereavement Leave

In the event of the death of an employee's member of immediate family as defined below, a maximum of three (3) workdays will be granted, depending upon employee's circumstances. Any leave beyond three days will be charged to personal paid leave or leave without pay may be approved if all PPL is exhausted. Employee's immediate family is defined as spouse, children, stepchildren, parents, step-parents, siblings, grandparents, grandchildren, step-grandchildren, son-in-law or daughter-in-law. Also included is the spouse's parents and step-parents.

8.11 Holidays

ICAP recognizes and observes the following ten (10) holidays as paid holidays for all regular full-time and regular part-time employees.

New Year's Day
Martin Luther King Day
Presidents Day
Memorial Day
Independence Day
Labor Day
Columbus Day/Native American Day
Veterans Day
Thanksgiving Day
Christmas Day

If the Governor of South Dakota declares the state government offices closed and grants administrative leave, ICAP will also close and grant paid leave in similar manner.

Allowed holiday pay shall be defined as eight (8) hours of compensation for all regular full-time employees. All regular part-time employees' holiday pay shall be pro-rated based on their past work history. All holiday pay is based on employee's regular rate of pay. Holiday Pay shall not be used in the computation of overtime. Holiday pay will not be paid to an employee that is on unpaid leave. A Seasonal or Temporary employee is not eligible for holiday pay.

Part-time employees are eligible for holiday pay regardless of what day the holiday falls. Staff scheduled to work fewer than 52 weeks a year will receive a prorated amount for all holidays that fall while Head Start or school is in session.

A part-time employee working less than 40 hours a week does not receive 8 hours of holiday pay. For example, an employee who works 32 hours a week will receive 6.5 hours for each holiday. If an employee normally works 4 days a week (8 hours a day), they will have the choice to work an extra 1.5 hours during the week or use 1.5 hours of PPL. If PPL isn't available, leave without pay will be granted. If an employee chooses to work the extra hours, supervisor approval will be needed

prior to working the hours. The extra hours are not allowed to be worked on the holiday without supervisor approval.

Approximately every six months, employees work history will be evaluated and holiday hours will be adjusted to reflect the most recent work history.

When a holiday falls on a Saturday, the preceding Friday is observed as the paid holiday. When a holiday falls on a Sunday, the following Monday is observed as the paid holiday. In the event ICAP requires an employee to work on a scheduled holiday, employee(s) may take another day off within one month of that holiday for that holiday. The floating holiday time must be taken on one day, it cannot be divided between several days. If the employee does not use the holiday, it will be lost.

8.11.1 Employees on Leave

An employee on personal paid leave during a holiday will receive holiday pay and will not be charged for that day as personal paid leave.

An employee who is on a paid leave will be eligible for holiday pay for a designated holiday observed during the paid leave of absence. An employee who is on an unpaid leave of absence will not be eligible for holiday pay for a designated holiday observed during the leave of absence.

8.12 Career Development and Training

ICAP may provide employees, through a career development program, opportunities for advancement. The positions within ICAP are structured in such a manner that they provide career development opportunities. Training is an integral part of career development and ICAP will hold each Supervisor responsible for aiding employees in obtaining appropriate training. Training will be of such a nature that it not only develops an individual's current skills, but also will give the individual skills, knowledge and tools to move upward to higher-grade positions.

If ICAP requires an employee to undertake training directly related to his/her job, the cost of tuition and fees will be paid by ICAP. Training and career development resources include on-the-job training, various state and federal training sessions, courses offered through public schools and universities and in-house training, etc. For more information consult your supervisor.

8.12.1 Financial Support

ICAP may provide financial support for employees who are required by law, regulation or guideline to hold a specific degree in order to fill certain designated positions within programs when program funds are available to support the costs of such education/training. Consult with your supervisor for additional information.

**A copy of Career Development Assistance Procedures may be obtained by supervisors from the Personnel Officer.

8.13 Employee Assistance Program (EAP)

Dependent upon funding, employees and his/her immediate family members are provided with short-term counseling services through the Employee Assistance Program. This service is contracted through an independent agency, is completely confidential, and is available at no charge to the employee. Please see the Personnel Office for further clarification of the EAP.

Policy 9.0 Safety and Risk Management

9.1 General Statement

Safety will be given primary importance in planning and operating ICAP activities in order to protect employees against occupational injuries and illnesses, and to protect ICAP against unnecessary financial burden and reduced efficiency. Each employee is responsible for the safety, well-being, and safe work conduct of themselves and those they supervise.

Refer to ICAP's Safety Policy-Attachment C for more information.

9.2 Fleet Safety Program

A pre-employment Motor Vehicle Record (MVR) check is required on each individual who will be driving for ICAP on agency business. This includes ICAP vehicles and personal vehicles. A triennial MVR check is required on all employees who drive agency vehicles. More frequent checks will be performed on an individual basis if it would be in the best interests of ICAP. MVR reports will be reviewed by the Deputy Director or designee and the local insurance agent. Should a pattern of inappropriate conduct be evident the employee's Supervisor will be informed. The Supervisor will then discuss the MVR with the employee. At this time the employee will be told of the impending loss of ICAP vehicle driving privileges should the pattern continue. In some instances, the employee's driving privileges can be revoked immediately. These include convictions of the following violations:

- A. Driving Under Influence (Drugs)
- B. Driving Under Influence (Alcohol)
- C. Driving Under Influence (Narcotics)
- D. Manslaughter
- E. Reckless Driving
- F. Multiple Speeding Tickets within a period of time

Immediate revocation can also be imposed if the pattern of violations is such that it would be in the best interests of ICAP or if ICAP's insurance coverage would be jeopardized. Recommendations from the agent will be followed. When the employee's job is dependent on driving an ICAP vehicle, revocation of driving privileges can result in termination of employment.

Texting and emailing is not allowed at any time while an ICAP employee is driving a vehicle for agency purposes. This includes both agency vehicles and personal vehicles.

Mileage can be paid to the employee to drive his own vehicle. When an ICAP employee is traveling on agency business, motorcycles, scooters or any transportation of similar mode are not allowed. Employees receiving mileage in connection with any ICAP business must submit a certificate of insurance showing minimum limits of liability of \$100,000/\$300,000 Bodily Injury, \$100,000 Property Damage or \$300,00 Single Limit.

Any accident involving an ICAP vehicle is to be reported to the Deputy Director immediately. The employee is also required to submit a copy of the accident report to the Deputy Director as soon as possible. The events surrounding the accident will be discussed with the employee. Any action that could have been taken to prevent the accident will also be discussed.

Policy 10.0
Performance Evaluations

10.1 Performance Evaluations

Performance evaluations are designed to provide the employee with a record of his/her performance, to encourage professional growth and to promote communication between the Supervisor and the employee. When at all possible, a performance review will be conducted after six (6) months of employment. A performance evaluation will be conducted annually.

Any employee may be evaluated at any time his/her Supervisor deems an evaluation is warranted or when an evaluation is requested by the Executive Director or the Personnel Committee of the Board of Directors.

**A copy of Performance Evaluation Procedures may be obtained by supervisors from the Personnel Officer.

Policy 11.0 Separation From Service

11.1 General Procedures

All employees who are leaving his/her job with ICAP for any reason are asked to participate in an exit evaluation. On an employee's last day of employment, he/she is required to return all ICAP property to his/her Supervisor. Final paychecks are mailed to a worker's home address or directly given to the employee on the next regular payday. ICAP makes every effort to ensure that all terminations and separations from employment are conducted in accordance with all provisions and requirements of applicable federal and state laws.

11.2 Return of Agency Property

Employees are expected to return all ICAP property at the time of his/her departure from service. ICAP reserves the right to withhold the employee's final paycheck until all ICAP property in the employee's possession has been returned to ICAP in satisfactory condition. ICAP may take further action if necessary to recover property.

11.3 Voluntary Separation

11.3.1 Resignation

If an employee chooses to leave employment and they are in Grades 1 through 4, ICAP would appreciate receiving written notification of his/her resignation at least two (2) weeks in advance of his/her leaving agency service. For employees Grades 5 through 11, written notification would be appreciated with thirty (30) days prior notice. Employees in Grades 12 and above should give at least 8 weeks written notice. Change of job duty or position within ICAP without lapse in employment status will not result in loss of accumulated leave or other benefits. Appropriate paperwork will be completed prior to the employee's last working day, to include but not limited to retirement, insurance, payroll, etc. Upon providing notice of resignation, an employee is encouraged to not utilize scheduled Personal Paid Leave to ensure a smooth transition of duties. The final paycheck will be issued at the next scheduled pay date.

11.3.2 Un-notified Absence

If an employee is absent for more than two (2) consecutive days without proper notification, he/she shall be considered to have voluntarily resigned his/her position with ICAP. Re-instatement upon presentation of extenuating circumstances or reason for such absence shall be at the discretion of the Executive Director.

11.3.3 Retirement

Employees in Grades 1-11 are asked to notify his/her immediate Supervisor at least one month before his/her planned retirement date. Employees in Grades 12 and above are asked to notify their Supervisor at least 8 weeks prior to planned retirement date. During that time, employee will be given the appropriate paperwork for retirement purposes.

11.4 Involuntary Separation

Employees who are discharged are advised of his/her rights to continue participation in the ICAP's group health plan.

11.4.1 Layoff

The order of layoff shall be made at the discretion of the Executive Director. The objectives of the Executive Director in such cases shall be to conserve for ICAP the services of the most valuable employees. Each employee so affected shall be notified as far in advance of such layoff as may be possible. Temporary employees shall be laid off before employees with regular status. The employee will receive written verification of the layoff from ICAP. Use of personal paid leave during the lay-off period is dependent upon availability of funding.

11.5 Reference Policy

The Personnel Officer or designee of ICAP will release to prospective employers of former employees the information as contained in the "Exit Evaluation" if the former employee has signed the release on the "Exit Evaluation" and the information is available. In the absence of a signed release or at the written request of the former employee, ICAP will release only the name, dates of employment, job title, and wage scale to prospective employers of former employees if said information is available. No one other than the Personnel Officer or designee is authorized to release work-related references.

POLICY 12.0
DISCIPLINARY ACTION AND GRIEVANCE PROCEDURE

12.1 Disciplinary Action

Disciplinary actions shall be applied when the proper authority determines such actions are necessary. A disciplinary action will be in the form of oral reprimand, written reprimand, probation, suspension, demotion or reassignment, or dismissal. ICAP may apply these actions in any order, or no order. They will be applied in response to the nature of the offensive conduct, but is not required to apply these actions progressively.

Certain behavior and workplace violence is, at all times, prohibited and may result in immediate disciplinary action. Following is a list of some examples of prohibited behavior and workplace violence (*):

- Repeated absenteeism or tardiness
- Absent without permission from supervisor or having a good cause
- Abuse of the agency telephone or cell phone while on duty
- Failure to properly record accurate hours of work
- Repeated failure to be at work at the starting time
- Personal use of facility supplies
- Wasting facility supplies
- Neglect or misuse of equipment/supplies
- Failure to be in accordance with dress code/or failure to maintain a clean and proper appearance
- Failure to adhere to requirements of job description or facility policy and procedure
- Unauthorized entry into the facility computer system
- Inconsiderate treatment of a client
- Neglect of duty
- Revealing confidential information about clients
- * Fighting of any type on facility property
- Failure to maintain job responsibilities by reading books, watching TV, listening to the radio or other conduct not related to the job position
- Discourtesy shown while on duty to the general public
- Borrowing money, accepting gifts, tips, or gratuities of any kind from clients
- Failure to file an Incident Report within 3 business days of the injury or accident
- Incidents where chemical dependency away from the facility is affecting the individual's work performance
- Insubordination or other behavior that renders the employee incapable of performing the job requirements
- Under the influence of alcohol or a controlled substance while on duty
- Misappropriation of client's property or funds
- An attempt to commit a crime against a client or coworker
- * Physical harm or injury against a Client or coworker

- Using profanity, making gestures, or engaging in other acts made to or directed to a client
- Theft or pilferage or willful misappropriation of agency property or funds
- * Physical violence
- Willful destruction of property belonging to a client or the agency
- Falsifying records
- Refusal to accept any reasonable work assignment that is in accordance with individual's job description
- Deliberate work slowdown or restriction of output
- Assault, bribery, gambling, or other criminal acts on the property of ICAP
- Violation of safety rules
- Sleeping while on duty
- * Possession on work site of any weapon or dangerous instrument (e.g. any type of firearms, certain knives, brass or metal knuckles, etc.) – unless required by position duties (i.e. Security Guard)
- * Threatening behaviors and acts of aggression toward clients or coworkers

THIS LIST IS ILLUSTRATIVE ONLY AND IS NOT MEANT TO BE INCLUSIVE. DISCIPLINARY ACTION MAY INCLUDE ORAL WARNINGS, WRITTEN WARNINGS, SUSPENSION WITHOUT PAY, OR ACTUAL TERMINATION OF EMPLOYMENT. DISCIPLINARY ACTION MAY BE IN ANY ORDER, INCLUDING IMMEDIATE TERMINATION.

12.2 Grievance Procedure

12.2.1 Purpose

The purpose of this grievance procedure is to provide a just and equitable method for the resolution of grievances without discrimination, coercion, restraint, or reprisal against any employee or group of employees who may submit to or be involved in a grievance.

12.2.2 Definition of a Grievance

A grievance is a complaint by an employee or a group of employees concerning the interpretation or application of the provisions of rules or regulations governing conditions of employment, personnel practices and procedures, or condition(s) which have not been resolved satisfactorily in an informal manner between the employee(s) and Management.

12.2.3 Submission of Grievance to Supervisor

An employee shall place in writing and submit to his/her Supervisor the grievance within seven (7) calendar days following the day on which the grievance occurred or when the employee should have had reasonable

knowledge of the occurrence. The written grievance shall contain a statement of the facts, the revision or provisions of the agreement, working condition or employment which the employee believes may be a basis for corrective action by the aggrieved employee. The first attempt at resolving of the grievance shall be an initial meeting with the employer at the level of the employee's Supervisor. ****Note— In the event, the employee does not feel comfortable going to the immediate Supervisor they should continue directly to Section 12.2.4.**

12.2.4 Conference with the Executive Director

Should the parties fail to agree upon a satisfactory disposition of the grievance, the matter may be referred within seven (7) calendar days by the employee to a conference with the Executive Director.

12.2.5 Requesting a conference with the Board of Directors

In the event the grievance is not resolved under the procedures of Section 12.2.3 and 12.2.4, the employee may request, in writing, a hearing with the Board of Directors within ten (10) calendar days of the decision being received by the employee under Section 12.2.3 and 12.2.4. The Board of Directors at its next regularly scheduled meeting, shall review all data and have an informal hearing. A decision will be made by the Board of Directors and the employee notified.

12.2.6 Extension of Time Limits

Any time limits under any section may be extended by mutual written agreement by ICAP and the employee.

12.2.7 Dropping a Grievance

At any time, the employee may dismiss or drop a grievance. This dismissal of the grievance shall not be viewed as precedent for a grievance or identical topic matter of another employee.

12.2.8 Filing a Grievance is a Serious Matter

This system is intended to protect the employee and give them a means of appeal in matters of importance. This system is not a game for minor, petty incident(s), but is intended to protect the employee and give them a means of appeal in matters of importance.

ACKNOWLEDGEMENT OF RECEIPT OF HANDBOOK

I have read and understand the foregoing Employee Handbook including:

- Attachment A Safety Sensitive Employee Drug and Alcohol Policy (if applicable)
- Attachment B Conflict of Interest Policy for ICAP Senior Staff (if applicable)
- Attachment C Safety Policy (applicable to all staff)

I agree to abide by the rules set forth.

Name of Employee

Employee Signature

Date

Employee Signature Witnessed By: _____

Date: _____